



UNIVERSIDADE
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CITY, SPACE AND PLACE IN THE DIGITAL AGE.
AN ANALYSIS OF HOW TECHNOLOGY SHAPES OUR EVERYDAY
EXPERIENCE OF SPACE IN CITIES: A CASE-STUDY ANALYSIS OF A
COWORKING SPACE - *SECOND HOME LISBON*.

Dissertation submitted to Universidade Católica Portuguesa
to obtain a Master's Degree in
Culture Studies – Management of the Arts and Culture

By

Ana Rita Folgado

Faculty of Human Sciences

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ABSTRACT

The aim of this dissertation is the analysis of how technology shapes our everyday experience of space in cities. Focusing on a new urban typology, the coworking space, it looks towards emerging practices, and new patterns of behaviour, shaped or mediated by technology. Current literature projects an increasingly greater impact of technology on society, ranging from the very concept of ‘smart cities’ to the manner in which personal devices seamlessly integrate into our lives.

In order to access this impact, the current work relied on the case-study analysis of a coworking space – *Second Home Lisbon* – which stands out in the local context for its unique spatiality and strong cultural programme. After the elaboration of the theoretical framework, documental analysis provided a complete recognition of the object, and finally, *in situ* observational research was undertaken for a month, and a members’ survey was conducted. For the observational research process, a grid of analysis was developed, consisting of several categories: privacy, community, mobility, communication, cooperation, and legacy patterns. It was argued that all these categories have a spatial underpinning and, in addition to informing on a specific layer of the object, they also constitute relevant dimensions of everyday life, which have potentially been affected by technology.

As a conclusion, this work highlights the contradiction between the apparent dematerializing of work and the growing number of spaces for working, asserting the importance of place, still. Furthermore, it considers that technology has affected the way we experience space, and that is seen on the coworking space on both a macro or external level, in the conceptual co-construction of the narratives of the coworking space and, on a micro or internal level, in the manner in which people perceive and appropriate the space.

Keywords: space, place, network society, digital age, smart cities, coworking spaces.

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INTRODUCTION

R. is sitting in a café, pressing down a book in order to keep it from closing, and taking small sips of a hot mint tea brewed directly on a large ceramic mug. The walls are white, and both the floor and the furniture appear to be made of wood, although R. suspects the furniture may be the cheaper kind, likely plywood. A bunch of posters and postcards are stuck to the walls, some framed, some simply glued with black tape. In the wall further down the café, before the room changes to the size of a passageway filled with individual tables on the side, one of those vintage lighted signs is flashing the words '*Home is where the Wi-Fi is*'.

The development and deployment of digital technology throughout society has brought about a fundamental change in the experience of everyday life. On the level of the individual, these 'radical technologies' function as mediators of most of our activity (Greenfield 2017) and on a larger scale, they are gradually and continuously changing the city, which is already embedded in a globalized network of flows and drives its power or centrality from its capacity to generate and move these flows (Castells 2010).

Fernando Ilharco argued that it is not easy for us to understand the manner in which we are affected by these new technologies, mostly because ICT¹ devices are invisible and 'recede into the background, escaping our attention' (Ilharco 2007, 68). Nonetheless, we now know that a lot has changed, from our relationship with our bodies, which is 'denaturalized' through technology (Hayles 1999) to the way we live and work, as so many everyday activities no longer need to take place *somewhere* at a particular time. Out of this scenario arise new 'ambiguous and contested zones' (Mitchell 1996, 101), and new patterns of behaviour, which need to be understood.

The spatial turn in social sciences and the cultural turn in geography (Hubbard and Kitchin 2011) gave an increasing importance to the concepts of space and place. From a neutral container, a simple support of human activities, space evolved to a relational concept, and it began to be understood as both as 'a social construct and a practice' (Baur et al 2014, 4).

¹ Information and Communications Technology.

This change of paradigm was best put forward, at first, by French sociologist Henry Lefebvre, in his work *The Production of Space* (1974), which presented space as being produced by social, economic and political processes. Lefebvre argued for a spatial triad consisting of perceived, conceived, and lived space, and claimed that space, in these three forms, was the basis of social relations (Lefebvre, 1991).

Furthermore, the distinction between space and place also became a research line which was discernible in the work of several authors. For Yi-Fu Tuan, *place* is *space*, as we attribute meaning to it. For Lefebvre, *place* is a ‘particular form of space (...) created through acts of naming as well as the distinctive activities and imaginings associated with particular social spaces’ (Hubbard and Kitchin 2011, 6). On the other hand, authors like Manuel Castells, Saskia Sassen or Marc Augé, to name a few, have also further contributed to this distinction. Working after the advent of the *network society* or the drastic development of ICT’s, they contrast the spaces of the new information-age (or ‘supermodernity’, in the case of Augé), which are fluid and transient, with the traditional, stable, anthropological *places*.

As globalization reached an unprecedented level, cities gained a greater importance, but also the dialectic between the local and the global became harder to characterize. Some authors have stressed the uneven processes of development, and the increasing polarization of the world, with great distances accessible for some, and a growing scarcity for others (Bauman 1998). The new global cities are key locations in the network which attract more and more inhabitants, but which also thrive on the logics of *flows*, while people still need places to live. While Richard Florida would argue positively for these key locations, considering them centres of creativity, which attract a new privileged class in the making (Florida 2012), Sassen would aim to bring attention to the lower circuits of capital, and the ‘people, workers, communities, and more specifically, the many different work cultures, besides the corporate culture, involved in the work of globalization’ (Sassen 2005, 32).

Furthermore, within this context, there were also profound changes in the manner in which we work. On the one hand, there is a growing inequality arising from the split between a highly qualified class which adapts easily to new contexts, and prospers on the flexibility of new work arrangements, and the low-skill, precarious workers which lack negotiating power

and long-term contracts (Cardoso and Castells 2005); on the other hand, the number of off-site workers grew, as companies could rely more heavily on home-based workers (or outsourced work), and more people became self-employed after a new found ‘self-reliance in the control of the means of production of knowledge-based services.’ (Castells 2010, xxiv)

Working from home proved not to be an ideal situation for a vast majority of these workers and, while, at first, coffee-shops and other traditional ‘third places’ seemed like a reliable alternative, soon enough it became clear that they didn’t offer all the necessary conditions, or even enough opportunities for socialization. In this sense, coworking spaces ‘emerged as a worker-developed response to changing economic conditions’ (de Peuter et al 2017, 687), but rapidly grew in close connection with the rise of the creative class and the digitization of the economy (Moriset 2013). The first space appeared in San Francisco in 2005, and today, there is an estimated number of over 23,000 coworking spaces (Deskmag.com).

*

As a researcher within the field of Culture Studies, and also a practicing architect, it soon became clear to me that I had to pursue this topic. For once, the notion of a ‘cyberculture’ began to appear regularly in works pertaining to the field, and its interest lied, as I’ve interpreted, in the manner which it referred to:

[t]he larger cultural experience of living in a world that is increasingly saturated by cybernetic technologies, that is by technologies that operate through a very intimate and tactile interface with the human body. (Terranova 2008, 589)

In fact, there was an increasing perception that our experience of the world and our experience of space were now (more than ever) mediated by technology, in particular digital technology, which erroneously projected an appearance of innocuity. As a believer in the importance of man’s relationship with space, as something which lies at the foundation of our apprehension of the world, I became interested in understanding to what extent, and how did this relationship change.

After the first readings, it was evident that one of the most pertinent ongoing debates had to do with cities, and how these new technologies were beginning to affect the urban context: ‘cities are alive, and they must become smarter to survive’ (Benjamin 2018, ix). At the time when the number of urban inhabitants is escalating², and global cities continue to increase, it seemed essential to reconsider this new geography, and this new paradigm. On the one hand, it appeared that inequality continued to rise, alongside transnational concerns for both the ecological crisis and the mass displacement of populations (often caused by ecological disasters); on the other hand, cities appeared more and more as convivial places with the potential to mediate between cultures, to gather talent, knowledge and innovation, perhaps deploying technology to produce conscious solutions to some of these issues.

Nonetheless, research surrounding the city, especially under the growing spectre of its artificial intelligence, materialized in the smart or smart(er) city, currently finds itself torn between top-down and grassroots approaches. At the same time, while continuous technological development creates more and better forms to seamlessly integrate ICT’s in our lives, some authors are struggling to move away from these *Black Mirror* scenarios in order to claim that a real smart city is *open* and focused primarily on the people, instead of *closed*, stupefying and prescriptive. Richard Sennet, in *Building and Dwelling, Ethics for the City* (2018) makes a case to distinguish between these two smart cities, arguing for participation and feedback as crucial elements. In the closed-down city, citizens are controlled by the smart grid, and they are constantly, unacknowledging, feeding it new data. Alternatively, on an open – and ‘true’ smart city, technology is used as a means of coordination, and citizens are in charge of those processes, playing an active role in the construction of their city.

It is within this context that I found myself drawn towards a novel kind of space, whose existence arises from this new paradigm – the coworking space. First, because it is an urban phenomenon, which appeared as a result of all the changes in the nature of work; second, because it incorporates so many of the dynamics present in the city at large, striving for collaborative, participatory and inclusive practices, and finally, because, as digital technology allowed for a dissolution of the traditional functions of spaces, by permitting

² In 2050, 68% of the world’s population will live in urban areas (United Nations 2018).

constant communication and connection anywhere, it evolved towards a space where working and living (or *dwelling*) are interconnected with cultural activities, well-being practices and even leisure activities.

Current lines of investigation project coworking spaces as new centres for knowledge production and exchange (Capdevila 2013; Parrino 2015), as places where the ‘lost’ sense of community can be found again (Garret et al, 2017), or even as new heterotopias (Bandinelli and Gandini, 2019). Only recently, have some authors begun to question these idealized views of coworking spaces, identifying the precarity associated with some of these freelance workers (Gill and Prat, 2008) or demonstrating, through the lenses of Culture Studies, the growing commodification of these spaces, and the manner in which they reinforce ‘labour flexibilization’ in an increasingly neoliberal fashion, where *community* is, in fact, more of a ‘network sociality’ (de Peuter et al, 2017).

However, there haven’t been many critical approaches towards coworking spaces which take *space* and *place* as fundamental concepts, in particular, considering how much digital technology plays a vital role in their functioning. Additionally, when spatial analysis is integrated into certain research works, it is often used merely as a means to investigate the specificities of workplace design associated with coworking spaces. Finally, a significant part of the research surrounding coworking spaces comes from a business perspective, and, as the current work puts forward, coworking is quintessentially a cultural phenomenon.

To me, as a researcher, this was an interesting opening. And, although I was driven by an essential motivation to understand the dynamics of the relationship between man and space, and the cultural implications of these dynamics, there were complimentary questions, or lines of inquiry, which surfaced throughout the research process, and which I hoped to address as well. For once, I questioned if, as coworking spaces reproduced aspects of the city as a whole, to what extent did they also reproduce some of its inequalities? Then, I wondered about the role these spaces could have within the urban setting, especially considering the importance of cities today? Bearing this in mind, as I began to develop my framework of analysis, the aim was to choose categories that would open up the possibility

of generalization, and that would be elucidative of patterns of behaviour taking place on a broader scale.

*

This research work is divided into two parts. Part I corresponds to the ‘Theoretical Framework’, which comprises the literature review of the key concepts and ideas pertaining to the work, and Part II is the ‘Case-Study Analysis’, where the chosen object – *Second Home Lisbon* – is defined and studied.

In Part I, ‘Theoretical Framework’, the first chapter contextualizes ‘City, Space and Place in the Digital Age’ by re-examining current knowledge but also progressively framing these concepts within the scope of the dissertation. The second chapter focuses on coworking spaces, enquiring the transformation of work practices brought about by the digital age, and the development of new workspace settings.

In Part II, ‘Case-Study Analysis’, the first chapter is an in-depth description of the object and its particularities, based mostly on documental investigation. The second chapter is the development of the analysis, through an immersed research process, which includes observation done *in situ* and a survey.

The case-study methodology was selected, as it was considered the best approach to attempt an answer to the research question: ‘How does technology shape our everyday experience of space in cities?’. Robert K. Yin’s *Case Study Research* (2003) was used as a guidebook to design the case.

In order to analyse the object, several methods were used. Initially, documental / textual analysis was done in order to understand and characterize the object. The data collected allowed for a complete recognition of *Second Home Lisbon*, from what motivated its existence to the manner in which it operates on a daily basis. An interview with the general manager of the space complemented the information acquired from public sources. On a second stage, several categories of analysis were established, based on the theoretical

background but also on the characteristics of the object itself. These categories function like operative concepts, each constituting a tool to understand a particular dimension of the object. With this framework of analysis defined, observational research was undertaken for about a month, where specific subjects were identified, and their behaviour monitored. A field diary complemented these notes. Additionally, a members' survey, done online via *Google Forms*, provided an overview of members' perception of the space, delivering relevant insights within the scope of each category.

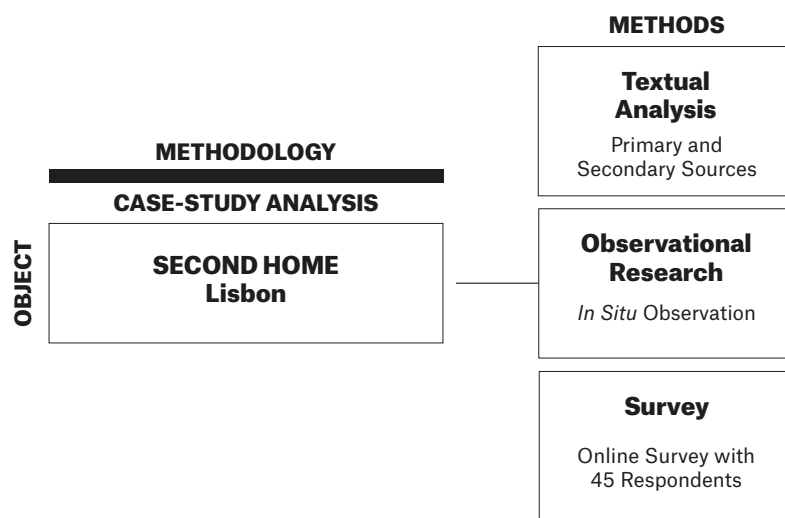


Figure 1 – Ana Rita Folgado (2020), Methodology diagram.

It would have been interesting to have a second case-study, in order to understand its similarities and differences to *Second Home Lisbon*, but obvious time (and space) limitations of the work at hand, made it impossible. Furthermore, when dealing with concepts as large as city, space and place, it is unrealistic to aim for a complete synthesis of all relevant works. Instead, the for scope of the literature review, only the most pertinent ideas were presented, always having in the mind the need to provide context for both the chosen topic(s) and object.

PART I – THEORETICAL FRAMEWORK

1. Contextualizing City, Space and Place in the Digital Age

1.1 On the Concepts of Space and Place

A ‘spatial turn’ in social theory, accompanied by a ‘cultural turn’ in Geography, brought about a new set of perspectives and ideas which not only sought to deal with the very notions of space and place but embedded different notions of spatiality within several apparently distinct research fields (Hubbard and Kitchin, 2004). Space was no longer seen in its early purely Euclidean geometric definition, but rather as a relational concept, a ‘a social construct and a practice’ (Baur et al 2014, 4).

In this context, the contribution of Henry Lefebvre takes particular relevance. Lefebvre distinguishes between perceived, conceived, and lived space. He characterizes the first one - perceived space – as framed under ‘spatial practice’ and closely connected with the perception of urban reality, or, as noted, as the adaptation of a subject to the conceived space (Chabbert 2015, 1), giving the example of ‘a tenant in a government-subsidized high-rise housing project’. The second one – conceived space – is the one related to the ‘representation of space’, as constructed by specialists (urban planners, architects and others) and which he claims is the dominant space in society. Finally, the third one – lived space – is the ‘representational space’ or ‘space as directly lived through its associated images and symbols, and hence the space of ‘inhabitants’ and ‘users’ (Lefebvre 1991, 40). For Lefebvre, space in these three forms is the basis of social relations, which he believes ‘are concrete abstractions, have no real existence save in and through space. Their underpinning is spatial.’ (Lefebvre 1991, 404)

These ideas about the space as ‘social’ are further advanced by Edward Soja, which developed his key work *Postmodern Geographies* (1989) heavily influenced by Lefebvre’s oeuvre. Nevertheless, while arguing for space as a ‘social product’, not unlike other ‘social constructions’ (Soja 1989, 80), Soja mostly makes a disciplinary claim for the *reassertion of*

*space in critical social theory*³, especially embedded in a kind of ‘historical-geographical materialism’⁴ as opposed to a traditional historicism. (Soja 1991, 45).

Soja also draws on Foucault, highlighting his ‘premonitory observations of an epoch of space’ (Soja 1989, 11), and further stressing the relevance of his lecture *Des Espaces Autres* from 1967 where the concept of ‘heterotopia’ is put forward.

Foucault’s heterotopias are ‘counter-sites’, which represent, contest and invert other ‘real sites’. He further defines these places as being a part of every society, as changing alongside societal values, as having the capacity to juxtapose in one place numerous spaces which are among themselves incompatible (the theatre, for instance), as arising from ‘slices in time’, or moments where man is not ruled by traditional time, as having the possibility of being open and closed at the same time (or not being ‘freely accessible’), and, finally, as having a particular role in relation with other spaces or ‘real sites’ - exposing or concealing their realness (Foucault 1984). While this concept gains a new significance in the digital age, with current works exploring how digital sites can be considered heterotopias, it can also be applied, according to Bandinelli and Gandini, to coworking spaces.

The present epoch will perhaps be above all the epoch of space. We are in the epoch of simultaneity: we are in the epoch of juxtaposition, the epoch of the near and far, of the side-by-side, of the dispersed (Foucault 1984, 1).

Furthermore, Foucault argues that ‘our epoch is the one in which space takes for us the form of relations among sites’, and that, despite the developments of society, space hasn’t entirely been ‘desanctified’, as some oppositions remain stable, such as those between ‘private space and public space, between family space and social space, between cultural space and useful space, between the space of leisure and that of work’ (Foucault 1984, 2).

³ The full title of the work is *Postmodern Geographies, The Reassertion of Space in Critical Social Theory*.

⁴ Historical-geographical materialism is a development of the traditional Marxist approach of historical-materialism, documenting the spatialized processes of capitalism (such as urbanization) and it is most associated with the work of David Harvey, which appears in this dissertation further on, as he also writes about the ‘the right to the city’.

While most of these considerations seem to deal with space or *spatialities* on a collective or macro level, there is also another micro or individual level, to which several other authors have contributed to. Nevertheless, this distinction is relevant for the scope of this dissertation as means to draw out what's essential *here*, of each author and each theory. Both space and place are highly complex multi-dimensional concepts, and this apparent oversimplification merely aims to organize a significant amount of literature in order to provide a more accurate context for the object. In this sense, it is important to mention that the complexity of the work of the authors mentioned has not been disregarded. While some authors were taken up mostly for their collective theories, they also offer insights on the individual level, and vice versa. This is the case, for instance, with Edward Soja, who works towards an ontology of space with individual consciousness as primary focus, drawing from the idea of a 'being-in-the-world' to stress the importance of space to the formation of one's perspective (or 'point of view of the world') (Soja 1989, 133), or, conversely, with Yi-Fu Tuan, whose work will be discussed mostly on the individual level, but who clearly speaks about space on a collective level, for example, when he discusses the concept of 'attachment to Homeland' (Yi-Fu Tuan 2001).

Nevertheless, within this micro level, the work of Yi-Fu Tuan assumes a great importance, especially considering a possible distinction between space and place. In *Space and Place* (1977) he claims that 'space is more abstract than place', and that '[w]hat begins as undifferentiated space becomes place as we get to know it better and endow it with value' (Tuan 2001, 6). Tuan's differentiation between space and place brings into the equation the idea of experience, distinguishing between direct and intimate experiences or indirect and conceptual experiences, in a contraposition between what one knows and what one knows about. Furthermore, he embraces a perspective of experience as an act of learning, provoked by both a sensorial and a conceptual/mental acknowledgement of space. For him, these two cannot be dissociated when we talk of *experience*⁵, as 'an object or place achieves concrete reality when our experience of it is total, that its, through all the senses as well as with the active and reflective mind' (Tuan 2001, 18).

⁵ Tuan gives an example which seems particularly relevant to illustrate this point: 'In English, "I see" means "I understand." Seeing, it has long been recognized, is not the simple recording of light stimuli; it is a selective and creative process in which environmental stimuli are organized into flowing structures that provide signs meaningful to the purposive organism' (Tuan 2001, 10).

Moreover, when making a claim for the importance of space, in spite of the various ways in which we appropriate and experience it, it is important to consider that man's relationship with space and the process of transformation from space to place can be seen in a rather *Heideggerian* way, as not a reflex of man's standing in the world but the very essence of being as 'being emerges only in and through place' (Malpas 2007, 6). In this context, Emmanuel Levinas' work becomes particularly interesting. Lévinas is critical of this ontology of being, and of Heidegger's *Dasein* in particular, because of Heidegger's personal conduct during WWII and how that reflected in his inhospitable conceptions of place (Saldukaityté 2019). Nonetheless, as both authors have addressed the concept of 'dwelling', their work is often compared and contrasted. Levinas, in *Totality and Infinity* (1979) argues for the importance of this concept, framing it from also from an ethical standpoint⁶. For Levinas it is through the act of dwelling that we are able to exist in the world. Home, the essential domain of dwelling, is our departure point and our gateway to the possibility of recollection, defined as 'a suspension of the immediate reactions the world solicits in a view of a greater attention to oneself, one's possibilities and the situation' (Levinas 1979, 154).

This great attention to dwelling is also given, from an entirely different perspective⁷, by Norberg-Schulz. He addresses the importance of space, and of a relationship with space, in the sense that it allows for a development of patterns (or 'schemata'), from which the understanding of the world is driven from:

Evidently every human being has to possess schemata of orientation as well as identification. The identity of a person is defined in terms of the schemata developed, because they determine the 'world' which is accessible (Norberg Schulz 1980, 21).

⁶ Levinas considerations about dwelling appear in the context of understanding homelessness, and one's ability to become hospitable to the Other, or the stranger. Hence, the crucial need to continuously reconsider both Levinas' 'dwelling' and 'home', at an epoch marked by rising nationalism and populisms, in the face of a growing number of refugees and migrants.

⁷ Christian Norberg-Schulz was a Norwegian architect, well-known in the field of Architecture Phenomenology.

Then, and perhaps considering a very symbolic essence of place, Norberg-Schulz reframes the idea of *genius loci*, an ancient roman concept that identifies a ‘spirit of a place’, in order to, arguably, imbue the space with an essence which begins before the presupposition of human existence. While this position can be significantly contested, in particular by all the considerations of space that were previously here introduced, its value lies in the role of Architecture, as a means to ‘concretize’ place, or shape a particular relation to space, beyond the physical. For Norberg-Schulz, relating to space is, in this sense, much more than a physical action, or a mental process for that matter, but a more profound spiritual connection.

And, yet again, while Norberg Schulz’s theoretical developments were presented as a potential means to understand the role of Architecture, also other authors have specifically referred to this matter, even if their work was mostly taken for its collective value. Such is the case of Lefebvre, who agrees to the existence of ‘intrinsic qualities’ in spaces, but positions Architecture as a discipline which moves the place ‘to the political realm by means of a symbolic mediation’ (Lefebvre 1991, 48), further enhancing the notion of space as a precondition but also as a result, of space as something that determines but also presupposes human existence, and which is, ultimately, always conditioned by political processes.

Finally, it is also important to add that, although most of these considerations are rooted in a kind of common ground which remains stable throughout different cultural environments, the manner in which people organize space, and how they attach meaning to it, can differ across distinct contexts. This is the presupposition Tuan works from, as he considers that ‘man is the measure of all things’ (Tuan 2010, 34) but acknowledges that ‘cultural particularities’ (Tuan 2010, 5) inform the relation with space, and place. Similarly, also Edward Hall’s *Hidden Dimension* (1966) sought out to demonstrate the existence of different spatial behaviours through several cultural atmospheres. This notion brings about a degree of subjectivity which does not rely on emotional attachment but rather on the combined mental pre-consciousness that is a product of culture with a more sensorial-informed experience, which is also, in itself, culturally biased, as one’s background can bring into relevance one sense over another, as he also notes.

In general, with all of these considerations of both space and place, the aim is to provide context within the scope of this dissertation, but also to continuously assert the importance of space. In this sense, while macro or collective theory (as it has been conceptualized here) brings the attention to space as a joint product of perception, lived experience, and the very construction (or design) of the space, the micro or individual level depicts, perhaps even informs, on the processes which take place at the level of each of these dimensions of the production of space. By aiming to understand how space is appropriated, how space is perceived, and even how meaning is attached to space, at the level of each individual person, it is perhaps easier to begin zooming out towards the urban environment, and the city in particular

1.2 The City as Subject

There was a great hurry in the streets of people speeding away to get shelter before the storm broke; the wonderful corner for echoes resounded with the echoes of footsteps coming and going, yet not a footstep was there. ‘A multitude of people, and yet a solitude!’ said Darnay, when they had listened for a while. (Dickens 2003, 146)

As early as in Aristotle’s *Politics*, we can find arguments for why people come together and what makes a village distinct from a city or ‘state’. Aristotle lays the foundation of the state as such: ‘[m]en come together in cities in order to live: they remain together in order to live the good life’⁸. His well-known *political man* was not, as it might seem today, a man dedicated to politics, but rather a man that can only truly exist in the context of a ‘community or city-state’, a *polis* (Reeve 1998, xxv-xxvi).

Lewis Mumford, in his work *The Culture of Cities* (1938), presents this very same quotation by Aristotle but claims that ‘only fragments of this purpose are fulfilled in the modern world’ (Mumford 1970, 492). His account, albeit optimistic for the future⁹, reflects the

⁸ This quote was kept with this formulation, as it is the most widely recognized, even though, after consulting several online editions of the work, no exact match was found – the different editions/translations included particular formulations and/or variations of this idea. Nonetheless, the meaning of it remained unchanged.

⁹ His optimism for the future, which we must read bearing in mind the date of publication, claims that ‘the cycle of the machine is coming to an end’ and that ‘man is at last in a position to transcend the machine, and to create a new biological and social environment.’ (Mumford 1970, 492)

preoccupations that arose with the advent of the industrial revolution and the consequences it brought upon city life.

Weber's early account of the city (1922), although defining several aspects which distinguished it from a village¹⁰, emphasized its role as a marketplace (Weber 1969). Similarly, already Pericles' historical *Funeral Oration* directed us towards the importance of the city as place where goods can be acquired, and not just goods that are locally sourced (Thucydides 1956, 325). It is then of no surprise that capitalism brought a significant difference to the nature the city. Mumford developed this idea in his later work *The City in History* (1961), on a chapter which documents the transition from 'marketplace' to 'market economy'. Capitalism existed before, naturally, but it was the industrialization that brought it to an exponential stage:

In the abstract market, people who might never see each other engaged in monetary transactions for which the goods themselves served, rather, as counters: the purpose of such transactions was profit, and the accumulation of more capital, to be sunk in other enterprises of increasing magnitude. (Mumford 1961, 413)

Mumford equates 'commercial expansion' with 'urban dissolution', almost as Lefebvre does when he brings together industrialization and urbanization as 'the urban problematic'. In his *The Right to the City* (1968) he analyses this dialectic process and brings forward their conflictual nature¹¹. On his notes about the then present time, he analyses the urban sprawl which resulted in the large suburban and semi-suburban state housing projects around Paris. For Lefebvre, they reduced *to inhabit* to *habitat*, meaning that the house loses its character, its nature as a place where one can dwell and becomes instead a rationalized space, devoid of any meaning (Lefebvre 1996, 79).

¹⁰ Weber uses the term 'urban community' and claims that it must fulfil the following conditions: '(1) a fortification; (2) a market; (3) a court of its own and at least partially autonomous law; (4) a related form of association; and (5) at least partial autonomy and autocephaly, thus also an administration by authorities in the election of whom the burghers participated.' (Weber 1969, 38)

¹¹ Lefebvre claims that: 'We have before us a double process, or more precisely, a process with two aspects: industrialization and urbanization, growth and development, economic production and social life. The two 'aspects' of this inseparable process have a unity, and yet it is a conflictual process. Historically there is a violent clash between urban reality and industrial reality.' (Lefebvre 1996, 70)

These accounts follow what would be one of the biggest topics in the works about cities in the 20th century: an idea of disillusionment with modern life. While there have been several focus points and several degrees of optimism regarding cities, the idea that cities began to expand, therefore collapsing, and that solutions were needed, more or less spans through a century of writing. Some accounts followed Lefebvre's Marxist line of thinking and asserted the city as a perpetual stage of conflict between classes and ideologies¹², some accounts focused on the nostalgia of a pre-industrial state and alongside urban-planners and specialists began to develop concrete models to escape the hardships of the urban life¹³.

The relevance of these ideas for our understanding of the city today, and without going much deeper into the concepts of the smart city, which will be taken upon on sub-chapter 1.4, is that the right to the city has become more important than ever:

The freedom to make and remake ourselves and our cities is, I want to argue, one of the most precious yet most neglected of our human rights (...) To claim the right to the city in the sense I mean it here is to claim some kind of shaping power over the processes of urbanization, over the ways in which our cities are made and remade, and to do so in a fundamental and radical way. (Harvey 2012, 4)

On Verso Books' report on the *The Right to the City* a group of thinkers came together to discuss the concept, emphasizing the idea that the right to the city or, as they say, 'belonging to the city', is about participation, about feeling 'some sense of collective, shared purpose' ('The Right to the City' 2017). The problem with articulating this notion with today's urban planning is that the 'urbanization problematic' is no longer merely seen as a matter of industrialization vs. urbanization but is being processed under the growing spectre of technological development, the threat of environmental disgrace, and the continuous struggle between an open, cosmopolitan society and one which fears the other.

¹² See authors such as Doreen Massey or David Harvey, for example (Hubbard and Kitchin 2011).

¹³ See authors such as Jane Jacobs, who found in NYC's Greenwich Village, a vivid example of what community life ought to be like; or the earlier work of Ebenezer Howard who started the *Garden City* movement.

Cities have been for long a relevant subject of study, precisely because of how they reveal and expose the whole of society, making them a fertile locus of analysis, while simultaneously asserting their potential as places of mediation and resolution – in so that a right to the city has been put forward. Nonetheless, and while Lefebvre puts forward an admittedly incomplete definition of city as ‘the projection of society on the ground’ (Lefebvre 1996, 109), he also claims that a proposed analyst of the city must understand that there are several sub-systems within what appears to be the whole of a city (and perhaps the whole of society) that must be deconstructed in order to break the illusion of oneness’ and grasp the multitude of factors that make cities such complex subjects (Lefebvre 1996, 116).

1.3 The Network Society

The concept of the *network society* is commonly associated with Manuel Castells¹⁴, who authored a trilogy of books called *The Information Age* (1996-1998), whose first volume is entirely devoted to the analysis of the *network society*. Castells claims that this new kind of society is a product of the ‘major social, technological, economic, and cultural transformations’ that began to take shape in the last decades of the 20th century (Castells 2010, xvii).

The *network society* is ‘a new social structure in the making (...) made of networks in all the key dimensions of social organization and social practice’. Unlike the previous meaning of network, which referred to a form of human organization, these networks are driven by digital technology which allows them to spread on a global level¹⁵, ‘overcoming the traditional limitations of networking forms of organization’ (Castells 2010, xviii). The industrial revolution had marked the change from *techniques* to *technology*, meaning that the ways of making were no longer inherited and based on tradition but rather marked by repetition, rationality and efficiency – making the manner in which each task was performed become more relevant than the task itself (Ilharco 2007). This was accentuated even further in the *network society*, which Castells claims, is born out of the ‘transformation of our

¹⁴ Other authors previously used the term, although what it meant, as a concept, was not necessarily the same.

¹⁵ Castells speaks of a global level or a new heightened form of globalization, but obviously acknowledges that this process has not been uniform and induced ‘a geography of social, economic, and technological inequality.’ (Castells 2010, xviii).

‘material culture’ by the works of a new technological paradigm organized around information technologies’ (Castells 2010, 28).

The new information technologies changed an entire way of life. The compression of space-time meant that communication across the globe became instantaneous, thus redefining the concept of mass media; in parallel, capitalism was driven to an exponent it had not yet known before, as time and efficiency were determinant factors for the obtainment of profit (or surplus) – ‘for the first time in history, a unified global market, *working in real time*, has emerged’ (Castells 2010, 465).

Naturally, and as the focus of the dissertation, the experience of space also changed. Castells distinguishes between two kinds of spaces, *the space of spaces*, and *the space of flows*, putting forward also his own definition of space:

[S]pace is not a reflection of society; it is its expression. In other words: space is not a photocopy of society, it is society. Spatial forms and processes are formed by the dynamics of the overall social structure (...) Furthermore, social processes influence space by acting on the built environment inherited from previous socio-spatial structures. Indeed, *space is crystallized time*. (Castells 2010, 441)

The space of flows is, essentially, the space of the *network society*. A society which is defined by different flows (capital, information, interaction, etcetera), which are not a ‘part of social organization’ but rather the ‘expression of processes *dominating* our economic, political and symbolic life’ (Castells 2010, 442). The space of flows can be characterized by its distinct layers: the first, a material basis, or technological infrastructure; the second, a layer of nodes and hubs, privileged locations in the network and their respective connectors or ‘exchangers’, and third, the ‘organization of the managerial elites’ (Castells 2010, 442-445).

Castells identifies ‘the emergence of a new spatial form’ which he calls the ‘metropolitan region’¹⁶, formed by the expansion of cities throughout their surrounding areas (Castells 2010, xxxiii). As these areas constitute, often, what he calls ‘mega-nodes’ or global cities, it would appear that place becomes diluted in an endless global network, but, in fact, the articulation between local and global is one of the key issues that Castells thoroughly discusses. Developing on Saskia Sassen’s work on the ‘global city’, Castells demonstrates that ‘the key spatial features of the network society is the networked connection between the local and the global’ meaning that the networks must operate from specific locations, whose importance depends on its importance on the network, but whose characteristics are valued in the face of the remaining need for personal encounters and for fixed employers to profit for what we can call a kind of city-life (Castells 2010, xxxv).

In this understanding of the society and the networks that constitute it, there is a clear differentiation between a specialized, flexible work, based on talent (and sometimes creativity), and a more generalized work. Saskia Sassen’s research tries to highlight this contradiction, moving away from the idea that ‘the only kind of worker that matters is the highly educated professional’, in an attempt to consider also the ‘lower circuits of capital’, which often constitute the ‘infrastructure of facilities and jobs’, which are at the basis of the ‘global capacities of major economic actors’ (Sassen 1999, 28).

The relevance of discussing not only what the network society is but also what the network society entails is to grasp it from a multi-dimensional perspective. Castells surely highlights the inner conflicts between the two kinds of spaces he defines

Although there are places in the space of flows and flows in the space of places, culture and social meaning is defined in place terms, while functionality, wealth, and power are defined in terms of flows. And this is most fundamental contradiction emerging in our globalized, urbanized, networked world: in a world constructed around the logic of the space of flows, people make their living in the space of places. (Castells 2010, xxxix)

¹⁶ The metropolitan region is defined as being ‘constituted by a multi-centred structure (with different hierarchies between the centres), a decentralization of activities, residence, and services with mixed land uses, and an undefined boundary of functionality that extends the territory of this nameless city to wherever its networks go.’ (Castells 2010, xxxiii).

Similarly, Zygmunt Bauman gives an account of the contradictions inherent to the processes that this new kind of society comprises. For Bauman it is not about distinguishing between what takes place in the *space of flows* and what takes place in the *space of places* but rather how unequal mankind's connection to space has become. Developing on the concept of 'glocalisation', he claims that the world is increasingly polarized. On the one hand, the super-rich to whom 'space has lost its constraining quality and is easily traversed in both its 'real' and 'virtual' renditions' and, on the other hand, the less affluent, for whom 'real space is closing up fast', in a cycle of growing 'deprivation', rendered even more pervasive by 'the obtrusive media display of space conquest and the 'virtual accessibility' of distances unreachable in the non-virtual reality' (Bauman 1998, 45).

The importance of both the concept of space and place has been asserted into a large portion of social theory that arose out of these developments, including several conceptions of the spaces that were born out of this *network society*. The French anthropologist Marc Augé presents a fundamental theory of these spaces, characteristic of what he calls the state of supermodernity¹⁷. Although he does not specifically refer to a *space of flows*, the non-places that he describes are certainly marked by a similar idea of speed and transiency. Characterized in opposition to the anthropological way of defining place as 'relational, historical and concerned with identity' (Augé 1995, 77), these non-places are, essentially, spaces where one does not really dwell, but where one is stripped of its individual identity and whose behaviour is dictated by an essential code of conduct, a contract established within set space: '[t]he space of non-place creates neither singular identity nor relations; only solitude, and similitude.' (Augé 1995, 103)

¹⁷ Supermodernity is Augé's concept of the present time, characterized by three figures of abundance: excess of time, excess of space and the ego (a comeback of the figure of the individual) (Augé 1995).

1.4 Smart(er) Cities

The first published book about smart cities is William J. Mitchell's *City of Bits* (1996)¹⁸. His account is a scenario for both architecture and urbanism in the face of 'the digital telecommunications revolution, the ongoing miniaturization of electronics, the commodification of bits, and the growing domination of software of materialized form' (Mitchell 1996, 5).

Explaining and contrasting traditional notions of space and the digital space (or 'the Net'), Mitchell develops an account of what had changed and how it could evolve in the future, mostly by contrast with the past or a previous situation, ranging from modes of work, to ways of production and distribution, to body and the senses, and, ultimately, to the city (both the urban life and the urban form).

Mitchell's challenge was 'one of imagining and creating digitally mediated environments for the kinds of lives that we will want to lead and the sort of communities that we will want to have' (Mitchell 1996, 5). The city he describes has a physical and a cyber counterpart, both open and programmable: '[b]uildings and parts of buildings must now be related not only to their natural and urban contexts, but also to their cyberspace settings' (Mitchell 1996, 104). *City of Bits* gave directions, albeit not very concrete, for how cyberspace could be designed but also for how cities could seamlessly integrate this new virtual dimension (Mitchell 1996).

Discourses surrounding the nature of smart cities have been characterized by a dual nature, which Richard Sennett describes well in his latest work *Building and Dwelling, Ethics for the City* (2018): '[t]here are two kinds of smart city, closed and open. The closed smart city will dumb us down, the open smart city will make us smarter' (Sennett 2018, 302).

Sennett moves on to describe what exactly distinguishes one from the other and describes the closed as such:

¹⁸ Asserted by Richard Sennett in *Building and Dwelling* (2018): '[h]is City of Bits was the first book about smart-cities; published in 1996, and so before the era of hand-helds, Web 2.0 interactive programs, and nano-technology, Mitchell's book wanted to welcome whatever the future might hold.' (Sennett 2018, 24)

A Googleplex¹⁹, filled with Tocquevillian individuals, fuelled by user-friendly technology which stupefies its citizens (...) Smart Cities will sense' behaviour via big data and use this feedback to manage urban dynamics and fine-tune services (...) Such a smart city is really driven by the politics of centralized control that prescribes how people should live. (Sennet 2018, 302)²⁰

The open-smart city, on the other hand, is one where technology is used to 'coordinate rather than control activities', where 'the technology is cheaper and focuses on people as they are (...) rather than on how they should be' (Sennett 2018, 3).

Similarly, other authors in the field have tried to negotiate between these distinct conceptions, often under different names such as smart city and social city (De Waal 2014), or smart and smart(er) cities (Côrrea 2018) (Deakin 2014).

Côrrea, for example, on his work about New York City struggles with the reconciliation of what the term smart city actually means. He claims that it is commonly associated with an 'idealized modern (and tech-centred) future' (Côrrea 2018, 3). In a way, the kind of *future* that Sennett also describes, one that can easily draw comparisons to the scenarios presented in *Black Mirror*. His approach towards a concept of smart(er) city comes precisely from this; such a definition of smart city has consequences when one tries to implement the sort of innovation projects that he develops (Côrrea 2018, 3-4).

Furthermore, an increasingly significant dialectic between top-down and grassroots approaches is being introduced into the literature of smart cities. On the one hand, cities and international organizations are attempting to develop specific models of governance and smart programs that transform cities into smart cities (see, for example, the EU smart city program) (Paskaleva, 2014); on the other hand, authors such as Anthony Townsend are favouring an understanding of the smart city as an opportunity for a movement of citizens

¹⁹ A Googleplex is described by Sennett as new kind of office-space, designed to be propitious to creativity and casual encounters, but which Sennett believes is 'insulated' and 'made a complete, self-sufficing realm; outside reality checks and resistances are excluded by design.' (Sennett 2018, 289)

²⁰ Sennett gives the example of the city of Songdo, in China, where a 'cockpit' like entity controls everything in the city and is able to effectively monitor both the systems in place and its citizens (Sennett 2018).

and communities (or even ‘civic-hackers’) which allows them to successfully deploy technology to solve everyday issues in the city (Townsend 2014).

Nonetheless, the idea that a smart city is focused on the people is more less seen as the current developing trend for the concept, either planned through official state-maintained programs (such as participatory budget initiatives), or by the people themselves. While C rrea argues for the role of city agencies as crucial drivers and enablers of people’s ability to deploy technology (C rrea 2018), Townsend would question how to balance between these domains and effectively bring the role of citizens forward without neglecting the need for governmental initiative (Townsend 2014).

2. Coworking Spaces

2.1 Working in the Digital Age

The network society that Castells described brought about several changes in the structure of labour – from *post-industrialism* to *informationalism*²¹. The once familiar and predictable career path was replaced by an increasingly flexible, decentralized and specialized labour market.

Nevertheless, Castells contested some of the earlier assumptions about the manner in which technology was to transform work. First of all, it did not bring about unemployment. While some jobs indeed disappeared, new ones were created, and, it was the firms who actually failed to deploy technology which were more vulnerable in the market, because they struggled to keep up with competitors. Second, not all job-types became unstable or precarious, as the workers who fit into the concept of ‘self-programmable labour’ are highly valued as the main source of ‘productivity and innovation capacity’ and firms aim to keep them²². Third, while trade unions do not entirely disappear, they have to reorganize their strategies in a ‘network of networks’ (Cardoso and Castells 2005, 9-11).

On the other hand, what also didn’t disappear was manufacturing (of technical components, for example) and the so-called ‘generic labour’, with the particular difference that these workers lack negotiating power and long-term contracts, and can easily be replaced if needed, ‘by machines or by less expensive labour either in the country (immigrants, women, minorities) or across the globe’ (Cardoso and Castells 2005, 10). This contrasting nature of the labour market, with high and low-skill jobs growing in parallel is a great cause of inequality (Castells 2010, xxiv).

²¹ Castells explains this distinction as it follows: ‘[i]n this perspective, societies will be informational, not because they fit into a particular model of social structure, but because they organize their production system around the principles of maximizing knowledge-based productivity through the development and diffusion of information technologies, and by fulfilling the prerequisites for their utilization (primarily human resources and communications infrastructure.’ (2010, 219-220)

²² By ‘self-programmable labour’ Castells means the ‘ability to work autonomously and be an active component of a network’. He also states that while this type of work *can be* stable, these workers are often ‘always on the move, searching for new opportunities.’ (Cardoso; Castells 2005, 10)

Furthermore, the advent of the personal computer and the new technologies in general meant that, on the one hand, the employer-employee relationship could change, as more companies started relying on home-based workers (or ‘telecommuters’) and, on the other hand, that more people could become self-employed as ‘technology allows self-reliance in the control of the means of production of knowledge-based services’ (Castells 2010, xxiv).

At about the same time, I discovered – as did many others – that I no longer had to go work. Not that I suddenly became idle; it’s just that the work now came to me (...) I simply carried a lightweight laptop computer that gave me access to the materials on which I was working, the tools that I required, and the necessary processing power. (Mitchel 1996, 3)

Both these scenarios entailed a specific redefinition of urban life; Mitchell argues that traditionally ‘geography is destiny’ and that ‘*where* you are frequently tells *who* you are (and who you are will often determine where you are allowed to be)’ (Mitchell 1996, 10). Similarly, going to work was also an act of representation, where everything, from your attire to your behaviour, comprised a series of ‘framed expectations’. (Mitchell 1996, 8). The new technologies brought a change to all of this, nonetheless, some of the most optimistic expectations regarding these changes were not entirely fulfilled.

Castells notices that, for example, predictions of the end of the office space, and of a city with an increasingly fluid mobility (due to the number of telecommuters) did not come true. Instead, office spaces did not disappear but became rather scattered and diversified, which in fact also resulted in a greater mobility by the work force (Castells 2010. 426), thus causing congestions (now simply not strictly associated with rush hours).

Similarly, while Toffler’s ‘electronic cottage’²³ was a liberation of some sort to the workers, an increaser of productivity (as less time is spent on commuting) and a valuable enhancement for family life (as couples can work together from home) (Toffler 1980), for other authors, it was a cunning way to dilute the borders between personal life and work, a generator of irregular work schedules (often resulting in longer working hours), as well as a significant hinderer of workers’ organization possibilities (Mitchell 1996).

²³ Toffler’s ‘electronic cottage’ is a common term used in the literature surrounding coworking spaces that essentially means the *new* technological home as the workplace.

Furthermore, home-based workers soon began to notice a sense of isolation, finding themselves ‘cut off from networking and trust-building opportunities, with limited access to infrastructure and without firm barriers between their personal and work lives’ (Spinuzzi 2012, 401). As a response to these feelings, a lot of workers began to seek alternative workplaces and within this context, the notion of the *third place* was revived: somewhere in between home and work.

2.2 Third Places

The idea of the ‘third place’ was made popular in Ray Oldenburg’s book *The Great Good Place* (1989) which praises these particular locations, such as coffee shops and hair salons, which are at the heart of the public informal life. His definition tells us that:

A third place is a generic designation for a great variety of public places that host the regular, voluntary, informal, and happily anticipated gatherings of individuals beyond the realms of home and work. (Oldenburg 1989, 16)

Oldenburg thoroughly characterizes third places, mostly by contrast and comparison with *home* and *work*. They are low-profile, open and accessible places, often close to home or work, where one can go anytime, spontaneously, and feel accommodated and welcome amongst other regular dwellers, whom he is accustomed to meet. As the activity that dominates third places is ‘playful conversation’, and because they are neutral spaces with a levelling power, they allow for the expansion of one’s connections beyond the more intimate sphere of private life, and outside one’s traditional ‘social rank’, encouraging compelling socialization. Furthermore, Oldenburg considers that third places are ‘congenial environments’ that constitute a ‘home away from home’, where one is often as comfortable as he is at home (Oldenburg 1989).



Figure 2 – Ana Rita Folgado (2020), Third Places.

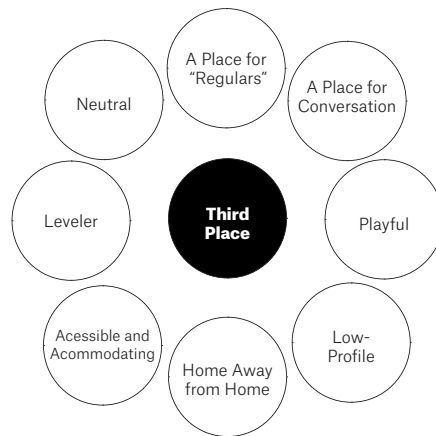


Figure 3 - Ana Rita Folgado (2020), Key characteristics of Third Places.

Before the dissemination of coworking spaces, and with the growing changes in the nature of labour, coffee-shops, once a classic third space, became a haven for remote or home-based workers. But, while for some, coffee-shops function as the perfect location to work²⁴, for others, they don't offer enough socialization opportunities, privacy or even the possibility to comfortably receive clients, not to mention that they often lack basic infrastructures such as a reliable wi-fi connection. Furthermore, for coffee-shop owners it can be complicated to manage: on the one hand, having a room full of individuals silently looking at a laptop with headphones on is far from the ideal buzz of the convivial coffee-house they aimed to run; on the other hand, having customers occupy places for several hours while having bought just a cup of coffee is financially unviable (Stabiner 2018).

In face of this scenario, today, while some coffee-shops struggle to keep their convivial nature, others have begun catering for these new working-customers, aiming for comfortable furniture, better wi-fi and numerous power outlets. These are what Jackson calls 'Coffee-Shop +' and function almost a mix between coffee-shop and coworking space (for example, *Outsite* in Lisbon, a cowork cafe).

²⁴ See, for example, Michael J. Faris's article 'Coffee Shop Writing in a Networked Age' (2014), where he discusses his many 'personal pleasures' of writing in a coffee shop.

Nonetheless, the growing number of remote workers paved the way to the development of the coworking model, which often took influence from these third places, and incorporated a lot of the research that had been done into the design of coworking spaces (Jackson 2013).

2.3 The Birth of the Coworking Space

The principle of working together in a collaborative manner can be traced back to artists' studios as early as in the 15th century with the *bottega* (Formica 2016). The *bottega* was a place where a leading artist or a master would develop commissioned work for a patron, in close cooperation with his apprentices, who often lived under the same roof. Developments of this pattern can be found also in recent history with the case of *La Ruche* in Montparnasse (early 20th century) and even Andy Warhol's studio in New York (Uda 2013). While *La Ruche* was a complex combining residences and workspaces, attended and inhabited by many different artists who developed their work on site, benefiting from the common resources and each other's support ('La Ruche' 1967), *The Factory* was an intense art-production centre (hence the name), which became a hideout for an entire generation of artists, musicians, actors and others, deeply fascinated with the lifestyle it soon began to represent.

Nonetheless, in the case of most of these spaces there is the logic of a common trade, or occupation. In the case of modern coworking spaces (although with some exceptions²⁵), the heterogeneity of members is a desirable factor. The common element that brings people together is the fact that they are all workers whose job does not require them to be present in a traditional office space.

The growth of the coworking movement is directly connected with both the rise of a 'creative class' and the new digital economy (Moriset 2013). In the early 2000's, Richard Florida presented a new 'creative class' composed of individuals with 'a common ethos that values creativity, individuality, difference, and merit' and whose job essentially required them to use their minds instead of their physical aptitudes (Florida 2012, 9). Following the

²⁵ There are some coworking spaces which seek to bring together professionals from the same field i.e. LawWorks, a coworking space for legal professionals.

digitization of the economy²⁶, these creative workers had the freedom to work anywhere, which resulted in their concentration in the so-called creative cities (such as London, Berlin or San Francisco), where the first coworking spaces appeared. To a certain extent, this seemed to validate Florida's theory that cities became even more important in the global economy, and that 'access to talented and creative people' is a determining factor for a company to choose its location, and, vice-versa, also a driving motivation for cities to become more competitive (Florida 2012, 8).

In fact, the first official coworking space is credited to Brad Neuberg, who founded the *San Francisco Coworking Space* at the *Spiral Muse*²⁷ in 2005 (Jackson 2013, 33; Deskmag 2013). Neuberg had experience working both in a traditional office and as an independent programmer, and he was frustrated with both options. The creation of this first coworking space was motivated by his desire 'to combine the freedom and independence' of self-employment 'with the structure and community of working with others' (Neuberg 2015).

Since then, there have been several accounts of what coworking is and of what best describes a coworking space (see Annex A - *Definitions of Coworking | Coworking Spaces*) and while simpler, succinct definitions will focus on its status as shared workspace where members can rent a desk for a monthly fee, other, more complex attempts at defining and conceptualizing coworking spaces, will consider their role as drivers of innovative, collaborative practices between members. For the scope of this dissertation a working definition of coworking spaces has been put forward:

- Community-driven and collaborative shared working spaces, where synergies between members are facilitated and encouraged by the very spatial structure of the space, often also with the help of a *community manager* who promotes regular events and get-togethers for coworking space members.

²⁶ 'Digital technology has tremendously changed the way and the geography of doing knowledge-based jobs (...). [K]nowledge workers no longer need to carry heavy software and databases, making devices more portable and versatile' (Moriset 2013, 4).

²⁷ The Spiral Muse 'was a feminist collective in the Mission district in San Francisco' from which Neuberg rented the space for coworking (Neuberg 2015).

There are five commonly accepted core values of the coworking movement, which were initially put forward by Citizen Space in the coworking *wiki* page and have been embraced and adopted by several coworking resources (Hillman 2011). The idea behind conceptualizing this set of values was to make sure that it was an organized and cohesive movement rather than a strategy for office space rentals (Coworking.com).

CORE VALUES OF THE COWORKING MOVEMENT

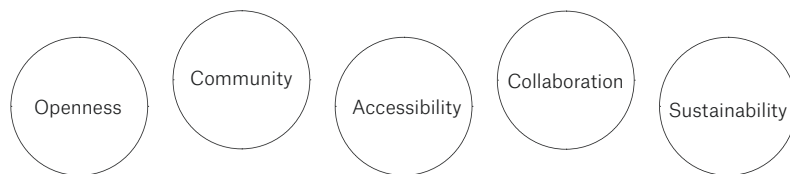


Figure 4 - Ana Rita Folgado (2020), Core values of coworking spaces, indicated by Coworking.com, Open Coworking Movement and other online resources.

1. Openness

The coworking movement is ideologically connected with the *open-source* society. Alex Hillman further argues that the reason why coworking became a global movement was its ‘forkable’ nature. In software this means that the structure code of a certain program or application can be borrowed, altered and reused according to the needs of the developers, a principle which is the foundation of ‘open-source’. In the coworking world this meant that the ‘lessons learned, ideas executed, and core values’ could be shared and built upon, across different coworking sites globally (Hillman 2011).

It can also be argued that, in connection with this ideal of openness, a coworking space is indeed a kind of source or infrastructure, which members can adapt to their individual needs. While newer, larger coworking spaces rely on facilitators or managers (such as *Second Home*) to run the operations, smaller sites work with groups of volunteers, in a decentralized and organic matter – the starfish model²⁸ (Coworking.com).

²⁸ Ori Brafman and Rod A. Beckstrom’s book *The Starfish and the Spider* (2006) contraposes two organizational models: one is analogue to a starfish, a species without a central brain, where each leg has its own deciding power and if separated from the others can generate a whole new starfish; and another which is analogue to a spider, a species which can survive without one or more legs but each leg cannot survive individually, as all the power is in the head (Whelan 2017).

2. Community

The success of a coworking space often depends on its ability to constitute a community. It is essential to create enough opportunities for member interactions, either through a passive way such as the design of the space, or through an active way with programs which bring members together. Hillman considers the typology to be closer to a clubhouse than a traditional office and stresses the importance of formal and informal encounters in order to anchor the community and encourage members' sense of belonging (Hillman 2011).

Furthermore, most authors acknowledge that this sense of community requires regular fostering and nurturing, hence the importance of not only creating but also maintaining a community of coworkers.

3. Accessibility

While some authors tend to interpret accessibility as location, Hillman argues that accessibility is mostly about inclusion and exclusion. He notes that one of the key aspects of coworking spaces is that all the members 'select themselves in', they are there because they chose to. Similarly, as the owner of a coworking space himself, he has chosen to accept all new members, despite initial doubts, because if they cannot fit in, they will also 'select themselves out'. He claims that 'when people have to actually deal with other people instead of have managers, mediators, or human resources solve their problems for them – most of the time, things work themselves out' (Hillman 2011).

4. Collaboration

Collaboration is one of the main drivers of the coworking spirit. The spaces aggregate workers from different areas, who can cooperate and collaborate with each other, sharing relevant knowledge within their field of expertise. It is not unlikely that a member needs help with a certain issue and is able to find another member who can provide a solution. These relationships also contribute to the formation of bonds and help establish the sense of community. Again, Hillman argues that there is 'serendipitous nature' in a coworking space

where members find each other more easily than in a traditional office space (Hillman 2011), enhancing the possibilities of daily encounters and exchange of ideas.

5. Sustainability

Sustainability is a rather complex concept, which can have several dimensions in the coworking context. On the one hand, you have the ‘green’ sustainability, which comes from the rationalization of resources, as coworkers share a printer / printing area and other common facilities (Zagalo 2015); on the other hand you have the long term *passive* sustainability of building a business-model which is free, sustainable and able to grow and flourish. This is applicable to both the coworking space (as a business model) to the activities and companies of the members who partake in it (Hillman 2011). Often, the educational programs of coworking spaces focus on the presentation and discussion of business strategies, with the aim of helping members develop their careers.

Coworkers are frequently grouped into three categories for statistical purposes: freelancers, employees and employers. Hillman argued that most members choose to cowork and that they *select themselves in*. According to Deskmag.com’s report this is true for all three categories of coworkers as 87% of freelancers, 63% of employees and, 98% of employers, decided themselves to work at current coworking space (Deskmag.com 2018).

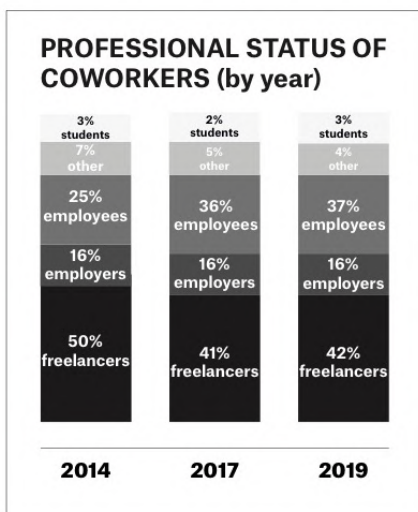


Figure 5 – Ana Rita Folgado (2020), Professional status of coworkers (by year), adapted by the author from original source Deskmag.com.

Considering these three categories, Deskmag.com also tells us the main reasons for coworking, in general terms and for each type of member. While freelancers value the sense of community above all things, both employees and employers distinguish the social atmosphere of the coworking space of the top reason.

TOP REASONS FOR CHOOSING THE CURRENT COWORKING SPACE		
FREELANCERS	EMPLOYEES	EMPLOYERS
A COMMUNITY (71%)	A SOCIAL ATMOSPHERE (79%)	A SOCIAL ATMOSPHERE (68%)
CLOSE TO HOME (68%)	CLOSE TO HOME (65%)	OFFICE INFRASTRUCTURES (60-65%)
BASIC OFFICE INFRASTRUCTURE (54%)	GOOD TRANSPORT CONNECTIONS (61%)	GOOD VALUE FOR MONEY (64%)
Special minor reasons:		
Like-minded people Friends who work there	Company pays for it	Like-minded people Flexible work times

Figure 6 – Ana Rita Folgado (2020), Top reasons for choosing the current coworking space, adapted by the author from original source Deskmag.com.

Statistics from 2012-2017 show that most coworking members used to work from home before they moved to a coworking space. The top work sectors amongst them are IT (programming, software engineering, web development) followed by *Communication* (PR, Marketing, Sales, Advertising) and Writing (Journalism, writing and copywriting), but other areas are also relevant such as consulting, business development, design and research (Deskmag.com 2018).

In terms of gender-balance, the number of female members has been rising. In between members and operators, the estimation is of 40% women. This is true for the categories of freelancer and employee but when it comes to employer with staff the ratio of women is below average (Foertsch 2017).

Although statistics and research regarding the topic are still limited, it is possible to see that the number of coworking spaces and members has been rising globally, with a stabilized demand for these spaces. In large cities, the capacity of individual locations has also been growing with spaces attracting more members. Nonetheless, as smaller spaces with less members keep opening up in ‘secondary’ cities (small and medium sized) the average size of spaces is declining (Foertsch 2019).

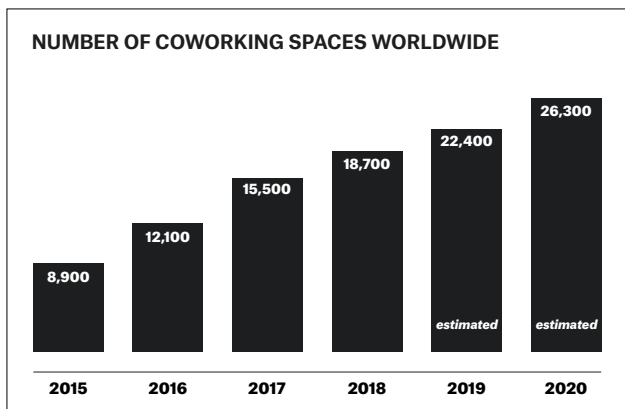


Figure 7 – Ana Rita Folgado (2020), Number of coworking spaces worldwide (on December 31 each year), adapted by the author from original source Deskmag.com.

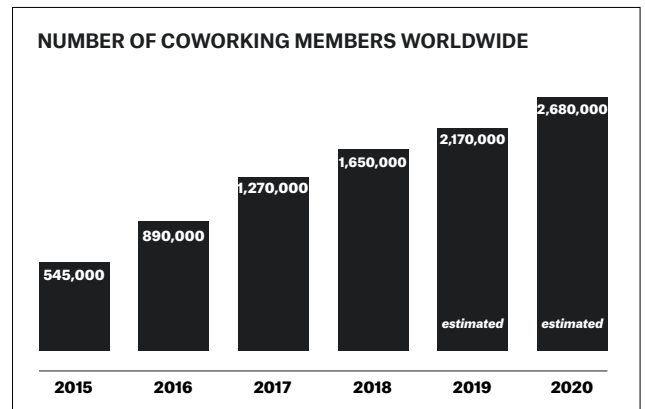


Figure 8 – Ana Rita Folgado (2020), Number of coworking members worldwide (on December 31 each year), adapted by the author from original source Deskmag.com.

While it can be said that coworking is mainly an urban phenomenon, small towns and villages have also recently become attractive locations. In certain places, such as London, companies are choosing to relocate in order to overcome the skyrocketing rent costs of the city centre, often encouraging workers to become more flexible and to work offsite (Upham 2017). Similarly, also individuals (and workers) are fleeing the high cost of living in city centres, in pursuit of a quieter, more affordable lifestyle in suburban or country-side areas. These phenomena have led to an increase in small town (or even rural) coworking spaces, which are generally smaller spaces with less members but have other distinct characteristics from those located in larger cities (Antil 2015).

These spaces are characterized by having a more heterogenous community, with a higher amount of older coworkers. It can be that this is a great way to ‘pass knowledge between generations’ but it can also mean that it’s hard to find people within your line of work, or to whom you can ask for help regarding a particular issue. Furthermore, while the concept of coworking has proven itself relevant in these contexts, it can also be said that members come less regularly to the spaces. A couple of reasons identified are the need to travel more for work, longer commute hours (due to a lack of public transportation) and the fact that there less need for networking, considering that small towns have a ‘denser social network’ (Foertsch 2011).

These smaller coworking spaces also face specific challenges, which come hand in hand with their greatest advantages. The lower cost of space in these areas makes it easier to set up a coworking space but it can also mean that potential workers have generally larger homes which may include a home office (Antil 2015). Furthermore, for some potential local coworkers, the very concept of coworking is still unknown (Vandeuren 2018). Nonetheless, the lack of competition gives operators the opportunity to thrive.

To conclude this sub-chapter, it must be noted that, while most accounts of coworking are rather positive, some authors have also alerted to the ambivalence of this work practice. Gill and Pratt (2008) alert to a more general precarity of knowledge workers, or what they call the 'precariat'. Peuter, Cohen and Saraco (2017) contextualize coworking as a workers' movement, necessary to face the transformations of the nature of labour, but which was 'increasingly corporatized' (689), appearing today as a rather ambivalent phenomenon where privilege alternates with precarity, depending on distinct factors. On the one hand, it helps workers fight the isolation and loneliness of home-based work; on the other hand, it is a 'commodified service' which 'invites disembedded workers to buy back access to the resources, including workspace community, from which they have been dispossessed' (691).

Furthermore, while there are several works whose focus lies on the concept of community within the context of coworking spaces, such as how it is co-constructed on an everyday basis through 'collective actions, or interacts' (Garret et al, 2017), or even inquiring exactly what it means precisely, through the analysis of a vast amount of literature (Spinuzzi et al, 2019), others have questioned the very nature of coworking spaces as communities.

For instance, Bandinelli and Gandini (2019) draw on Wittel's theory of 'network sociality', which claims that in the age of the network society there no longer exists a true sense of belonging, or a stable and cohesive notion of community, but rather 'social relations' which are 'not based on mutual experience or common history, but primarily on an exchange of data and on catching up' (Wittel 2011, 51), to argue that within coworking spaces what you have is a kind of 'collaborative individualism', where collaboration and other practices mostly serve as a tool for individual (professional) success, and where social relations are ephemeral and instrumental.

2.4 Local Context: Coworking in Lisbon

Lisbon appears as a relevant milieu for the coworking movement to thrive when considering its positioning as a creative city. In 2013, the municipality of Lisbon constructed a ‘blueprint of the city, asserting its creative nature on a global scale. Aligning with Florida’s early consideration of Lisbon as the ‘capital city of a global mega creative region’, the municipality argued that it also had the three T’s that Florida defended were essential for creative cities: ‘talent, tolerance, and technology’ (Florida 2012) (‘Lisbon Creative Economy’ 2013).

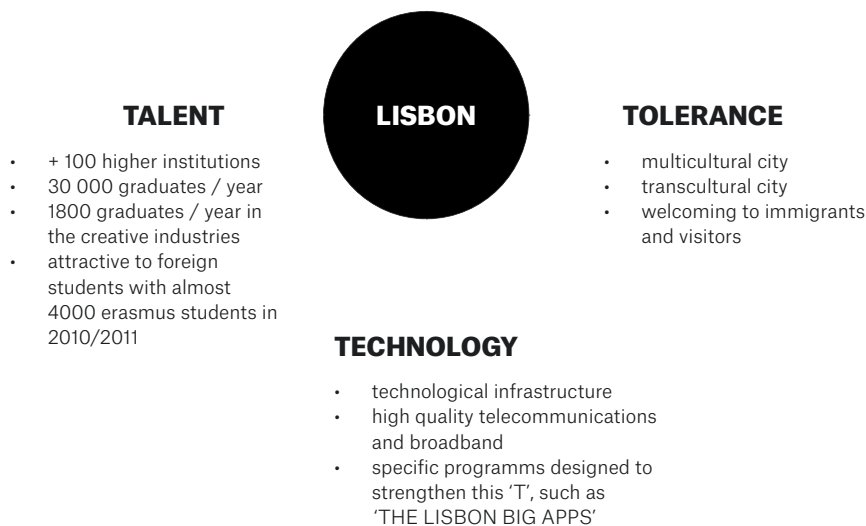


Figure 9 - Ana Rita Folgado (2020), The three T's of Lisbon according to 'Lisbon Creative Economy 2013'.

Since the elaboration of this report, Lisbon has definitely asserted itself as part of the new creative economy, even becoming the host of the international *Web Summit*, Europe’s biggest tech event. Within this context, the coworking movement began to take shape in the city, following a globalized tendency for the growth of these spaces.

The first coworking space in Lisbon is usually considered to be the one started by Fernando Mendes in early 2009 - *Cowork Lisboa* - in LX Factory, Alcântara. In reality, Mendes has mentioned that *Cowork Lisboa* followed the existence of *Liberdade 229*, another coworking space, owned by Leo Xavier. Nonetheless, *Cowork Lisboa* was definitely a pioneer in the Lisbon scene and throughout its 10 years of existence (it closed in 2019) and over 5000 members, it helped shape the community-driven, ‘leaderless’ model that Mendes has now further developed with NOW (*No Office Work*), an organization which opened its first space in 2018 – *NOW Beato*²⁹. According to Mendes, the essence of coworking spaces is that they are closer to hospitality spaces than actual offices, and coworking is about learning how to work with others, alongside people with very different skill sets (Mendes 2016).

	COWORKING SPACES	OPERATORS	SPACE TAKEN (% of stock)	MARKET TAKE UP (‘000m2)
LISBOA	81	49	1.43%	206
PORTO	32	26	1.66%	75
<hr/>				
LONDON	1023	411	5,10%	1,241
PARIS	409	258	1,00%	1,040
AMSTERDAM	122	53	5,00%	255
MOSCOW	118	17	0,80%	1,530
WARSAW	94	33	3,60%	858
BERLIN	89	34	0,90%	791

Figure 10 - Ana Rita Folgado (2020), Coworking in Europe in 2019, adapted by the author from original source Colliers International.

Since *Liberdade 229*, several new spaces opened up in the city, and there’s a clear tendency for the number to rise, especially considering that these spaces are becoming appealing also for companies (instead of just off-site workers or freelancers) due to a lack of traditional office spaces in the city (Rito 2019). According to Colliers International, as visible in Figure 10, Lisbon had 81 coworking spaces in 2019, making it the 7th biggest coworking scene in Europe, with numbers increasingly similar to cities like Berlin (89) and Warsaw (94).

²⁹ *NOW Beato* has freelancers, small companies and/or startups and students. It currently also hosts *Manicómio*, an art gallery/cultural venue dedicated to showing works by artists with mental health issues.

The growth of the number of spaces in Lisbon has been shaped by different dynamics: on the one hand, several small sites have appeared, especially catering to a local context (for example, *Rés Vés* in Campo de Ourique), or focusing on a specific feature, such as ‘creative coworking’ (for example, *House of Hopes and Dreams* in Ajuda); on the other hand, larger spaces, often more commercially tuned, have also significantly impacted the scene. It is the case of *Second Home*, or even *LACS*, for example. Furthermore, other international companies have established themselves in Portugal, opening several spaces in Lisbon, although it can be argued whether some of these are true coworking spaces in the sense mentioned in *The Coworking Manifesto*, or more regular ‘shared office spaces’ which take advantage of the popularity of the concept to rebrand themselves.

Nevertheless, there isn’t a significant amount of literature which specifically deals with coworking spaces in Lisbon, or even Portugal. The one significant study found which brings to light relevant dimensions of coworking, was the one undertaken by João Semião in 2019, which analysed 40 different coworking spaces, out of which 25 were located in Lisbon. He identified three main motivations for founding a coworking space (Semião 2019):

- Necessity: the founder discovered himself struggling with working from home and needed a space to fight the sense of social isolation.
- Resources: the founder had available space and decided to open a coworking space, because it was potentially easy to manage and highly demanded.
- Vocation: the founder was fascinated with the concept and had specific ideas he wanted to implement.

Out of these three motivations, the most prevalent was definitely the existence of resources, which the author considered a relevant indicator that the greatest barrier when opening a coworking space was indeed the acquisition of a space (Semião 2019).

Furthermore, the spaces could be further categorized between those who had a formal contract or terms of agreement and those who didn’t, and, also, between spaces which were more formal or informal³⁰ (Semião, 2019). Unfortunately, while he correlates between

³⁰ The author of the study, João Semião, defined 2 distinct categories of analysis which distinguished between formal and informal: dress code, and social distancing. He concluded that most spaces had an informal dress code but a high social distance, which meant that there was a certain degree of social constraint, and that the contractual nature of coworking came through (Semião 2019, XXXVII-XXXVIII).

several of his established categories, there isn't an analysis of how the formal contract or terms of agreement influence the formal or informal nature of the space, which would've been interesting to understand, especially if we consider Fernando Mendes' theorization of the nature of these spaces, as based on the idea of community, and where the ties are strong but yet flexible and formal, reason why he refuses to establish formal contracts with members, basing permanence on a desire to do so, rather than a contractual obligation. Furthermore, there is the added dimension of the familiarity and adaptability of the spaces, as Mendes also questions the need to ponder the human dimension of the business, implying that one often needs to find individualized solutions for members going through difficult periods (Mendes in Fonseca, 2019).

In this context, *Second Home Lisbon* is a particular case. It is one of the biggest spaces in the city, and part of an international company. While it functions on a contractual base, with a minimum period of three-months for most membership types, it has an informal environment, as well as an informal dress code. While some of its *intrinsic* qualities would perhaps align it with a more commercial approach, the way it was conceived, and designed, make it a very unique space which aggregates several functions, hence their refusal to assume the label of 'coworking space', favouring 'creative workspace and cultural venue' instead.

PART II – CASE-STUDY ANALYSIS

3. *Second Home Lisbon*

3.1 Introduction

Second Home Lisbon (henceforth SH Lisbon) opened in December 2016 in Mercado da Ribeira, also known as *Time Out Market*³¹. It is the second location of the British company *Second Home*, founded by Rohan Silva and Sam Aldenton, which started out in 2014 with a 2,400 sqm. space in Spitalfields, London.

In the company's official website, a large bold font reads '[a]t the heart of everything we do, is our aim to support job creation' (secondhome.io/our-purpose). *Second Home* is proud to present itself as a social business rather than a profit-driven enterprise (Silva in Westall 2018), constantly striving not only to 'to support creativity and entrepreneurship across the globe' (Allen 2020) but to also assure that they have a positive impact. This includes, but not only, being an accredited living wage employer, having free facilities for local charities (as well as reduced memberships for non-profit organizations), and the development of a cultural and educational programme open to the community at large.

The company currently manages five distinct locations: London *Spitalfields* (2014), Lisbon (2016), London *Holland Park* (2018), London *London Fields* (2018) and Los Angeles *Hollywood* (2019).

In the idealistic speech of co-founder Rohan Silva, each location aims to be complex and diverse enough in order to create the necessary synergies that help people and companies thrive. Mixing established companies with start-ups and freelancers maximizes business opportunities: 'it's really hard to do business with people if you're all at the same stage' (Rohan Silva in Cook 2018).

³¹ An extensive renovation project by *Time Out* magazine transformed the traditional environment of the market in order to include a gourmet *f&b* area, a musical venue and several retail spaces.

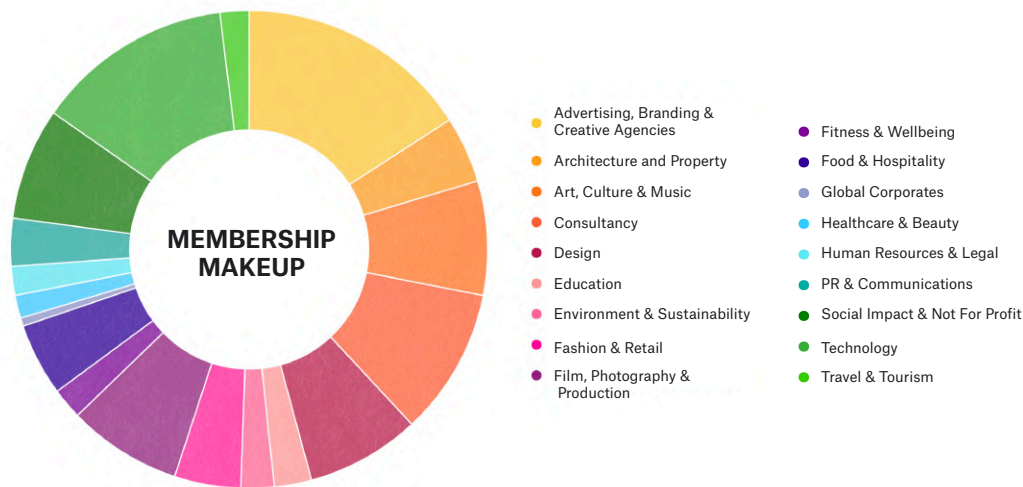


Figure 11 – Second Home (2020), Second Home membership makeup (retrieved on January 2020). <https://secondhome.io/membership>.

Furthermore, as enhanced by Silva, one of the main drivers for opening up new sites is to expand the *Second Home* community. Members not only work with others on the same site but can potentially collaborate with workers across other locations³². In the case of Lisbon, for example, as investment is quite reduced in comparison with London, some members end up pitching investors at Spitalfields (Silva in Westall 2018).

3.2 Organization

3.2.1 General Functioning

SH Lisbon is located on the top floor of *Time Out Market* and can be accessed from the main entrance located on Avenida 24 de Julho. It is open on weekdays from 7:30AM to 12:00AM and on weekends from 12PM-6PM. Most of the management staff is there on regular business hours, while late night and weekends, a person in charge of security stays at the reception. Members can access the space with their member access cards as there is a proximity reader at the entrance gate.

³² All memberships include complimentary access to other Second Home locations (5days/month).

It is divided into different areas (see 3.6 Layout / Spatial Structure) which can be accessed also by members guests registered at the entrance. In general, all areas are off limits to the general public with the exception of non-private events. The meeting rooms, the lounge and the studio³³ can be also be rented upon request for non-members.

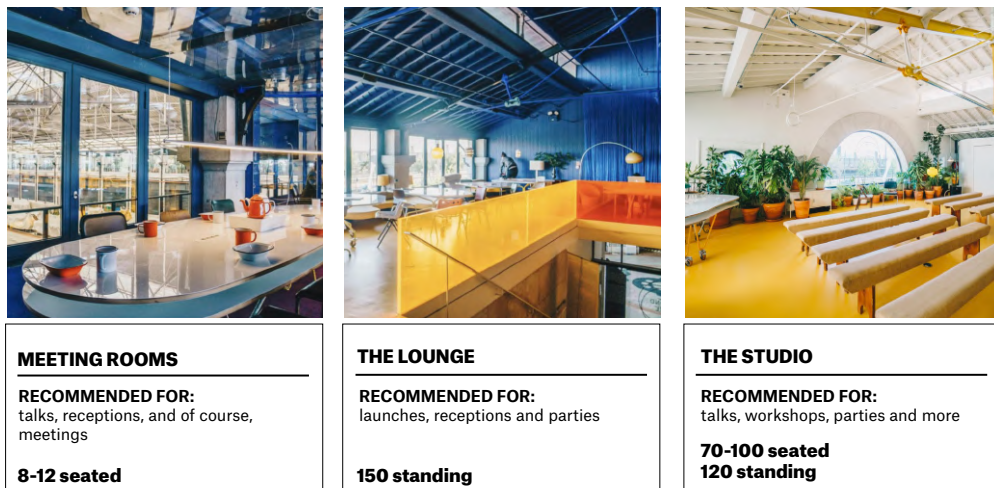


Figure 12 - Ana Rita Folgado (2020), Rentable infrastructures (retrieved on January 2020), adapted by the author from original source Second Home.

3.2.2 Management

At the time this research was the conducted, the team of SH Lisbon was divided between the general team and the *La Despensa* café team³⁴. The general team was comprised of a general manager, an assistant general manager, a facilities manager, an events and communications manager, a head of membership, and the reception team. All of them worked within the space, alongside the members, sometimes in allocated desks (Station Area) sometimes in other locations.

SH Lisbon's online platform is the *Slack* channel (a channel-based messaging platform) where the staff members often post announcements and updates, as well as other relevant

³³ *The Studio* is the area for events which is also, partially, the Flex-Desk area. Events such as conferences and yoga classes always take place in this area after regular business hours. About 30 minutes before, the tables are shifted across the Side-Environment and the new furniture is laid out, effectively transforming the space.

³⁴ The café *La Despensa* is open on weekdays from 8AM-7:30PM and has regular dishes as well as a workers' lunch menu that varies daily. Most of the food is locally sourced, with fresh ingredients and often vegan or vegetarian.

information for members. Most of the initiatives and updates are also sent via a weekly newsletter.

3.2.3 Memberships

SH Lisbon has different kinds of memberships as listed on the table below:

TYPE OF MEMBERSHIP	PRICE/MONTH	DESCRIPTION/AREA
STUDIO	365Eur + VAT (per member)	For teams up to 90 people
RESIDENT	340Eur + VAT	Allocated desk space (Station Area)
ROAMING	235Eur + VAT	No fixed seating space (Flex-Desk, Side-Environment or Lounge)
COMMUNITY	100Eur + VAT	Identical to Roaming (1 entry / week) + access to all events
SUMMER	140Eur + VAT (one week)	Special summer programme with the duration of one week
SUMMER	280Eur + VAT (one week)	Special summer programme with the duration of one month

Figure 13 - Ana Rita Folgado (2020), Types of memberships (in March 2020).

All memberships include access to the all the facilities and services available on site, access to the cultural and wellness programmes, as well as all breakthrough activities.

The space was planned to host around 250 people (Kwok 2017) but the number of members grew to around 350. Most of the resident and studio spaces were taken up from an early stage and for quite a long time there was a waiting list to become a member. Then, a significant part of this area was progressively taken up by Mercedes-Benz's Digital Hub, which grew expressively during the period they were there (April 2017- March 2020), reaching a maximum of 89 memberships at the time of their departure³⁵.

³⁵ Residents: 124 members / Mercedes-Benz: 89 members / Roaming: 80-90 members / Community: 50 members (Lucy Crook, 2020: Annex F).

While the number of residents / studio members is more or less stable, the number of members with other memberships varies considerably throughout the year. The Flex-Desk area has a lower capacity than the number of members who use it, considering that there is a high rotativity, and attendance is more volatile. Furthermore, there is also the need to consider that a significant amount of people chooses to work in unofficial places, such as the Side-Environment and the Lounge (see 3.6 Layout / Spatial Structure).

3.2.4 Established Initiatives

In addition to the Cultural and Educational Programme (see 3.3 Cultural and Educational Programme) SH Lisbon has several weekly initiatives that seek to maximize member interactivity, providing new encounter and networking opportunities. Furthermore, with a holistic perspective in mind, wellness and well-being activities are also an important part of the member experience.

During the period of time this research took place these were the activities implemented:

- **Random Coffee Generator:** members are randomly paired up and invited to go for a cup of coffee at *La Despensa* café;
- **Yoga Classes:** every Monday at 6:30PM, there is a vinyasa flow session taking place, open to all members;
- **Tea at Three:** every Wednesday at 3:00PM, complimentary tea and cakes from local bakery are served at the Lounge, open to all members;
- **Members' Drinks:** every Friday from 5:30PM, there is a gathering at the Lounge with complimentary drinks (until 6:30PM) and live music by selected DJs, open to all members – guests allowed;
- **Secret Dinner:** a monthly held event where members previously book and pay for a dinner which will take place at an unknown location with a curated menu, open to all members;
- **Surf Club:** selected Fridays (in Summer) from 3:30PM, the surf club would meet and go to Costa da Caparica.

Initially, there was also a Be Better Programme which had a Show & Tell gathering where members could present their work. It was later replaced by the Breakthrough Programme which carried on with similar opportunities.

3.3 Cultural and Educational Programme

The cultural and educational programme is mostly open to the general community and consists in a series of lectures, conferences and workshops. The educational programme during the time this research took place was the 'Breakthrough Programme', which, in the words of general manager Lucy Crook consists in 'a year-round syllabus of workshops, targeted introductions and skill sharing to give you the tools and support to make your dent in the universe'³⁶. It was divided in different seasons and tackled the following themes: marketing and strategy, people and culture, growth and scaling, personal development and innovation.





















An important part of the cultural programme is the ongoing series of lectures in partnership with the British Embassy, which brought speakers from several fields to Lisbon. In the month of July 2019, one of these events took place and Carole Mundell, Professor of Extragalactic Astronomy at the University of Bath, came to give a conference about *Big Bangs and Black Holes*.

In addition to this conference there were also two other distinct events, one conference with Peter Sims on *Curing Digital Loneliness* and a workshop on *Physical Theatre* with theatre director Marc Frost.

These kinds of events are constant throughout the year and a major part of what *Second Home* aims to be. The cultural programme is crucial for the way of life they are promoting because it helps strengthen the community of members, as well as contributing to the local cultural scene, and fosters creativity through the diversity of speakers invited.

³⁶ Information retrieved from a SH Lisbon newsletter (19.07.2019), not included here.

Co-founder Rohan Silva acknowledges that self-employment often results in irregular working hours and in a difficulty with the work-life balance. Bearing this mind, the range and diversity of the programme implemented at Second Home aims to help members not having to separate ‘work life and cultural life’, as they can nurture both within one single space (Rohan Silva in Luxford 2018).

JULY 2019 AT SECOND HOME LISBON						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT.	SUN.
1 	2	3 	4	5 	6	7
8  	9  CONFERENCE	10 	11  CONFERENCE	12 	13	14
15 	16	17 	18	19  	20	21
22 	23	24 	25  WORKSHOPS	26 	27	28
29 	30	31  				

ESTABLISHED INITIATIVES

 YOGA

 SECRET DINNER

 RC GENERATOR

 TEA AT 3

 MEMBERS DRINKS

 SURF CLUB

CULTURAL PROGRAMME

 WORKSHOP

 CONFERENCE

Figure 14 - Ana Rita Folgado (2020), July 19 programme / calendar of events and activities.

3.4 Media and Representation

The Portuguese media coverage of SH Lisbon can be grouped into specific time periods:

- Pre-opening (mid 2016-November 2016)
- Inauguration / first impressions (December 2016)
- Expansion plans (October 2017)
- First anniversary (December 2017)

Pre-opening (mid 2016 – November 2016)

Most of the pre-opening news aim to introduce the ideals of *Second Home* and describe what is planned for Lisbon. A significant number of articles quotes co-founder Rohan Silva and emphasizes the aim of combining different people and companies in order to spark creativity and generate opportunities. The name of Frederico Carneiro is mentioned regularly, as he was selected amongst hundreds of applicants for the role of country manager.

Rohan Silva is also quoted in order to justify the choice of Lisbon as the first international location of *Second Home*. Lisbon is seen and presented as an entrepreneurial hub with a great deal of potential. Articles dating from late October are also semi-focused on the Web Summit, associated with SH Lisbon through some specific events.

Inauguration / first impressions (December 2016)

Around the date of inauguration (1.12.2016) several new articles were published, although the majority drew from similar sources and provided homogeneous information. Again, Rohan Silva is the only official source quoted³⁷ and he is almost always identified with his previous position as advisor to former British prime-minister David Cameron.

These articles provide further information on *Second Home*'s aim to develop the creative industries, with two of them directly quoting Rohan on his position that these industries are

³⁷ Only one article written by Mariana Araújo Barbosa and published on the 7th of December 2016 in ECO, included a quote by Lucy Crook (General Manager of SH Lisbon).

crucial as they are not replaceable by AI or automatable in any way. The holistic approach to the workspace is also emphasized in several articles with mentions to the architecture that aims to create a different work environment, complemented by other activities such as yoga lessons, coffee breaks, members' drinks and lectures/talks which are part of the cultural programme.

Most of the articles also enforce the idea that one needs to be selected in order to be able to work at SH Lisbon. There was a specially appointed committee that reviewed applicants in order to get the right mix of individuals and companies. While this process might seem elitist, quotations from Rohan emphasize the importance of the right kind of diversity to combine businesses of different natures and/or at different stages. Furthermore, several of the published articles were more informative, and simply provide general information such as the area of the space, number of workspaces and membership prices.

Only one article raised questions about the issues surrounding this kind of idealistic discourses, claiming that spaces like *Second Home* 'are often accused of being islands for the technology elites, without a connection to the surrounding reality' and that concepts like the 'creative industries' are being questioned as 'the attraction of talent might generate processes of gentrification' (Balenciano 2016)³⁸.

Within this time period there were also a couple of articles / press releases which focused on the official inauguration event with the presence of prime-minister António Costa, the mayor of Lisbon Fernando Medina and the secretary of state for the Industry João Vasconcelos.

Expansion plans (October 2017)

In the beginning of October 2017 several articles were published (a lot of them with LUSA listed as the main source) about *Second Home*'s plans to expand to a second location in Lisbon. Most of them provide similar information, with minor variations.

³⁸ Free translation from reportage by Vítor Balenciano published on the 4th of December 2016, in Público Ípsilon.

What we learn about this second location is that it had an investment of 10 million euros and that it will be in the centre of Lisbon. The attractiveness of Lisbon as an entrepreneurial hub is again mentioned in most articles as a crucial factor. The fact that the space in *Mercado da Ribeira* was full from the beginning is also one of the factors that lead to the desire to expand.

Some of the articles already hint at minor concerns with the scene in Lisbon, with Rohan being quoted on the situation in London and the negative consequences of such a fast and uncontrolled growth (regarding East London, in particular).

First anniversary (December 2017)

On the occasion of the first anniversary of the space, several articles were published documenting the visit of president Marcelo Rebelo de Sousa to SH Lisbon. Most were of an institutional character and did not provide major information on how the space had grown or changed during this initial year. Transcripts of the president's speech were published, and it mostly consisted in general praise for the city of Lisbon and positive remarks regarding the space and the people.

*

Besides these four main periods there were some other minor articles which mentioned SH Lisbon but whose main focus was in the broader context of entrepreneurship or coworking spaces in Lisbon. A partnership with the city hall was also reported by some sources in March/April 2018.

What is also worth mentioning about the media coverage of SH Lisbon is that a large portion of it was done in specialized economic newspapers or online sources. Furthermore, it was often called a coworking space or a start-up incubator, despite Rohan Silva's attempt to have *Second Home* be considered as something else.

In contrast, most of the literature found in international English media which was focused specifically on SH Lisbon, had the design and architecture as the main focal point. Other

articles which focused on different issues mostly mentioned the Lisbon space in the context of *Second Home* as a company and its international expansion plans.

3.5 Urban Integration

Rohan Silva chose Lisbon for the first international location of *Second Home* for several reasons. First, Lisbon had the right vibe, with a refreshing and relaxed atmosphere, and second, it was still a place where one could easily get a drink at 4am, something which became more appealing as the nightlife restrictions in London grew more severe (Rohan in Westall 2018). On the other hand, there was also a commitment from local leaders to specific initiatives that Silva admired, including, for example, the participatory budget program and the new immigration visas (Silva 2017).

Ultimately, Rohan's goal is to go places where the company 'can make a bit of a difference' (Rohan in Westall 2018) and this motto is something that translates into the way each space interacts with the local communities.

The Cais do Sodré location is central and can easily be reached by public transportation. It gives easy access to beach connections, but also to the main nightlife and restaurant areas. This makes it a particular interesting location international workers (which constitute a significant segment of SH Lisbon), who chose Lisbon, not just because of its positioning as a creative and entrepreneurial hub, but also because it is considered a safe, friendly and welcoming city with one of the lowest costs of living in Europe.

3.6 Physical Layout / Spatial Structure

'It is sometimes said that the more virtual the world becomes, the more the physical is needed as its counterweight. *Second Home* is an elegant demonstration of this idea.' (Moore 2014)

SH Lisbon was designed by Spanish architecture office SelgasCano, similarly to the other locations. Each design follows specific regulations and respects the nature of the pre-existent

space but is driven by the same ideal: ‘to spark serendipity, creative collisions, and chance encounters’ (Allen in Chen 2020).

The space is quite complex, with curvilinear, asymmetrical lines framed with bright colours and transparent surfaces, in an attempt to come closer to a natural environment (where no line is truly straight). About a thousand plants fulfil the purpose of having a biophilic design³⁹, while simultaneously serving as partitions, air-cleaners and sound-barriers. (Kwok 2017).

The majority of chairs and lighting throughout the space are local vintage pieces which add character and uniqueness to the space. Members can choose to take the chair they most prefer, adding to the feeling that space works like a kind of second home and not as a regular workspace where everything is identical and pre-defined.

The space is divided into three main areas: Lounge (with *La Despensa* café, meeting rooms, and library), Flex-Desk area (for roaming and community members as well as most of Events), and Station area (resident and studio members). On both sides of the Station area there is the Side-Environment, a place where anyone can sit, work, talk on the phone or just relax.

³⁹ SelgasCano’s architecture is inspired by academic research in evolutionary psychology and biophilia. Plants, natural light and other spatial amenities seek to reinstate man’s natural connection and/or affinity with nature (Allen 2020).



Figure 15 - Ana Rita Folgado (2020), Second Home floor plan, adapted by the author from original source Selgascano Architects, obtained from private archive.



From left to right: 1- Lounge / 2 - Lounge (bar on the left and meeting rooms on the right) / 3 - Flex-desk Area / 4 - Flex-desk Area / 5 - Flex-desk Area during Yoga lesson / 6 - Side-Environment / 7 - Station Area (overall view) / 8 - Station Area (resident workspace)

Figure 16 – Iwan Baan (2016), The different areas of Second Home, individual photographs taken from Divisare.com, and grouped by the author. <https://divisare.com/projects/339304-selgascano-iwan-baan-second-home-lisbon>

3.7 The Impact of COVID-19

3.7.1 The Initial Response

In the beginning of March, as the COVID-19 was spreading worldwide, SH Lisbon started taking some precautions, which were announced via newsletter (05.03.2020)⁴⁰. Deep cleaning and disinfection measures were introduced, and there was hand sanitiser available throughout the space. There were two categories of risk areas and members who had travelled to these areas were, for Risk 1 Areas, forbidden to come into the workspace, and, for Risk 2 Areas, forbidden to come into the workspace had they developed any kind of symptoms.

Later in the same month, a second COVID-19 update newsletter (12.03.2020) was sent to all members reinforcing the travel-related restrictions and informing that all public access to the cultural and educational programme had been temporarily suspended. Private hire bookings were cancelled, and guests were also banned from members' drinks. Furthermore, in the coffee and tea area all mugs, cutlery and cups were removed – it was now mandatory to request them at *La Despensa*.

Just a couple of days later (15.03.2020), as *TimeOut Market* closed, SH Lisbon decided to stay open but with temporary changes the usual service. The opening hours changed to just weekdays, strictly from 9am to 6pm, and *La Despensa* closed down. All events, social and wellness activities were suspended, and members were advised to keep a social distance of 1m.

The following week, as the government declared a national state of emergency, SH Lisbon closed its doors. The announcement was made in a newsletter (18.03.2020), effective on the following day.

⁴⁰ All the COVID-19 newsletters have been compiled in Annex G.

3.7.2 Lockdown

On the 22nd of March, via newsletter, it was announced the *Second Homeworking*, a new digital, cultural, wellness and educational programme. In addition, a support *Slack* channel was created with resources for members. The aim of these initiatives was to keep the community together, despite physical distancing, and to help members endure the confinement.

The new programme included:

- **Breakthrough Education:** weekly virtual masterclasses (for example, *Managing Money in Uncertain Times*, via zoom on the 2nd of April);
- **Wellness:** virtual classes including yoga, meditation and other workouts;
- **Music:** curated playlists available online;
- **Creative Collisions:** a new podcast consisting of a conversation between two selected guests (often one guest with Rohan Silva) discussing relevant topics and ideas (for example, Peter Bazalgette and Rohan Silva discussing Bazalgette's book *The Empathy Instinct*);
- **Books with Libreria:** two initiatives developed by the *Libreria* (SH's bookstore) which consisted of a podcast and an online book club;
- **La Dispensa Recipes:** a compilation of recipes carefully selected by the café managers, so members who miss SH food can cook it at home;
- **Community Giveback:** a programme designed to tackle 'isolation, financial hardship and uncertainty globally' (secondhome.io/community-giveback), which included specific activities for each location (for example, in Lisbon, a member of SH created an online platform to list small businesses who were doing deliveries or other services).

Furthermore, a membership relief plan was announced, with a reduction of all memberships by 75% for the months of April, May and June. A personal email was sent to members detailing how this applied to their particular membership.

3.7.3 The Reopening

The reopening of SH Lisbon in June was announced via newsletter (28.05.2020), with a link to a complete ‘Covid-Secure Guide’, which included details on opening hours, social distancing, usage of masks and other relevant topics. There was also a partnership announced, with local organization *A Avó Veio Trabalhar* which employs elderly people into the making of craft products and workshop development, for the acquisition of masks for SH Lisbon members.

The workspace is currently operating with 60% capacity, ensuring that everyone is keeping the required social distancing by marking the specific seating places that can be used and defining circulation routes within the space. Lunch and *Members’ Drinks* are served to members in their seating place, and orders can be placed online via *Slack*. New confirmed COVID-19 cases among members are announced via newsletter.

Nevertheless, Lucy Crook is optimistic about the future of coworking spaces, and argues that most people won’t want to work from home all the time indefinitely, so perhaps what is needed from coworking spaces will be greater flexibility, allowing for people to split their time between home and the space more freely. In this sense, they’ve started a new system of day passes bundles, where you can acquire, for example, 10 days of access and use them whenever you want, and are working towards a future ‘modular membership’ which can be composed by each member according to specific needs (Lucy Crook 2020: Annex F).

4. Immersive Research

4.1 Methodology of Analysis

The second section of the case-study analysis is entitled ‘immersive research’ and it mainly consists of two methods that were used complementarily: observational research and a member survey. While the former is definitely qualitative, the latter is quantitative but analysed mostly in a qualitative manner.

The following sub-chapters, each pertaining to a specific category, are structured in order to deliver a brief definition of the category, describe how it applies to the object (as an operative concept), and, finally, integrate the analysis itself. This analysis is rooted in both observation (see Annexes C and D – *Observation Grid July* and *Weekly Field Notes*) and survey (Annex E – *Survey Results*). Nonetheless, both of these sources of material are always interpreted within the context of the broader research done on coworking spaces and, Second Home Lisbon in particular.

The categories of analysis are operative concepts or ‘tools with which to cut into the real’ in the words of Lawrence Grossberg (2017, 33). They are never to be read in an abstract or definite manner; the brief definition that each entails is already one that was re-constructed by the researcher for the purpose of this investigation.

Furthermore, the analysis also takes into consideration the framework proposed by Baur et al. (2014) in *Theory and Methods in Spatial Analysis*, which includes the following specific dimensions:

1. Imagining Space
2. Creating Space
3. Experiencing and Appropriating Space
4. Inter (Action) in Space
5. Relations and Movement between Spaces.

These dimensions were appropriated and used as open references to the processes of data collection and analysis. For each dimension, the authors propose both a cartographic and a

qualitative/quantitative approach, which is described and contextualized in detail. In the scope of the current work, each category demanded specific dimensions and approaches.

In order to illustrate this we can rely on the category ‘Privacy’, which was one of the most comprehensive: first, the survey results reflected the respondents perception of the space in terms of privacy (the closest we get to the idea of ‘imagining space’), second, observational research showed how SH Lisbon’s members experience space, interact in and with space, and also how they move throughout space (these dimensions were described in text but also partially mapped in a plan of the space, which identified the preferred seating spots), and, finally, a previous analysis of the architectural concept of the space, from both approaches (cartographic and qualitative), helped contextualize how the space was created (or designed), and what material options are particularly relevant for privacy.

4.1.1 Observational Research

In other words, observational research involves interacting with research participants, finding ways to transform their ideas and images into forms the researcher can observe, record, document and analyse, and then finding the place where the researchers experience meets that of the research subjects (Nightingale 2018, 106).

The observational research took place during the month of July 2019, but the observational grid and its categories were developed earlier on, from a previous experience of the site that took place from as early as March 2019. These initial months served the purpose of familiarizing the researcher with the object in order to carefully design the framework of analysis – out of which the categories were drawn from.

For each day of observation, a couple of subjects were chosen at random. They were not informed that they would be observed, in order not to condition their behaviour. There was no direct interaction between them and the researcher, and their identification data (gender, age-group, and nationality) was retrieved subsequently via social media. Some subjects were studied on more than one occasion due to convenience (their particular location in relation to the researcher) or specific interest in their behaviour.

Weekly notes were written after each week, drawn from a compilation of smaller notes and annotations – a sort of field diary – undertaken by the author. They were edited to include the most relevant information and to filter out unnecessary information.

4.1.2 Survey

The survey was done using Google Forms and answered by 45 members (about 13% of the maximum capacity of the space). It was shared mostly online, via newsletter and the SH Lisbon *Slack* channel. Some questions are more closed and generic, designed to understand how SH Lisbon fits into the global coworking universe, for example in terms of member demographics, but others were written after the period of observational research, in order to gain further insight into specific aspects of member behaviour. Some specific data was placed throughout the following sub-chapters, as it relates to a specific category, while the complete results are available on Annex E – *Survey Results*.

While some questions are close-ended and allow for the division of respondents in stable categories such as ‘*what is your professional status*’, others are open ended, such as ‘*why did you want to join a coworking space*’. The latter require the effort of further categorizing the answers into sub-groups. In these types of questions percentages are still given to illustrate the frequency of a particular answer, although they don’t allow for a segmented reading of the sample, as the percentages don’t add up to 100%.

4.2 Categories of Analysis

4.2.1 Privacy

Privacy can be defined with an emphasis on ‘seclusion, withdrawal, and avoidance of interaction with others’ but also as something that ‘involves control, opening and closing of the self to others, and freedom of choice’ (Altman 1976, 7-8). Essentially, this means that privacy is about negotiating how much yourself is open to others and necessarily implicates an act of selection or ‘selective control’ as Altman calls it.

Tobias Dielin further develops Altman’s theoretical approach in his *Privacy Process Model* (2014) and explains privacy as something which is not fixed but rather variable according to specific situations, functioning very much like a ‘thermostat’, as the momentary level of privacy is perceived and adjusted through a certain behaviour (Dienlin, 2014, 107).

Moreover, for the scope of this analysis, it is essential to consider two other aspects of the concept of privacy: its nature as a ‘bidirectional process’ with ‘inputs from others to the self and outputs from the self to others’ (Altman 1976, 8) and its connection to a physical dimension as a ‘boundary regulation process’, meaning the establishment of a limit between the self and the non-self or the creation of a ‘personal space’ (Altman 1976, 13).

As an operative concept or tool to *look* at the object of study, privacy appears always interconnected with the notion of space: on the one hand with physical space and on the other hand with a so-called digital space. While the physical dimension is ultimately regulated by the establishment of boundaries and the adjustment and positioning within the spatial frame, the digital dimension tries to grasp, even if faintly, how this ‘thermostat’ works within the scope of digital communications and/or interactions, from as much as it can be analysed in a research work of this nature.

A *Harvard Business Review* article from 2011 lists three key concepts that must be considered when designing a workspace in order to encourage interaction between workers: *Proximity*, *Privacy* and *Permission*. They appear here as distinct, yet interconnected concepts, and their articulation is seen as crucial factor for a great work culture with the workspace. The balance

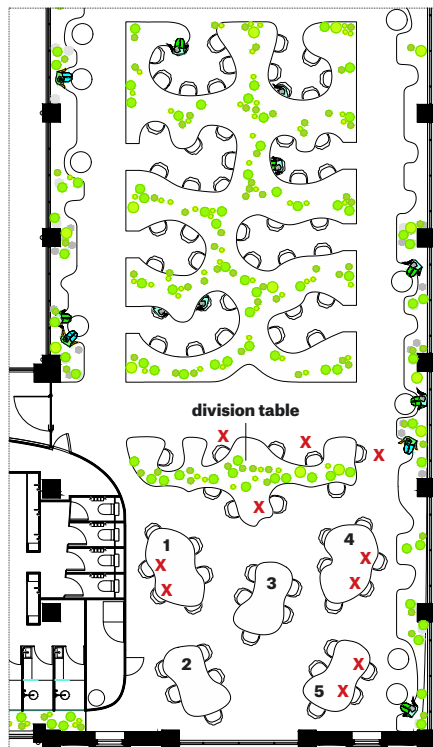
between these factors is ultimately what defines how and how often interactions occur, i.e. if an office space lacks spaces where privacy can be assured (here, truly in the sense of *seclusion*), people may find that it is hardly possible to address exclusively whom they wanted to speak, resulting in more scarce interactions – ‘informal interactions won’t flourish if people can’t avoid interacting when they wish to.’ (Fayard and Weeks, 2011)

If these criteria were relevant in the design and organization of a regular workspace, in a coworking space they become particularly poignant. In the case of SH Lisbon, within the Station area you have members working at a very close distance from one another, some doing completely different tasks and others belonging to competing industries. On the Flex-Desk area, the fact that you do not have a defined working space means that every day you seat next to someone new, someone with whom boundaries and interactions need constant negotiation and regulation.

Observational research identified specific patterns of behaviour which are relevant for the understanding of how members negotiate personal space and boundaries. This was noted primarily, in the Flex-Desk area, when it came to seat selection, as the division table seats were often the most coveted and the first to be occupied. While their location is not the most secluded, because of their closeness to the corridor, the manner in which it is designed – with members facing a green barrier while sitting on both sides - creates a sense of isolation that it is not possible to find in the other communal tables. This was something I experienced first-hand, as I constantly chose one of these seats in order to observe the subjects without being noticed. Furthermore, the seats towards the sides of the room (tables 1, 4 and 5), in particular those on the right side near the windows to the street (tables 4 and 5) were also preferred by most members. The seats closer to the central window (table 2) had the inconvenience of having a bit of glare during the day and therefore were not so appealing (see Figure 17).

Furthermore, the process of selecting a table can also be connected with an idea of belonging and understanding of the space of the *other*. On day 6 of observation, subjects 8 and 9 sat alone on table 4, on both preferential seats, and, as the space began to fill up no other member chose to sit on their table, choosing tables which were already almost all full capacity.

Because they were discernibly a couple, working together and constantly interacting, there was a sense of intimacy that other members didn't dare to break, as if anyone that would seat next to them would be an outsider infiltrating a familiar place. When they went for lunch, despite leaving their things visible, someone else finally sat on the same table, later followed by a second person, already as the subjects were back to work.



X preferential seating

Figure 17 - Ana Rita Folgado (2020), Flex-Desk area floor plan, adapted by the author from original source Selgascano Architects, obtained from private archive.

A similar phenomenon was also observed regularly with table 3, which was constantly occupied by both subjects 3 and 12, who work for the same company. They had another coworker, and most days the three of them were sitting right next to each other. Most of the other members who came daily to work in this area, specifically avoided seating here, as it was somehow implicit that it was 'their table'. The impression taken from the observation was not that it was simply a matter of ownership but rather this idea of being an outsider next a coherent group, a stranger among familiar faces.

In addition to these observations, there were other patterns of behaviour regarding privacy that were identified among members and some subjects in particular. An example of such is the closing down of computer when away from seat, something which a majority of members at Flex-Desk did when away for a longer period of time (as in lunch time, for example), but most didn't for shorter periods of time. Similarly, when taking calls and/or video-calls, the vast majority of members got up and moved to a different location (Side-Environment or the Lounge), although from observation alone it was hard to understand whether this was done in order to achieve more privacy or to avoid disturbing others nearby with the noise.

Nonetheless, there were some exceptions to this behaviour among the analysed subjects: subject 12 almost never closed down her laptop, although it could be argued that it is because she works next to her team on table 3; both subject 7 and 10 always sat particularly close to other members and never closed their laptops.

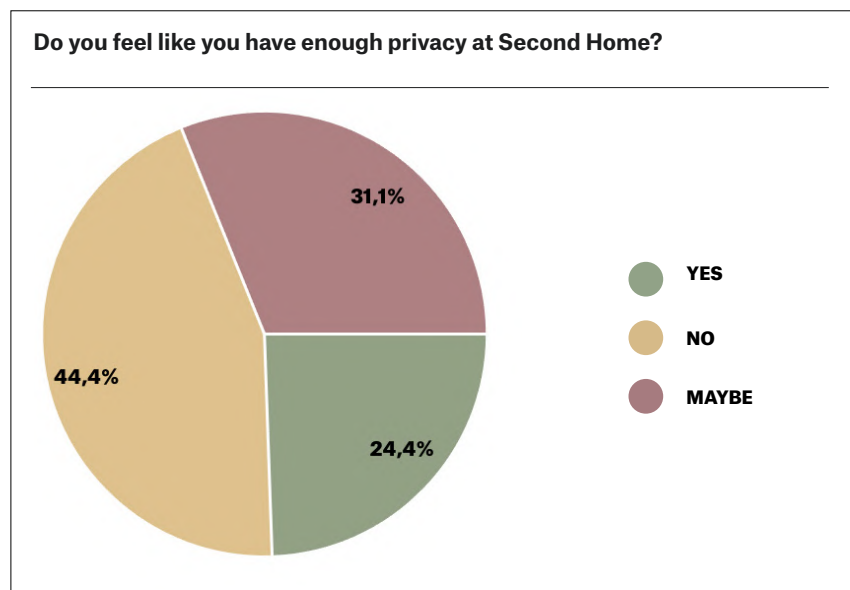


Figure 18 - Ana Rita Folgado (2020), Do you feel like you have enough privacy at Second Home? - Survey Results.

In reality, through the analysis of the survey results it is possible to see that privacy is indeed an issue at SH Lisbon, as it possible to observe in Figure 18. When members were asked whether they felt like they had enough privacy, only 24.4% said 'yes'. The remaining answers alternate between 'no' with 44.4% and 'maybe' with 31.1%. Furthermore, when respondents where challenged to list the biggest disadvantages of working at SH Lisbon, the following results were obtained:

- 33.3% listed ‘*excessive noise*’
- 17.8% listed ‘*lack of privacy*’
- 15.5% listed ‘*lack of quiet space / phonebooths*’
- 8.9% listed ‘*too many people*’

Often these disadvantages were paired up in a single answer, with ‘*lack of privacy*’ and ‘*lack of quiet space / phonebooths*’ often associated with ‘*excessive noise*’ and ‘*too many people*’. The prevalence of the criticism regarding the lack of space to make calls might justify for the constant observation of subjects moving to a different location whenever they had a call. Nonetheless, while a large segment of resident / studio members have fixed computers instead of laptops and cannot switch location for video-calls easily, it were the roaming / community respondents who complained more of ‘*lack of privacy*’ and ‘*lack of quiet space / phonebooths*’, with the latter being almost exclusively a complaint of these members. This can imply that even when switching locations, it is hard to find a place where one feels comfortable and secluded enough. Regarding noise, both resident / studio and roaming / community members complained of ‘*excessive noise*’.

Furthermore, looking at the design of the space itself and how it can inform the perception of privacy, it appears that density of occupation might be challenging, despite a carefully planned spatial organization. In fact, the layout of the Station area follows what Christopher Alexander considers to be the most adequate for an office. At SH Lisbon, the Station area isn’t a full-on open space, as the tables are shaped to form smaller work groups or islands, which are heavily lined with potted plants serving as a natural filter between individual groups and between these and the Side-Environment on both sides. This organization perfectly aligns with Alexander’s recommendation to ‘[m]ake every workroom, whether it is for a group of two or three people or for one person, half-open to the other workgroups and the world immediately beyond it’ (Alexander 1977, 718). However, there are other factors that Alexander includes which appear to be problematic in this particular case, and might account to a certain extent for the survey results regarding the lack of privacy, such as the ‘distance to the nearest person’, and ‘number of people you are aware from your workplace’ (Alexander 1977, 847).

Indeed, in the case of some islands, the recommended distance of around 2.45m (8 feet in the original recommendation by Alexander) between each person is reduced to less than 2 meters, with a high density of occupation spanning most of the Station area. The same can be said for the Flex-Desk area in ‘rush hour’ where a table easily accommodates 5 or 6 people. Similarly, while you should be aware of at least two people nearby you, in these cases, you are often aware of several more (see Figure 19). All of these factors contribute to the increased noise perception and to the general sensation of lack of privacy, or even lack of space.

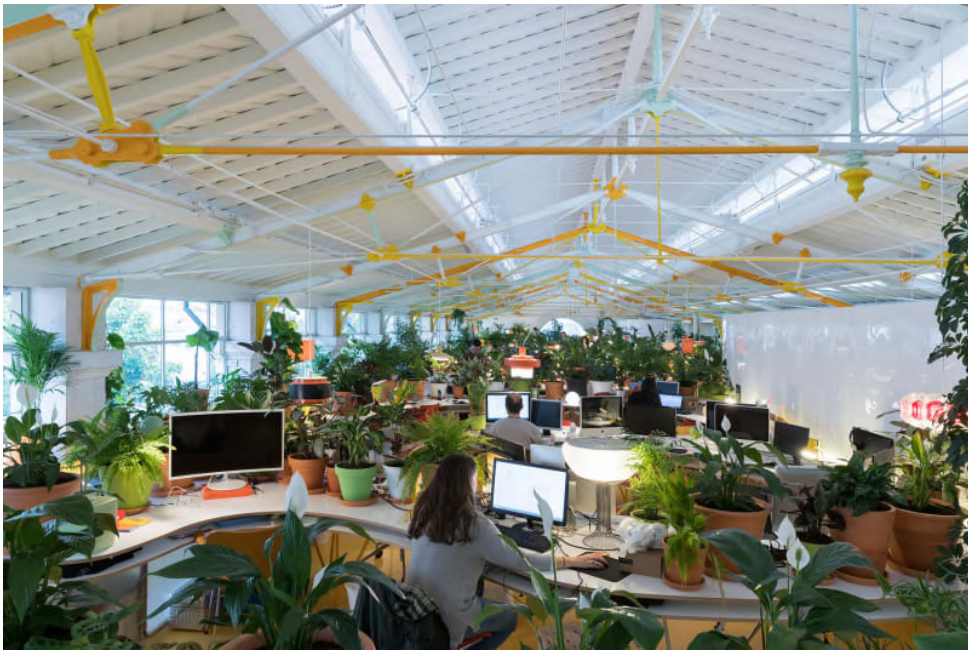


Figure 19 - Iwan Baan (2016), Typical Island in the Station area.
<https://divisare.com/projects/339304-selgascano-iwan-baan-second-home-lisbon>.

4.2.2 Community

The coworking space as a community aims to have a similar logic to what Tönnies describes in *Community and Civil Society* (1887), where the proximity of different areas and workspaces cause ‘cause the people to meet and get used to each other and to develop intimate acquaintance.’ (Tönnies 2010, 28)

This kind of community is established by a physical proximity and needs to be reinforced (more so than ‘kinship⁴¹’) through the existence of a set of ‘customs’ or ideals shared by all members, and by frequent gatherings.

Sherry Turkle puts forward a similar definition of communities as being ‘constituted by physical proximity, shared concerns, real consequences, and common responsibilities’, and where ‘[i]ts members help each other in the most practical ways.’ (Turkle 2018, 239)

The idea of the existence of a common ground is present in other attempts to deconstruct what a community is. Introna and Brigham (2008) draw on Heidegger’s idea that ‘to be a community is to already share a world’ and emphasize the ‘horizon of significance in and through which things show up as meaningful, important and relevant.’ (Heidegger in Introna and Brigham 2008, 4)

Furthermore, this horizon is under constant ‘making and remaking’ by the members of the community, becoming more significant to those who are active participants in the process. It’s a simple logic, the more involved you are with the community, the more of a *community* it seems to you (Introna and Brigham 2008).

In the specific case of coworking spaces, as mentioned on chapter 2 ‘Coworking Spaces’, one of the core values of the movement is indeed *community*. In this sense, Hillman stresses the importance of emphasizing the collective in favour of the individual, organizing ‘formal and informal opportunities to step away from the desk and get to know a coworker’ (Hillman 2011), because proximity and interaction are crucial factors to establish a notion of community. Furthermore, Hillman considers there is a sort of ‘sense of belonging’ – as in belonging to a *community* - which drives people to coworking, a feeling which should also be shared by coworking owners (a consideration perhaps extendable to the staff), whose role is to be an active member, rather than a leader.

⁴¹ Tönnies’ other form of community established essentially in the family unit (a blood connection), one which is hard to erase or dissolve.

While it may be hard to draw conclusions regarding SH Lisbon as a community merely from observation, there were some relevant insights which, in combination with the survey results, can offer an understanding into the communal dynamics present in the space.

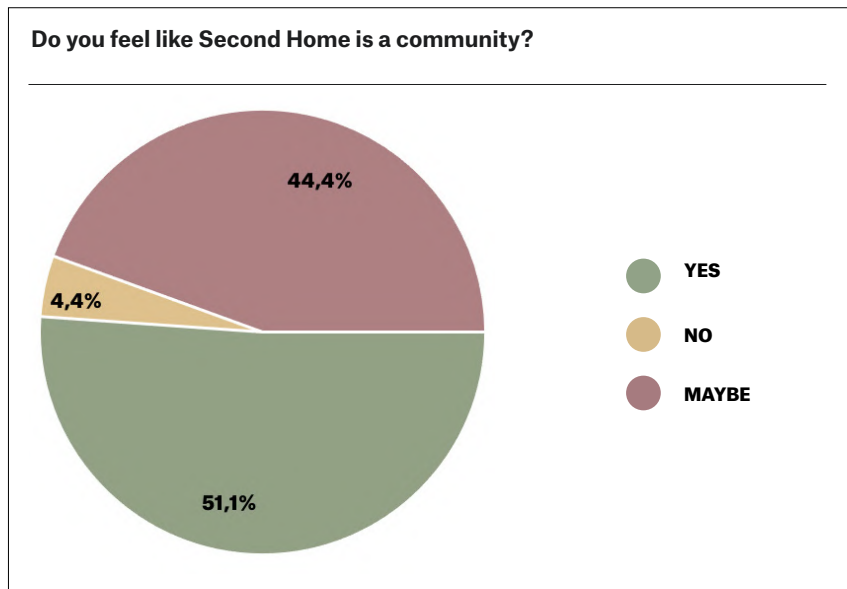


Figure 20 - Ana Rita Folgado (2020), Do you feel like Second Home is a community? - Survey Results.

A majority of respondents considers that SH Lisbon is indeed a community, with 51.1% positive answers against only 4.4% who answered 'no'. A significant percentage of respondents – 44.4 % - was unsure, answering 'maybe'.

The main reasons identified, for those who answered 'yes', were the collaboration and support between members (15.5%), the establishment of meaningful connections (11.1%), the sense of belonging (11.1%), and the events and shared experiences (8.9%).

If we look closer at other answers of these 'yes' respondents (for correlation) it's also possible to state that most of them have joined the space out of their own initiative (about 87%), most attend events regularly (about 87% attend 1-3 or more events / week), and they often interact with other members during the day (about 70% interact from 5-10 to 10-20 times / day with members they don't directly work with). On the other hand, longevity of membership, which could be presumed to count as a factor doesn't seem to have that much

of an influence, with about 35% having memberships of 1-2 years, another 35% of 2-4 years and 31% of merely under a year.

On the other side of the spectrum, those who selected 'no', a mere 2 respondents out of 45, have also stated that they hardly ever interact with other members, and that they never attend events. On both cases they joined the space because of a company decision.

These results seem to align with some of the theories behind the formation of communities, in particular when it comes to the importance of participation, again, as Introna and Brigham (2008) would suggest, but also supporting the core belief of *Second Home* that the cultural programme and social activities have a crucial role in the reinforcement of the community.

In addition, there were also some particularly elucidative answers indicating that there is kind of familiarity in place, which entails a sense of recognition among members, one that by itself may already admit the forging of connections:

- 'Because I feel 100% talking to a SH member outside the space.'
- 'Lisbon being small, when seen outside of SH, people would refer to each other as I know you from SH.'

From these answers, it appears that there is a shared set of values that define *Second Home* and which members are assumed to partake in. Hence, when you recognize someone as being from SH Lisbon, you assume he/she abides by those rules, and possesses those qualities that you believe a member to have.

This recognition of shared ideals can function as basis for the establishment of meaningful connections, or what Tönnies would consider to be *friendship or comradeship*, a bond that arises out of 'similarity of work or opinion' (Tönnies 2010, 29), which members have listed as being one of the main reasons why SH Lisbon is a community.

Indeed, through observation, it was possible to, sometimes, identify smaller groups of members which were often seen together. Whereas some groups were indeed constituted by coworkers which for obvious reasons had developed an affinity, others were linked via

another factor, such as a common nationality or language (subjects 4 and 5 were often together, and together with other people who spoke French) for example, or even by a common habit (subjects 7 and 20 were part of a larger group of people who got together to go out for a smoke).

Nonetheless, it is fundamental to articulate the divergent understanding of the community as something which is simultaneously homogeneous and heterogeneous. On the one hand, there is an identifiable similarity between members, or what can be considered a common referential; on the other hand, there is the perception of the space as a melting pot, a place where different people, with different backgrounds, come together creatively. Rohan Silva has stressed several times the importance of this variety for the development of members (such as the idea of having companies in different stages that can aid one another), and for the serendipitous nature of the space –a place of ‘creative collisions’⁴².

Members’ answers to several questions on the survey reveal precisely this divergence. Even when asked to list the reasons why the space constitutes a community, homogeneity and heterogeneity were singled out as reasons:

- *‘There is quite a diverse group of talents, companies operating across multiple sectors under one roof.’*
- *‘It’s so much so that it is a bit of a bubble. It seems to attract a certain demographic, especially one that is young, creative, wealthy, and progressive/eco-conscious.’*

Although it was possible to see that most answers to this question tendentially implicate a notion of the space as homogeneous, in answers to question number 14, for example, on the benefits of working at SH Lisbon, some members mentioned the diversity of people and/or the international atmosphere, implicating a perception of heterogeneity.

In essence, through observation, and also through the analysis of this set of answers, what can be said about this particular divergence is that, although most members tendentially see the space as a community, they tend to have a distinct perception of the nature of this

⁴² The name of the *Second Home* podcast.

community⁴³. It is possible to assume that this perception is based on their particular notions of diversity and similitude, but also, and perhaps even more so, on their expectations regarding a working space: on the one hand, SH Lisbon is incredibly more diverse than a regular company office, naturally, but, on the other hand, for a coworking space, perhaps it isn't indeed as diverse as it could be. Nonetheless, from this research, and considering how varied the sample for the survey turned out to be, it isn't quite possible to make such a claim.

You're not from the castle, you're not from the village, you're nothing. Unfortunately, however, you *are* a stranger, a superfluous person getting in everyone's way (...)
(Kafka 2009, 46)

This perception of the community as either heterogenous or homogeneous, as well as of the prevalence of the so-called 'shared values' is connected with the manner in which it welcomes newcomers, or strangers. Introna and Bingham claim that the density of a community referential is directly implicated in the identification of the other, *the stranger* (Introna and Brigham 2008). While they exemplify this particular claim with an example from *The Kite Runner*, Franz Kafka's *The Castle* (1926) also provides a great instance of what it means to be the outsider on a tight, established community. The main character K. is immediately recognized as an outsider and he is barred from accessing the Castle, despite his frustrating attempts to integrate.

While it can be argued that acceptance of newcomers is something hard to analyze via direct or participant observation, during the course of this research, subjects 8 and 9 became new members of the space. Their arrival was announced via newsletter, which was what made them easily recognizable to others. A couple of days after their first day, on day 13 of observation, it was possible to see that they were already well integrated during members' drinks. Similarly, on another later occasion, on the last day of observation, they participated in *Tea at Three*, and chatted with staff and other member alike. This particular example is by no means, effective proof of the community openness towards strangers, but it is evidence that it is possible to become integrated in a short period of time, and that organized activities

⁴³ Also, for members who are unsure whether SH Lisbon is a community, this same divergent perception is implicated in some other answers, although it is not about the *community* but rather about the coworking space in itself.

are a platform for this integration. As researcher, but also as a member of the space who received the newsletter, the announcement via newsletter somewhat fulfilled the purpose of legitimizing their existence in the space.

As a matter of fact, the role of the online presence of *Second Home* must also be emphasized. It is not just about the weekly newsletters which let members know what is going on with the community, but also the *Slack* channel. Two ‘yes’ respondents mentioned the online presence in their answers:

- *‘The collabs it generates, the online community, lots of help between members and staff, understanding and true friendships.’*
- *‘The Slack channel is a good representation of that. Everyone is ready to help somebody that has a problem, is looking for something. There’s cheers and encouragement whenever somebody accomplishes something/launches a new project. If there’s a problem IRL, I can always count on the staff for help and support, as well as recommendations of any other members that could be helpful to my needs somehow.’*

While it is not possible to claim *Slack* as a community per se, it is a complement to the physical environment that helps keep members close, even when away from the space. What remains unclear, from observation and participation on the *Slack* channel is whether it can serve to establish new connections, or it merely reinforces physical connections previously established.

4.2.3 Mobility

Mobility, on the context of this research work, is a category that implies patterns of movement, place selection and appropriation, as well as other relevant identifiable and observable spatial practices. It takes into account the Lounge, the Flex-desk area, the Station area (for resident / studio members), and the Side-Environments (market and street side). It

does not account for what took part in the Mercedes Benz exclusive space (April 2017-March 2020)⁴⁴.

Unlike previous categories, there's no interest in defining *Mobility* conceptually and then further expand this definition already in direct application or connotation with the object of analysis. Because of how ample it is, and of how many ways it can be understood, even bearing the object in mind, this particular category requires the clarification of the frame of analysis or matrix in order to give background to the analysis itself.

Nonetheless, the methodological approach was observation, description and analysis. Cartographic elements (such as those present in this document) are not working materials but rather presentation elements, to orientate the reader.

The Lounge

The Lounge is the first space you experience when entering SH Lisbon. From the main door of the market facing the riverside, a round hallway leads straight ahead to the market, or on the right side, through an automatic glass double door, to a staircase leading up to the lounge (Figure 21). The warm colour of the staircase and the upper transparent neon balustrade stand in stark contrast with the electric blue ceiling. It is in the lounge where the contrast of colours is most evident, with the floor and furniture being also in warmer tones. At the heart of the lounge lies the bar (*La Despensa café*), which has a circular shape and just a couple of high seats on one side. On the left side, there's the sequence of meeting rooms, enclosed by glass partition walls. The wall which directly faces the lounge is partially enclosed by bookshelves. On the right side of the lounge there are some low tables with comfortable chairs, and, also, more towards the back, some regular working tables and chairs (already in place during the course of this research, although not original).

⁴⁴ It would've been interesting to see if new dynamics were installed with this free area coming up, especially because it is at the very end of the space and has a different sight towards Rua da Ribeira Nova. Unfortunately, it coincided with the COVID-19 pandemic, which affected immensely the overall functioning of the space.

It is in the lounge where members have lunch, where *Tea at Three* and *Members' Drinks* take place, and also where several people come to have calls, or informal meetings. It is a noisy space, with good lighting coming from the right-side windows facing the river.

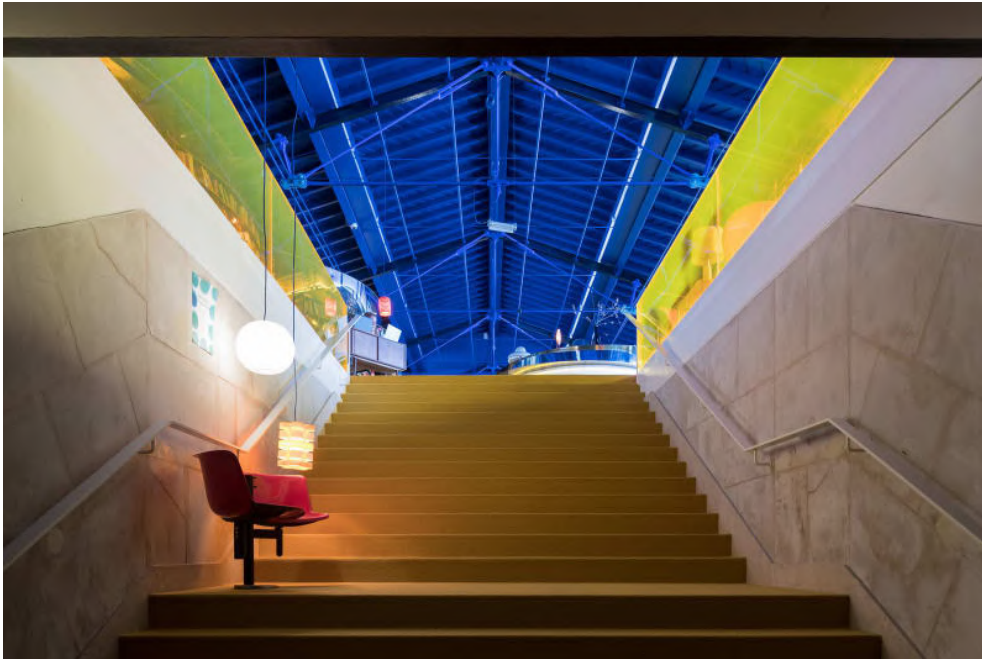


Figure 21 - Iwan Baan (2016), Entrance to the space.
<https://divisare.com/projects/339304-selgascano-iwan-baan-second-home-lisbon>.

When *Members' Drinks* are taking place some tables next to the staircase balustrade are moved to give space to the DJ. The rest of the area fills up rather quickly and there's a great flow of people coming up and down the stairs, going in and out, often for smoking. The music is played loud but there's a good buffering to the workspace area keeping it quiet, just a mere vibration on the background. The exception is when someone transitions from one area to the other, as the sound manages to pass through, every time the door opens. *Members' Drinks* is most often a popular event, with some members even coming exclusively for this event, not having worked in the space during that day (for example, Subject 15 on day 13, and again on day 17), and non-members joining in to have drinks with their friends.

The Flex-Desk Area

Following the lounge, there's a narrowing of the space that forms a buffer zone. This is achieved through the positioning of the volume which contains the kitchen, and the toilet⁴⁵ / shower area. Then, as you enter the proper workspace, there's a wide corridor where you have to the right, facing the river, the Flex-Desk area. To the left is the Station area (for resident and studio members) as well as both Side-Environments. Adjacent to the corridor is a large division table, with forms the edge or limit of the Flex-Desk area. This area has large windows in the front, towards the river and Av. 24 de Julho and the side, towards a smaller street called Rua Instituto Dona Amélia. The side with no windows has a large blank wall which is the back of the toilets.



Figure 22 - Iwan Baan (2016), Flex-Desk area, during work hours (on the left), and during a yoga class (on the right).
<https://divisare.com/projects/339304-selgascano-iwan-baan-second-home-lisbon>.

In this area, besides what was mentioned in Figure 17, regarding the preferred seating places, it is important to mention that the space which is the natural continuation of the Side-Environment is barely used here. Its proximity to the main seating places makes it unappealing for members.

⁴⁵ During the period of the time this research took place, the toilets were undergoing repairs, so all members had to cross the lounge, exit through the emergency door and use the Time Out Market toilets. They also did not have access to any shower facilities during this period of time, which potentially changed the scheduling of activities, as most 'physical' activities were done at the end of the day.

Another feature which becomes relevant in this area and might have a connection with the way people move from one space to another is the chairs. Like in other *Second Home* locations, there is the concept of not having identical chairs throughout the space, with a couple of basic models that are replicated around 10 / 15 times and other unique chairs procured from vintage stores. Because of this, one often sees members arriving and arranging the furniture, finding that chair that they prefer and placing it in their equally preferred place⁴⁶. Specific tasks can also be connected with specific chairs and/or furniture arrangements. For small group discussion and/or meetings, lower and more comfortable chairs are often preferred, which justifies the change of location to another area which has this particular type of furniture. For calls or video-calls one also often does not need to be sitting straight upright on a table and a more relaxed setting is favoured. The implications of this conceptual choice are perfectly illustrated in Christopher Alexander's *A Pattern Language* (1977), which makes the claim for different chairs because 'people are different sizes', 'they seat in different ways', and occasions make for different seating attitudes⁴⁷. Furthermore, Alexander considers that 'we project our moods and personalities into the chairs we sit in' (Alexander 1977, 1158). To have identical chairs means that all these particularities are erased. However, again, it is interesting to see how, in practice, several respondents (24.4%) complained about the chairs in the survey, with results evenly distributed among roaming / community / other and resident / studio members, which might indicate that there aren't enough comfortable models for everyone.

Most of the people who sit in this area have regular movements towards the lounge, and both Side-Environments, and most of these are prompted by calls and video-calls, which most members prefer to take in a different place, to avoid noise in the area, and presumably, for greater privacy. Nonetheless, while one would expect the Side-Environment on the street side to be the preferred location, most movements were seen towards the market-side and, secondarily, towards the lounge.

⁴⁶ This happens particularly in Flex-Desk but not so much in Station, as there, members have a fixed space and in principle keep the same chair every day.

⁴⁷ Such as 'people sitting for different lengths of time; people sitting back and musing; people sitting aggressively forward in a hot discussion; people sitting formally, waiting for a few minutes.' (Alexander 1977, 1158)

On events and activities' days, all tables except the division table are moved from this area to the Side-Environment, and members have to relocate to the division table or another area. They are allowed to use the meeting rooms freely in these occasions. However, it was a motive of complaint for one survey respondent, which claimed that the area shouldn't 'close down so early' for the events.

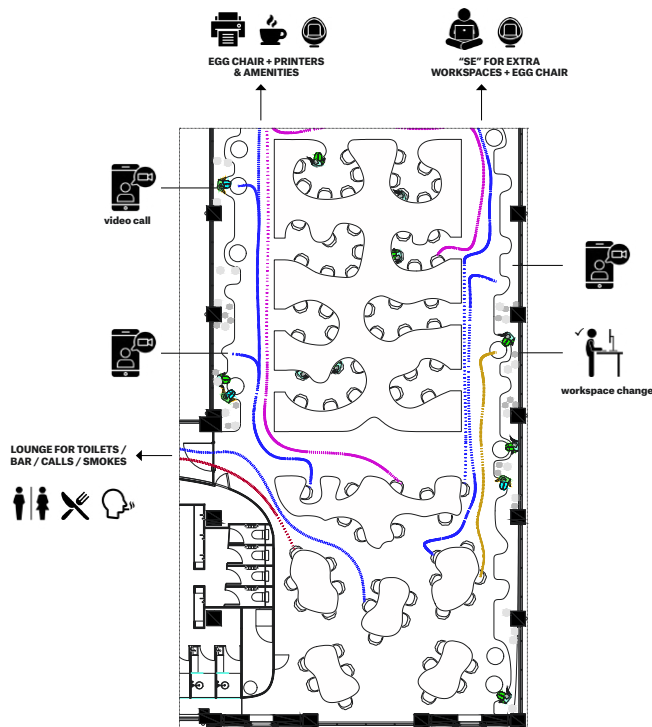


Figure 23 - Ana Rita Folgado (2020), Floor plan with spatial practices I, adapted by the author from original source Selgascano Architects, obtained from private archive.

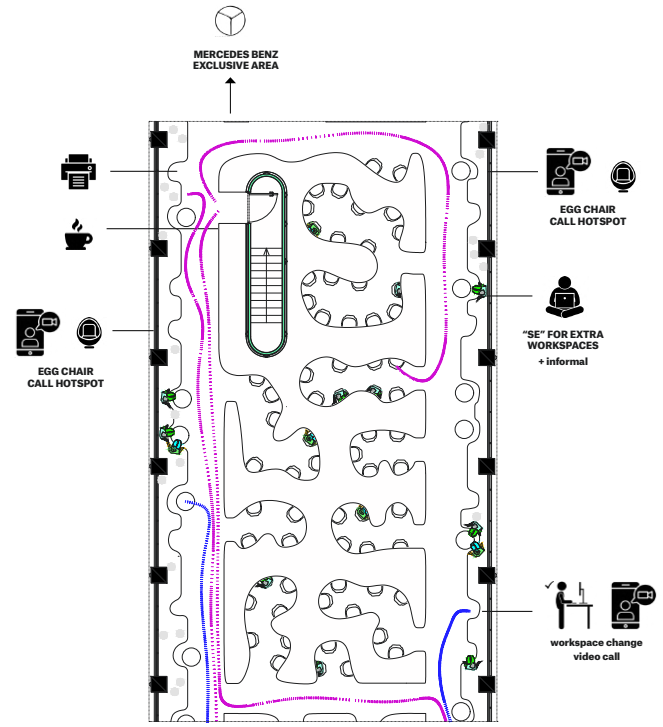


Figure 24 - Ana Rita Folgado (2020), Floor plan with spatial practices II, adapted by the author from original source Selgascano Architects, obtained from private archive.

Side-Environment

The Side-Environment is a long promenade occurring on both sides of the Station area. On one side it faces the street *Rua Instituto Dona Amélia* and, on the other, it faces the interior of the *Time Out Market* (vending stalls area). It includes built-in low benches which also serve as storage spaces in an undulant design that regularly creates alcoves which provide extra space for members to sit, following Alexander's idea of 'window places': 'special places along the length of hallways' (Alexander 1977, 834). Some members sit directly on these benches while others place a chair and one of the small movable tables in an alcove

place. Each side already has some chairs usually there, including the egg chairs (one on each side), which are preferred hot spots because of the extra comfort and acoustics they provide.

Members were seen mostly relocating to this area to make calls and/or video-calls, although on some occasions, members coming from the Flex-Desk area would move to this area to get together (in a pair or a small group) in order to discuss something, as for example subject 5 on day 12, or to have informal meetings, such as subject 14 on day 17. While the lounge was also used as an informal meeting space, it was tendentially for members meeting non-members, with some exceptions. In some occasions, it was unclear why one person would move to the lounge to take a call sometimes and to the Side-Environment other times, although the different furniture might explain to a certain extent this variation.

Regarding this area, it is also interesting to see that, while street windows, in particular those close to the ground (such as it is the case here – a mere 2nd floor) are usually more appealing as ‘they provide a unique kind of connection between the life inside buildings and the street’ (Alexander 1977, 770), the majority of relocations observed were to the Side-Environment on the market side, despite the fact that it was always busier (as most people coming from Flex-Desk and going to the printer or coffee/tea walked through it) and had less natural lighting. This phenomenon might be explained with the fact that the street in question is quite secondary, with very few people walking through it and being mostly used for loading and unloading of market goods, while the other side provided a rich view over the market stalls, with a variety of people, colours and even noise, making it more appealing. Furthermore, while people are naturally phototropic – ‘they move toward the light, and when stationary, they orient themselves toward the light’ (Alexander 1977, 645), it can be that, as most people are using laptops in the Side-Environment, the glare on the street side is higher, making it less comfortable as a workspace, reversing a naturally occurring tendency.

Nonetheless, one subject in particular (#11) worked always on Side-Environment on the street side. He would arrive and head straight to his usual place. He would then procure his preferred chair, position it alongside one movable table and then sit down to work, more or less isolated. Every time this subject was observed he was always sitting in this area, often

in the very same spot. On the two separate occasions where he had meetings, they were held in the same place, and furniture was merely arranged in a different way.



Figure 25 - Iwan Baan (2016), Side-Environment on the street side.
<https://divisare.com/projects/339304-selgascano-iwan-baan-second-home-lisbon>.

In principle, as the Side-Environment is not meant as a permanent workplace but rather as a temporary alternative workspace, an attempt at understanding the behaviour of this particular subject is an interesting exercise, which allows for several hypotheses but no definite answer. One on hand, as he always arrived after lunch and left a couple of hours after, it might be that the Side-Environment can serve as a proper workspace if used for a short period of time; on the other hand, it can be that, because he arrived around the busiest hours, there were never any of the *good places* left in Flex-Desk area and so he preferred to sit here instead. Additionally, it is interesting to see that he was the one subject whom I also saw asking another member to keep an eye on his backpack (with his laptop inside) while he went away for a little bit. Perhaps, he does not trust his things to be left alone or he has privacy issues with the content of his work (hence preferring this more isolated location). It could just be that, because he sits in Side-Environment, which not being entirely a proper workplace, is not often an area where you find unaccompanied belongings.

Station

The Station area is the largest part of the space. It is where most members (those with resident or studio membership) work. As mentioned previously in *Privacy*, though it appears to be a full open space area in plan, it is indeed comprised of smaller work groups limited by potted plants. The density of occupation in the area, as well as the intense these natural filters make it difficult to observe what happens inside for those who are not sitting close by.

However, from observation done mostly from the Side-Environment and from seats in the Flex-Desk area with good visibility, there were a couple of relevant spatial practices that were identified in this area, distinct from Flex-Desk. In first place, resident / studio members seem to move much less to the Side-Environment, perhaps, as contemplated before, because several have fixed computers, and this makes them less mobile within the space. Secondly, movements were often more done in groups rather than individually. This might be driven by the fact that there is a much greater number of *coworkers* (in the original sense of the word) in this area than the Flex-Desk. On the other hand, it can also be that even when these islands are made up of individual who work alone, the fact that they seat together on a daily basis can help generate a sense of companionship or natural rhythm which translates also into common breaks.



Figure 26 - Iwan Baan (2016), General view of the Station area.

4.2.4 Communication

Monitoring interactions and exchanges between subjects / members is not particularly easy, and often it is hard to make sense of the nature of these interactions. Because of how demanding a task it was, the majority of observations was done in the Flex-Desk area, limiting the scope of analysis a little.

On most days, in this area, members sitting in the common tables would be with headphones and highly concentrated on their work. Often, they would nod across the space when someone arrived, or briefly say hello if someone sat on the same table. The majority of significant interactions came from members sitting on the division table, because it was in the edge of the hallway and everyone who entered the space passed by closely. Subject 16, for example, sat a couple of times in this table and, on both occasions, spoke with someone else (for over 5 minutes).

There were other spontaneous interactions which started between subjects who did not know each other, such as subject 7 who met someone on the line to the café (on day 5) or subject 18, who engaged for a couple of minutes in a conversation with a man by the printers. However, the most relevant of these interactions was subject 1, on day 1, when the internet was temporarily down because of a server problem, and he found himself unable to work, beginning a conversation with another man. They spoke for a couple of minutes and then they proceeded to exchange Instagram handles.

There was yet another occasion, on day 11, where subject 19, upon speaking briefly with another woman, proceeded to exchange Instagram handles with her. On this particular occasion, she gave her phone to the other person so she could write her username herself. Although it would've been interesting to see how common this situation is, it is already noteworthy to identify the role that this social media platform has on this context. It has been

argued that it is less formal than a business card or *LinkedIn*, yet it gives more information about that person than a phone number (Lorenz 2019).

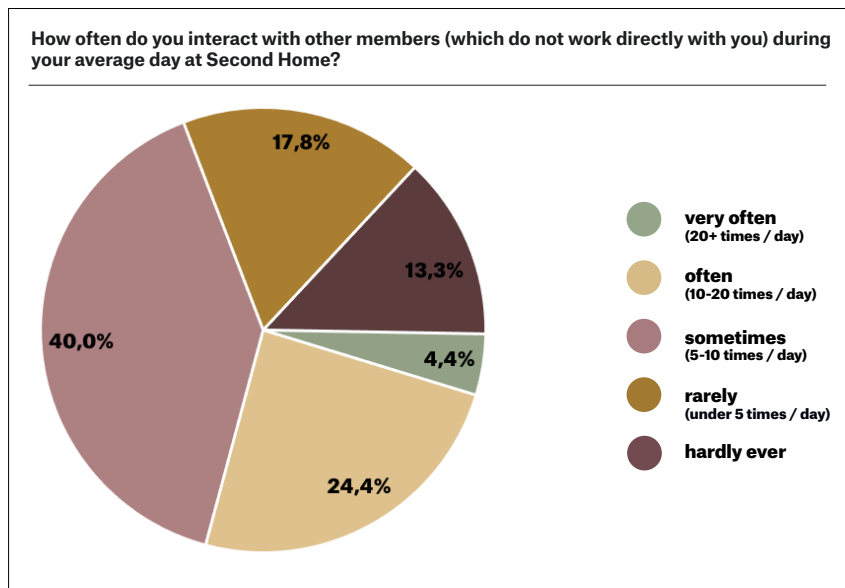


Figure 27 - Ana Rita Folgado (2020), How often do you interact with other members (which do not work directly with you) during your average day at Second Home? - Survey Results.

Survey results are not particularly insightful, although revealing that only 13.3% admit to rarely ever interacting with other members (with whom they do not work directly). The most prevalent answer is ‘*sometimes*’, which is about 5 to 10 times per day (40% of respondents). Further analysis of the results, and an attempt to correlate between categories (as shown in Figure 28), reveals that it is hard to draw conclusions. Some of the most *radical* answers are significant, as considering the respondents who claim to ‘*hardly ever*’ interact, it is possible to say that the majority of them has not collaborated with other members, and that about half of them don’t attend any events per week. Furthermore, 2 of these respondents were also the 2 single respondents who gave a negative answer to the overall question of whether SH Lisbon constitutes a community. On the other hand, out of those who claim to interact ‘*very often*’, it is possible to say that they consider SH Lisbon to be a community, they have collaborated with other members, and attend events regularly. Nonetheless, as the number of respondents who provided these answers is reduced (only 6 for ‘*hardly ever*’ and only 2 for ‘*very often*’), it is not possible to be certain of the implications of these interactions.

Looking at the respondents who claimed to interact ‘*sometimes*’, which in fact consists of the most relevant sample for this category, a correlation with the other categories is not quite conclusive. What can be said is that most of them have a roaming or community membership, and hence work in the Flex-Desk area or Side-Environment, and that most of them attend events regularly. Furthermore, the majority of them have indeed collaborated with other members. Nevertheless, they are torn in their consideration of SH Lisbon as a community, with answers almost evenly divided between ‘*yes*’ and ‘*maybe*’.

	Hardly Ever 6 (13.3%)	Rarely 8 (17.8%)	Sometimes 18 (40%)	Often 11 (24.4%)	Very Often 2 (4.5%)
<u>Membership</u>					
Resident/Studio (16/45)	4	4	4	4	-
Roaming/Community (23/45)	2	4	11	5	1
Other (6/45)	-	-	3	2	1
<u>Community</u>					
Yes (23/45)	1	4	10	6	2
No (2/45)	2	-	-	-	-
Maybe (20/45)	3	4	8	5	-
<u>Collaboration</u>					
Yes (28/45)	1	4	12	9	2
No (17/45)	5	4	6	2	-
<u>Events per Week</u>					
3 or more (6/45)	-	1	2	2	1
1-2 (32)	3	7	13	8	1
None (7/45)	3	-	3	1	-

FIGURE 28 - Table correlating ‘Collaboration’ with other categories.

Source: designed by the author.

Unfortunately, while these results might hint towards an idea that more interactions, and greater participation, might indeed be positive influences in the perception of community, and in the development of collaborative practices, they are not conclusive enough to make such a claim.

4.2.5 Cooperation

Ignasi Capdevila's research on coworking spaces sets them alongside traditional industrial clusters⁴⁸ (on the level of micro-analysis), claiming that they can function like knowledge communities, or 'microclusters'.

Aligning with Rohan Silva's aim for *Second Home*, Capdevila considers that coworking spaces, like traditional clusters, are able to combine the horizontal and vertical dimensions ('commonalities' and 'complementarities') of the knowledge creation process, allowing for 'fruitful synergic collaborations' and helping the reinforcement of 'localized capabilities that would result on differentiation and competitiveness.' (Capdevila 2013, 7)

Furthermore, he argues that within coworking spaces, individuals (or members) must be considered within larger networks, as the process of knowledge sharing is not limited to the domain of the coworking space per se. It is connected, on the one hand, with a kind of 'global pipeline' of knowledge arising from the international flair of the coworking scene, and on the other hand, with the local communities, as events and projects tie the spaces to their close environments.

In Capdevila's argument, proximity is crucial. It is the one factor which aligns coworking spaces with industrial clusters. There's a geographical connection directly implicated in the manner how these agents collaborate, compete, and ultimately learn from each other. Nonetheless, other authors who have analysed the effects of proximity in the processes of knowledge transmission, further developed this idea by distinguishing between different types of proximity⁴⁹.

Bearing this context in mind, Lucia Parrino's study on the role of proximity discards the idea of coworking spaces as places of natural collaboration, and almost innate establishment of

⁴⁸ Ignasi Capdevila defines *clusters* as geographic concentrations of interconnected companies, specialized suppliers, service providers, firms in related industries, and associated institutions (for example, universities, standards agencies, and trade associations) in particular fields that compete but also co-operate (Porter in Capdevila 2013, 3).

⁴⁹ See, for example, Boschma R.A.'s *Proximity and Innovation: A Critical Assessment* (2005).

connections between members. Comparing between two different coworking spaces (one which is a shared space and another which is more like an *organization*), she concludes that ‘organizational and social proximity’ have indeed a crucial role in ‘stimulating collaboration among coworkers and in promoting exchange of other forms of knowledge’ (Parrino 2012, 270).

In the case of SH Lisbon in particular, this distinction between types of proximity and an analysis of its implications is significant. *Second Home*, as an organization, aims to be more than a space where people can work together, it aims to be a community. In this sense, it resembles much more Parrino’s *organization-like* coworking space. It also has an online platform (the *Slack* channel), a weekly newsletter, ‘events designed to create connections among workers’ (Parrino 2012, 266), and staff members that act as facilitators. Furthermore, each new member is announced on the newsletter, in addition to receiving a dossier with the profile of every existing member. All these factors, according to Parrino’s research, are what truly generates knowledge transmission.

So, when analysing ‘cooperation’, or knowledge transmission in SH Lisbon, it is important to understand that all these distinct dimensions of proximity must be considered. Nonetheless, observation notes are based on a direct observation of the space and spatial practices of members, which means that, for this particular category, not a lot of events were recorded, and additional sources were essential. Furthermore, direct observation was tricky because, on the one hand, most subjects who were seen together were often coworkers in the literal sense of the word (as in working for the same company) and, on the other hand, there were occasions when they were seen interacting, but it was difficult to know for a fact the nature of that particular interaction and whether it constituted some form of knowledge transmission.

There was only one significant event recorded, which took place on day 11: subject 12 asked an acquaintance who was sitting nearby if she knew someone who could help her with a particular issue. The other person answered positively and indicated someone. Subject 12 got up and returned to her seat a couple of minutes later with a second person who proceeded

to sit down with her, staying for a couple of minutes on the subject's laptop. This was a particular case where both social and physical proximity played significant roles.

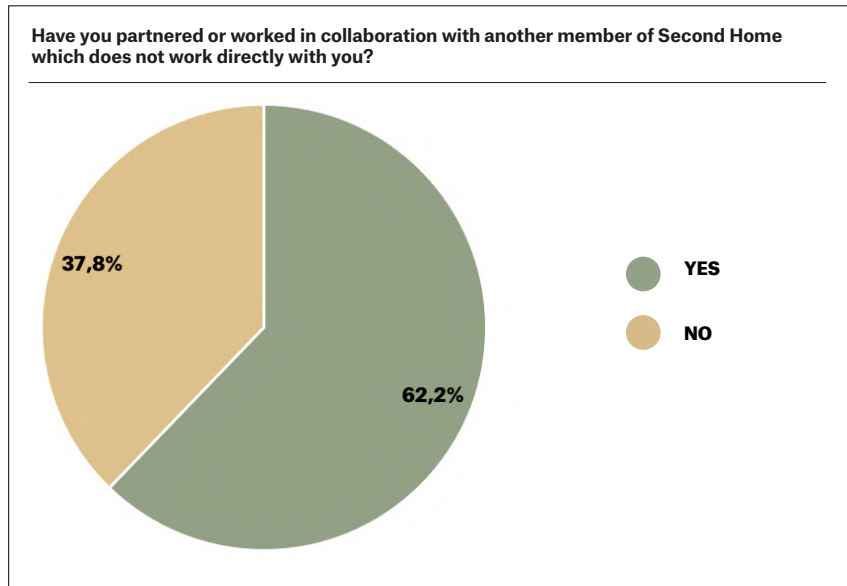


Figure 29 - Ana Rita Folgado (2020), Have you partnered or worked in collaboration with another member of Second Home which does not work directly with you? - Survey Results.

Nevertheless, the survey results regarding this topic were conclusive (see Figure 29). The majority of members (62%) has partnered or collaborated with someone else who does not work directly with him. Additionally, the majority of members (55.6%) has also been contacted for work purposes on the basis of a recommendation from another member or from another member himself/herself.

Moreover, some of the motives listed by respondents to why they believed SH Lisbon to be a community are especially important to understand the role of cooperation, collaboration, and knowledge sharing to the space and the notion of *community* itself:

- *'It's easy to start new businesses and collaborate with members if you are searching and willing to do it.'*
- *'People look out for each other; we look to give business to other members before outsiders.'*

Taking into account our consideration of SH Lisbon as a multi-dimensional space (a place, an organization, and a social sphere), it is also interesting to look at the online platform, as

yet another dimension, one of virtual proximity. A closer analysis at the *Second Home Slack* channel, in particular the sub-channel *#jobs-and-skills*, reveals how some connections are forged: members, and sometimes the staff, regularly post job opportunities, as well as requests for help. Most of these are quickly answered, and repliers *tag* other members or suggest friends of acquaintances with that particular skill.

Unlike face-to-face interactions, it is possible to categorize the majority of these virtual interactions by dividing them into three main types: job opportunities (from potential applicants and employers), simple appeals for help with a specific issue, and finally, requests for more in-depth collaboration or help on a specific project. The first is indicative of a privileged position for members of the community, which are often the first to come into contact with a specific candidate or offer. The second mostly consists of more urgent cases such as the need for a translation, or aid with a legal issue (for foreigners, for example), and it is usually quickly dealt with, often at no expense of the requestee. Finally, the third is a more complex interaction, which happens when one member is having trouble with a particular issue (coding or design-wise, for example) and asks for help looking into it, or when someone has a particular project in mind and is looking for partners (a significant difference to the first, where collaboration happens on a contractual base).

This added dimension of virtuality appears to be a strong complement to the other dimensions, mainly because of its informality and the easiness with which members can quickly distribute information and/or requests.

Nevertheless, in the case of SH Lisbon, it might be a difficult exercise to rank these different notions of proximity based on how relevant they are for the knowledge dynamics in place. First of all, physical proximity is relevant because the space is strong, conceptually speaking, it is one of the most appreciated aspects of the space by its members. The design is done in a way that creates the small clusters or islands in the Station area, which are indeed favorable points for interactions, much more so than a full-on open space. Second, the organizational and social dimensions are profoundly implemented, with a regular program of events and social activities designed to bring members together. Finally, the importance of the virtual community cannot be rejected.

Furthermore, if we integrate Capdevila's consideration of the coworking space in international and local dynamics, SH Lisbon is a key example of how that can work. In terms of international connections, the main logic between opening new spaces in several locations is to permit collaborations across different spaces, and often different countries. This global network facilitates the sharing of knowledge and expertise through regions. Furthermore, in a logic of both international and local dynamics, the events and organized activities are also crucial. On the one hand, the rich program of conferences and workshops brings speakers from different countries to each location, disseminating knowledge throughout and to the local communities, which have access to these events; on the other hand, partnerships with local organizations help ground the space in its environment.

What is yet not fully understood, and in a semi continuation of the inquiries set by the category of 'community', is the true nature of these spaces, as heterogeneous or homogenous. This appears to be particularly relevant again, if we consider the vertical and horizontal dimensions of clusters that Capdevila mentions, and if we try to apply to logics of either communities of practice, or collectivities of practice⁵⁰. The question is, are we looking at spaces where 'individuals with different bases and background collaborate to focus on reaching a common goal' (Capdevila 2013, 7) or where one can find 'groups of workers who share experiences, expertise and engagement in common initiatives and projects' (Gertler in Parrino 2012, 262). Is the knowledge community defined by commonalities or complementarities?

4.2.6 Legacy Patterns

Legacy patterns are to be understood here as remnants of the traditional office, and conventional forms of work. The concept is drawn from the field of Psychology, where recent studies demonstrate the existence of 'legacy trauma', or traumatic aspects which are inherited, and consequently intergenerational (DeAngelis 2019). Observation with the specific purpose of identifying these legacy patterns revealed some differences between

⁵⁰ Capdevila mentions both of them and roots their definition in the work of Lindkvist (2005).

members based on the Flex-Desk area and members with a fixed workspace (resident / studio memberships), although most observations were done in the Flex-Desk area.

In general terms, most Flex-Desk members seemed to either follow standard business hours (9AM-6PM), or to work less than 8 hours / day. There were a couple of *regulars*, subjects who had an identifiable routine and who often chose to sit on the same place, who arrived and left consistently at the same time every day. It was the case of subjects 3, 4 and 14. The case of subject 3 is different though, because, as mentioned before, despite having a roaming membership, she was a part of a company (alongside with subject 12) and they sat together every day at the same table, all together. In this sense, their behavior is not particularly indicative of the dynamics of Flex-Desk. The few subjects identified who didn't work the standard business hours, seemed to have a whole different routine installed. It was the case of subjects 11 and 15, who often arrived in the middle of the afternoon and worked for a couple of hours on the space.

When it comes to the Station area, although observation wasn't so fruitful, the general impression was that people worked standard business hours or more. Later in the evening, there were always people still working on this area, while the Flex-Desk was almost always empty. The fact that the Flex-Desk is also the event/activities space contributes to this dynamic, as sometimes it happened that people who were still working had to leave the area, often choosing to go out instead of relocating to one of the alternative spaces.

The survey results reveal no majority, although '*standard business hours*' was the most prevalent answer (42.2%), in comparison with '*less than 8 hours*' which had 33.3%, and finally, '*more than 8 hours*' which was selected as an answer by only 24.4% of respondents. If we further analyze these replies, by category of membership, in an attempt to determine a correlation, it is possible to get the following results:

- Out of the 19 respondents who answered '*standard business hours*': 52.6% have a resident or studio membership, 31.6% have a roaming or community membership, and 15.8% have another kind of membership.

- Out of the 15 respondents who answered ‘less than 8 hours’: 93.3% have a roaming or community membership, 6.7% have another kind of membership, and there were no respondents who gave this answer with a resident or studio membership.
- Out of the 11 respondents who answered ‘more than 8 hours’: 54.5% have a resident or studio membership, 27.3% have a roaming or community membership, and 18.2% have another kind of membership.

These results are more or less aligned with observational findings, giving the added insight that no respondent with a resident / studio membership works less than 8 hours / day. This is either because the majority of the respondents with this kind of membership work for/within a company (out of 16 respondents with a resident / studio membership, only 1 works as a freelancer) and therefore follow a regular schedule, or because of the very nature of the fixed workspace (they don’t have to move for events, they have everything they need there).

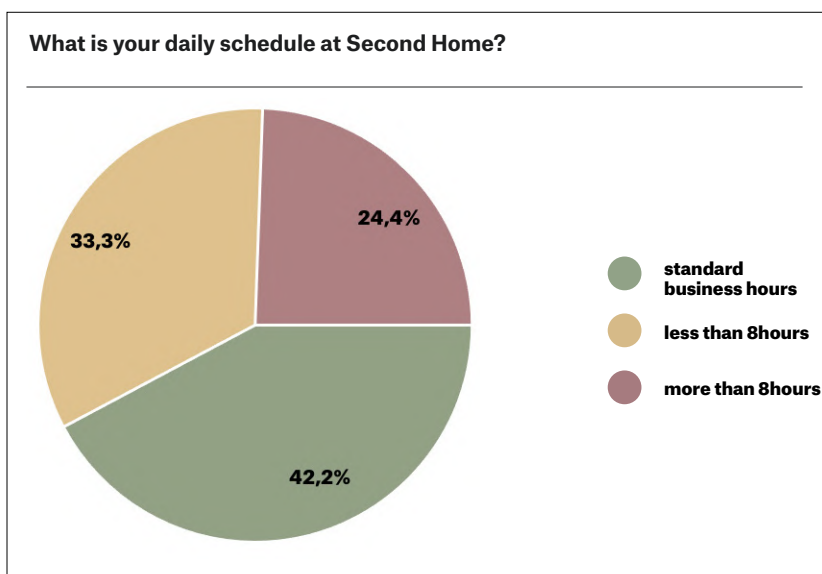


Figure 30 - Ana Rita Folgado (2020), What is your daily schedule at Second Home? - Survey Results.

Furthermore, there was one other difference observed between these areas which has to do with breaks and meals. In the Flex-Desk area it was common to see people having mid-morning / mid-afternoon breaks by just grabbing something to eat from the café and sitting down in their place. On the contrary, it was possible to see bigger groups (3 or 4 people) coming from the Station area and going out for a proper break, either to the café or to the

Time Out Market. This also happened sometimes at lunch time, as it was common to see quite a lot of people in the Flex-Desk area eating by their places. Similarly, regarding smoking breaks, it was common to see small groups of people from the Station area outside, while most people from Flex-Desk area went alone. The only notable exception was subject 7, who joined the larger smokers' group to which subject 20 (from Station) also belongs to.

Although it is not possible to say whether these groups from the Station area are composed of friends or coworkers (in the sense of working for the same company), their presence brought a reminiscent feeling of a traditional office, with smaller groups of coworkers often found outside smoking or in the cafeteria.

While evidently there are independent professionals in both areas, it is clear that there are micro-companies (and even a large one which was not really considered in this study – Mercedes Benz), who are a part of the coworking space and tend to influence the implementation of certain patterns arising from the traditional workspace, although obviously with greater flexibility.

4.3 Summary of Findings

In order to analyse members' relationship with the space, several categories were defined: privacy, community, mobility, communication, cooperation, and legacy patterns. These categories were analysed during a period of observational research done *in situ* and through an online survey, with 45 respondents.

The category 'Privacy', which we can very succinctly define as a 'boundary regulation process' (Altman 1976, 13), was analysed with both a cartographic and a qualitative/quantitative approach, with the main conclusion being that most members identify a privacy issue within the space. This was perceived both from observational research and through the survey, in which only 24.4% of respondents claimed that they had enough privacy at SH Lisbon.

Observational research revealed that the notion of privacy infused members' behaviours. In the Flex-Desk area⁵¹, for example, some seats were preferred to others, because of their strategic location, either against a wall with an ample view of the space, or in the *division table*, which has the visual filter composed of potted plants. Moreover, often particular seats were taken daily by the same members, the so-called *regulars*, with other members avoiding occupying these informally designated places, demonstrating that there was an idea of territoriality and ownership subtly in place. Other relevant behaviours that could be identified were the closing down of the computer screen when leaving one's place, and the taking of calls in other locations.

Within the category 'Community', understood here as a kind of a common ground, a bond strengthened by shared customs or ideals, it was possible to conclude that SH Lisbon has specific characteristics which consecrate it as a community, although the nature of this community is not well-defined in members' perception of the space, as they diverge between considering it a homogeneous place - with people who are alike each other-, and a place of great diversity -with people from different countries and backgrounds. Furthermore, in this category, the open-answer question which confronted respondents with the need to name the reasons why they considered the space to be a community, served as a vivid indicator of how members perceive the very notion of community. It was particularly interesting to read some answers which hinted at a sense of recognition of other members as part of the community: the fact that someone is a member of SH Lisbon, by itself, already seems to be an indicator of a certain affinity, and inherent connection. This idea was also linked with the perception of SH Lisbon as an open community, one which is welcoming towards *strangers*. Observable behaviour towards and from two new members who arrived during the period the research took place was aligned with this perception, but also survey results showed that there was no connection between longevity and a sense of community, implying that it doesn't take much for someone to become integrated. Nonetheless, 'openness' is a hard quality to grasp with these methods alone and inferences must be taken carefully into consideration.

⁵¹ This area was deemed more relevant for this category because non-designated desks require a more constant negotiation of personal space.

Overall, it was also possible to conclude that most of the members who consider SH Lisbon to be a community joined the space out of their own initiative, attend events regularly, and often interact with other people during the day. This seems to align with Introna and Brigham's idea that that the more involved you are with the community, the more of a community it seems to you.

The category 'Mobility' focused on patterns of movement, place selection and appropriation. Each specific area within the space was briefly analysed and the most important spatial practices observed in each were presented. Because there was no survey question directly associated with this category, it was hard to fully understand the spatial practices observed and often the reason behind a particular movement could only be speculated.

Generally, the most evident reasons people moved throughout the space during the day were breaks (toilet, coffee/tea or smoke), to take calls/video-calls, or to use the printers. The majority of the observation was done in the Flex-Desk and Side-Environment areas, as it was easier to observe people in these areas, but also because these members were tendentially more active (in comparison with resident members who mainly have fixed computers instead of laptops).

Most people working in Flex-Desk got up to take calls/video-calls in the lounge or in the Side-Environment. It was unclear why they would choose one location over the other in each occasion. The Side-Environment facing the market was preferred over the one facing the street, despite having poorer lighting. Arguably, it could be because, while people are normally drawn to the light, working with laptops contradicts this tendency, as the glare on the street side is higher, or simply because the market side presents a richer view with a greater variety of people, colours and noise. Furthermore, members were often seen searching for a particular chair and positioning it at their chosen seating place, or 'curating' specific furniture for a specific end. For example, often video-calls were taken either in the egg-chair (for acoustic reasons) or in lower, more comfortable lounge furniture. In this sense, the lounge, with its variety of settings, also provided a possible location for informal meetings, with its convivial multifunctional nature. Observed subjects tended to use this area

for whatever ends they needed, sometimes for food or drinks, sometimes to meet someone, sometimes to take a call, and sometimes even for working.

The category ‘Communication’ aimed to monitor interactions and exchanges between subjects. The majority of the survey respondents claimed to interact ‘*sometimes*’ with other members, which is an average of 5 to 10 times per day. The majority of interactions observed was of a very simple nature, such as members casually greeting one another upon arrival or encounter. Other interactions, of the spontaneous kind, were identified, although the most significant ones were connected with the exchange of Instagram handles, which can be seen as formal acknowledgement of the establishment of a connection, somewhere halfway between personal and professional.

On the other hand, a lot of the observed interactions were identified and placed under the category of ‘Cooperation’, which aimed to investigate the coworking space as a place of knowledge creation and exchange. In this sense, in the light of Lucia Parrino’s study of proximity and collaboration (2012), SH Lisbon, appeared as an organization which encourages and favours connections between members, mainly because of the components it has in place, such as the *Slack* channel, where often new opportunities are presented, the newsletter, and the member directory which tendentially promote the capabilities of each member.

Due to the difficulty in accessing cooperation from observation alone, this category relied often on survey results but also on the analysis of the virtual community (the *Slack* channel). The majority of respondents, about 62.2%, claimed to have collaborated or partnered with another member of Second Home. This was also present in the answers regarding the notion of ‘Community’, with some of the open answers listing the possibilities of cooperation as one of the key factors why they consider SH Lisbon to be a community. This is particularly easy to observe in the *Slack* channel, which functions as an extension of the physical community, and where three main types of interactions stand out: job opportunities, calls for help with a particular issue, or more in-depth collaboration on a project. Furthermore, SH Lisbon is one of several international locations, an essential key aspect of the company, which aimed to create a global network of knowledge sharing: work opportunities appear

across all these locations with a preference for members of the community, and the cultural/events programme brings speakers across locations to disseminate knowledge throughout and to the local communities.

The last category 'Legacy Patterns' concerns the inherited patterns of behaviour which might affect the way people interact with space. The results showed some differences between membership types. Despite the fact that the most prevalent answer was that members work standard business hours (42.2%), further breakdown of results by membership showed that resident members in the Station area tended to work more than 8 hours / day, while roaming and/or community members in the Flex-Desk area worked standard business hours or less.

Furthermore, while roaming and/or community members regularly took short breaks but remained alone in front of the computer, resident members went outside in larger groups. Smoking breaks revealed a similar tendency: roaming and/or community members often went outside alone, while residents had smokers' groups. These findings seem to be connected with the fact that there are several small or micro-firms in the Station area with resident members/workers, and also because having a designated desk means that you work side by side with the same person on a daily basis. Both these factors influence the development of 'office like' patterns in the coworking space. This is not as evident in the Flex-Desk area because most of the people working here (roaming and/or community members) are independent professionals working alone.

CONCLUSION

In fact I felt, said Austerlitz, that the waiting room where I stood as if dazzled contained all the hours of my past life, all the suppressed and extinguished fears and wishes I had ever entertained, as if the black and white diamond pattern of the stone slabs beneath my feet were the board on which the endgame would be played, and it covered the entire plane of time (Sebald 2011, 248).

The aim of this dissertation was to investigate how technology shapes our everyday experience of space in cities. In order to do so, a coworking space in Lisbon was selected as a case-study, and different methods, such as textual / documental analysis and observational research, were used throughout the development of the work.

The idea of investigating the ‘experience of space’ required a thorough development of the concept as a theoretical background, but also called for a clear definition of boundaries to such an analysis, so that it could possibly be done within the time and space constraints that a work of this nature implicates. Bearing this mind, the conceptualization of ‘space’ and ‘place’ was done in a twofold manner, which asserted the importance of these concepts for human existence, and, simultaneously, presented the most relevant definitions and articulations undertaken by authors in the field – both on two different levels, of internal and external space (or the level of the individual and collective).

As such, space was first introduced as a relational concept which forms the basis of social relations, but which is also, in itself, a social construct continuously embedded in economic and political processes. In the urban context, space is being produced by each corresponding society, and with new developments arise new spatial paradigms. In this external conception of space lies an important framework for an analysis of the city in its many layers, but also, simultaneously, a reminder that space *really* matters. When cities are understood as a reflex of society, or even as society itself, our experience of space is a fundamental aspect of our ‘right to the city’.

At the level of the individual, space is part of our essence of being. As Lévinas would argue, it is through the act of ‘dwelling’, and through the possibility of recollection that we are able to departure into the collective / public life. Additionally, our experience of space constitutes the basis for our understanding of the world: from the set of patterns we develop (or *schemata* as Norberg-Schulz calls them), to the ways in which we draw meaning from that experience.

If we think of the famous episode in *Austerlitz*, where the space of a train station, in itself deemed as a non-place, is yet still strong enough to be evocative of long forgotten memories which force the character into an unexpected introspection, we see precisely how deeply the concepts of space and place are embedded into the formation of the self.

The instauration of a new network society and the dissemination of digital technology brought about significant differences in our experience of space. Coworking spaces, seen here largely as part of an important cultural phenomenon, are exemplary of these changes because they owe their existence to this new paradigm and the emerging work practices that came along with it.

In this sense, in the coworking space, the technology which we refer to is the overall ‘network of flows’ which connects space across the globe 24/7, and which continuously sustains most of the work done in coworking spaces, but also the digital technology that played a key role in the development and expansion of these sites. Successive developments brought about greater mobility, with devices becoming more portable, yet more powerful, and other cloud computing services permitting massive data storage and management, as well as the implementation of stronger tools for collaboration (as shared ‘virtual’ workspaces, for example).

According to this definition of technology, a framework of spatial analysis was established as a means to understand how people experience the coworking space. This meant observing how people appropriate and co-create the space, how they move through it, and what their actions in space and towards space were. Ultimately, it was also about understanding how they interpret and perceive the space, hence the need for a survey, as the understanding of the space, or the mental image users have of it can hardly be tangibly witnessed.

This spatial analysis focused on specific categories, as a means to ground itself in concrete, and comparable behaviours, although *free* weekly notes complemented the research with other loose considerations. In identifying and developing this grid of categories, I considered each of them to be a relevant dimension of our everyday lives, even outside the workplace, which had a significant spatial underpinning, and which technology had affected, in one in one way or another. Together, they were able to offer an answer, to a certain extent, to our main research question, as well as provide some clues to the other lines of inquiry that guided this work.

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Manuel Castells brought attention to what he considered to be the biggest contradiction of our epoch: that the world was beginning to revolve around flows, and people still lived in places. In the coworking space (and in the discourses on coworking spaces), such a contradiction continues to surface.

In the case of *Second Home Lisbon* there is a strong sense of opposition between the overly designed spatiality and its technological ‘nature’. Thinking of the digital technology that is mainly used in a coworking space, it is possible to claim that it works as an aggregator, essentially combining distinct spaces, functions, and even times in one single device. This is, perhaps, the very sense in which technology detaches from place:

‘If I can buy my groceries anywhere, I no longer need to visit my local grocery; perhaps, then, I will not establish a connection with the grocer, casually meet the old lady who lives on my building or perhaps even accidentally bump into a really attractive stranger on the street.’

Nonetheless, the very ontology of coworking spaces seems to make a case for the need of spaces (and places), because almost as soon as work was ‘dematerialized’, did the search for new locations began. If, at first, the new practices of work appeared at home or in the so-called ‘third places’, perhaps because of the novel freedom given by technology and its numerous exciting possibilities, soon enough we were back at the workspace, albeit the *coworking* space.

In fact, most of the literature in coworking spaces presents the same reasons for workers to join a space, and while they are in line with the findings of the current dissertation (need for social interaction, networking opportunities, and the sense of community), the truth is, they all have a spatial underpinning which is co-constructed. On the one hand, the narratives surrounding coworking spaces perpetually enforce the notion that spaces have these specific characteristics and provide *this* and *that* for those who join; on the other hand, those who become members of the space *play* these activities, hence perpetuating the narrative.

The dissemination of these idealised narratives is one of the factors which led Bandinelli and Gandini to perceive creative hubs and coworking spaces in particular, as heterotopias, where the imperfect outside world is inverted, the impossible is suddenly possible, and where incompatible scenarios are juxtaposed. In the case of SH Lisbon, it promises a ‘curated community’ whose diversity will provide great inspiration and numerous possibilities for collaboration through ‘creative collisions’– to the extent that they reject the label of coworking space in favour of ‘creative workspace’; moreover, it simultaneously exists as a workspace, its primary purpose, but also as a (second) *home*, which stems from its branding, and ultimately as a kind of an urban *garden*, with an intense biophilic design. Furthermore, very much like technology itself, it is an aggregator of uses because it also functions as an events space, an educational space and a cultural venue, among others.

This multi-functional nature is present in several coworking spaces as most of them keep a regular schedule of events and activities, for networking opportunities and a heightened sense of community. SH Lisbon is no exception, but its programme has evolved from more formal networking opportunities towards other events and activities where, through a *naturally* occurring socialization, opportunities for collaboration might arise. Rohan Silva, co-founder of SH Lisbon, hopes that this ambitious calendar provides a solution for personal improvement in the face of irregular working hours which condition one’s cultural life in the age of self-employment.

In fact, in line with the findings of this work, there is a greater sense of community which arises from partaking in these events, validating to an extent the idea that community requires participation. Nonetheless, there was a difficulty in characterizing this community, as

members alternated between seeing it as a homogenous and a heterogenous place. This contradiction seems to arise from the contrast between a branding of the space (the *enactment* of community), which enforces the idea of a great ‘curated’ diversity and the very experience of the community. In fact, what I’m questioning still is to what extent is this communal life not contributing to a greater homogenization of the space, in the sense that a member also buys into a lifestyle, not just a space or manner of working. At the end of the day, there’s a very real possibility that most of them will take advantage of what the space has to offer, which means that, in addition to working in the same place and perhaps eating the same food, they will also have attended the same events, and done the same sports or activities. More shared experiences mean a stronger community but also contribute to a greater similitude, which contradicts the way the community is enacted, or represented.

And while most of these considerations were on a macro or ‘external’ level, on a micro or ‘internal’ level, the idea that we live in places is also present. As a matter of fact, and dwelling on the idea of SH Lisbon as overly designed, as mentioned above, it is possible to say that it indeed stands out from other coworking spaces precisely because of its design, which is one of the main reasons why people choose it in detriment of other coworking spaces, according to the findings of this work. In fact, a British journalist describing *Second Home*’s first space in London wonders if there isn’t the need for increasingly strong designs at a time when the world is becoming more and more virtual.

In this sense, what I argue is that the space of SH Lisbon is designed in a way which aims to contradict the natural detachment from place that technology brings about, often by taking advantage of the potentialities of technology, namely the mobility and freedom that it permits, allowing for the coworking space to spread itself out through distinct work areas which you can traverse. In these areas, different settings for working are possible and the space invites you to co-construct them. A particularly relevant example in the space is the different furniture, as there are dozens of different chairs with different moods, as well as low tables, movable little tables which can be placed up or down (to stand or to sit), and all the angular corners of the large tables of the Flex-Desk area, with their concave and convex seats. Bearing this in mind, technology often directly influenced the way this co-construction of space was done, as different types of work or usage of technology seemed to call for

different settings, hence demonstrating that it is also often an embodied process. One observable phenomenon which would've been interesting to entirely confirm, for example, had to do with the preference of people for spaces further away from natural light, because most devices don't need it (and often the glare affects the quality of the visualization), contradicting a natural phototropic tendency.

Furthermore, there are embedded legacy patterns which continue to inform members actions. Most of the observable examples were concerned with daily schedules, and other *traditional* workplace routines such as breaks, and co-workers' dynamics (here co-workers in the original sense of the word) but, in retrospective, also other behaviours which initially I didn't connect with this category, can also be explained in this way. For example, the phenomenon that people, when having the possibility to work every day in a different seat, tend to choose the same one, and often even the same chair. This behaviour can be explained as being residual from the traditional workspace, inasmuch as it can be understood through the dynamics of place attachment and the physical qualities that make one place preferable to another.

To sum up, technology affects the way we experience space. In the coworking space, this is seen on a macro or 'external' level, when it comes to the construction of the space and the narratives that surround it, and on a micro or 'internal' level in the manner in which people perceive and appropriate the space. Nonetheless, it seems that place appears to matter still, and *Second Home Lisbon* has a very strong physical environment which solicits embodied responses, be it in the 'natural' negotiation of boundaries which occurs in the more dense locations, be it in the manner in which you are invited to compose your personalised setting in a specific area with a specific chair. In this sense, it reminds us that these responses constitute 'experiences', and these experiences bring about meaning, thus turning *space* into *place*. What Castells meant about people making their lives in places and not in flows has precisely to do with this 'place attachment' or the attribution of meaning to spaces. When J.D. Salinger writes that for every man there is a city that sooner or later turns into a girl, what he means is that memories are made in places, and memories make or remake a space. And the memories we remember are, perhaps, not of our devices.

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One of the aims of the work was to think also about the city at large, as coworking spaces were considered exemplary of urban dynamics. I believe that they are very elucidative of specific dynamics of the relationship between technology and space, but these cannot be so easily transposed to the domain of the city, just as much as one's mirrored reflection on the water cannot be called upon for an actual portrayal of a person. On a macro level there are similar counter-balancing tendencies, between the space of flows and the space of places, which are materialized in the growing assertion of a 'right to the city' and the importance of place, as well as the dialectic between the open and the closed smart city. On a micro level, there are obvious similarities between our behaviour when shaped by technology, but the terrain of the city remains a much more diverse and fertile locus, no matter how many functions does the coworking space compile. As such an example are the practices of walking, and wandering, which are infinitely richer in the milieu of the city than in a coworking space, where a sense of functionality and practicality is superimposed to every activity.

Furthermore, as I wondered about the 'inequalities' of the city, in particular those which translate into spatial distinctions (such as gentrification, and segregation), it is possible to say that while a significant literature review presented the ambivalences of coworking practices in this domain, as precarity and entrepreneurship often come hand-in-hand, these do not particularly have a spatial manifestation in the coworking space, or one that could be observed or looked upon in the scope of this dissertation.

Finally, I also questioned the potential of cities (and their deployment of technology) to become places of mediation, and of conviviality, in face of [current state of things](#). In this sense, I was wondering whether coworking spaces could be a part of this phenomenon, with their capacity for knowledge production, and the establishment of communities. At the same time, I hoped some of the dynamics of both space and place observed in the space could inform on the concepts of hospitality, mostly considering how our sense of place and place attachment influences our capacity to acknowledge and accept alterity, and, consequently, how that creates the conditions for hospitality in our communities. This line of inquiry

unfortunately proved to be too much for the work at hand, but it remains as an interesting call for future research possibilities.

Similarly, and while I did get to touch upon this subject in the analysis of specific categories, there wasn't enough time to fully explore SH Lisbon as a virtual space, analysing in depth its virtual counterpart, and how it informs, enhances or mitigates physical practices.

Ultimately, it must be said that that, finishing a dissertation which deals with both space and technology at a time when the world is experiencing the COVID-19 pandemic raises important questions which couldn't be addressed in this work. Above all, it is possible to say that our awareness of both physical and digital space has never been greater. On the one hand, each day we are faced with the task of distancing ourselves from other people, in order to respect a so-called 'social distance' which in principle will keep us safe; on the other hand, as mandatory confinements and lockdowns forced us to remain put, our lives moved further into digital spaces, from shopping and working, to ultimately the relationships with our loved ones.

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Annexes

ANNEX A – DEFINITIONS OF COWORKING | COWORKING SPACES

<p>Coworking is redefining the way we do work. The idea is simple: that independent professionals and those with workplace flexibility work better together than they do alone (...)</p> <p>Beyond just creating better places to work, coworking spaces are built around the idea of community-building and sustainability. Coworking spaces uphold the values set forth by those who developed the concept in the first place: collaboration, community, sustainability, openness, and accessibility.</p>	Coworking.com
<p>Coworking: The deliberate choice to not work alone.</p> <p>Coworking Space: A dedicated communal space and facility for coworking.</p>	Jackson, Katy (2013)
<p>Localized spaces where independent professionals work sharing resources and are open to share their knowledge with the rest of the community.</p>	Capdevila, Ignasi (2013)
<p>“Serendipity accelerators”, designed to host creative people and entrepreneurs who endeavor to break isolation and to find a convivial environment that favors meetings and collaboration.</p>	Moriset, Bruno (2014)
<p>Productive spheres of work, environments of informal interaction, community, social support, collaboration, inspiration and innovation, all based around work-based mobile media consumption.</p>	O’Brien, Michelle (2011)
<p>Coworking spaces are shared workplaces utilised by different sorts of knowledge professionals, mostly freelancers, working in various degrees of specialisation in the vast domain of the knowledge industry. Practically conceived as office-renting facilities where workers hire a desk and a wi-fi connection these are, more importantly, places where independent professionals live their daily routines side-by-side with professional peers, largely working in the same sector – a circumstance which has huge implications on the nature of their job, the relevance of social relations across their own professional networks and – ultimately – their existence as productive workers in the knowledge economy.</p>	Gandini, Alessandro (2015)
<p>A way of working where freelancers, small-scale entrepreneurs or organization members, etc. who possess separate jobs share a work place and flexibly cooperate under the circumstances while mutually communicating.</p>	Uda, Tadashi (2013)
<p>Coworking spaces are to knowledge work what bike-share programs are to transportation: a community-based, low-cost, convenient, and eco-friendly solution.</p>	Johns , Tammy and Gratton, Linda (2013)
<p>Coworking is a socio-spatial practice through which forms of interaction and subjectivity favoured by the post-Fordist organization of work and neo-liberal policy regimes are created.</p>	de Peuter, Cohen, Saraco (2017)
<p><i>(a working definition of coworking, based on three traits)</i></p> <ol style="list-style-type: none"> 1. the co-localisation of various coworkers within the same work environment; 2. the presence of workers heterogeneous by occupation and/or organisational status and affiliation (freelancers in the strict sense, microbusiness, employees or self-employed workers); 3. the presence (or not) of activities and tools designed to stimulate the emergence of relationships and collaboration among coworkers. 	Parrino, Lucia (2017)

ANNEX B – COWORKING SPACES IN LISBON

	NAME	LOCATION		NAME	LOCATION
1	Second Home Lisboa	Cais do Sodré	31	Leap	Amoreiras
2	NOW Beato	Beato	32	Leap	Docas
3	Village Underground	Alcântara	33	Leap	Santos
4	Rocket Hub	Parque das Nações	34	Leap	Sete Rios
5	Main Hub	Parque das Nações	35	Lacs	Alcântara
6	IDEA Spaces	Cais do Sodré	36	Lacs	Anjos
7	IDEA Spaces	Marquês de Pombal	37	Avila Spaces	Saldanha
8	IDEA Spaces	Saldanha	38	Avila Spaces	Av. República
9	Cowork Central	Cais do Sodré	39	Heden	Chiado
10	Cowork Central	Príncipe Real	40	Heden	Graça
11	Cura Dura	Anjos	41	Heden	Santa Apolónia
12	MyCoworkSpace	Olivais	42	MU Workspace	Lumiar
13	Liberdade 229	Avenida da Liberdade	43	Best Office	Saldanha
14	Impact Hub	Alcântara	44	Best Office	Picoas
15	Misturado	Arroios	45	Garagem Infinita	Intendente
16	Bworking	Saldanha	46	Places	Roma
17	Rés Vés	Campo de Ourique	47	StartupLisboa	Baixa-Chiado
18	Spaces	Marquês de Pombal	48	A Base	Entrecampos
19	Work Avenida	Avenida da Liberdade	49	NAU Coworking	Roma
20	WorkUp	Campo Grande	50	Oficina Colectiva	São Bento
21	Cowork Central	Príncipe Real	51	Todos	Marvila
22	Unicorn Workplaces	Marquês de Pombal	52	Beco Lisboa	Baixa
23	Unicorn Workplaces	Avenida da Liberdade	53	Lisbon Workhub	Marvila
24	Wood in Lisbon	Marquês de Pombal	54	Fintech	Avenida da Liberdade
25	Collective Haus	São Bento	55	Selina Lisboa	São Bento
26	Collective Haus	Penha de França	56	Lisbon Dreams Spaces	Marquês de Pombal
27	Alface Hub	Bairro Alto	57	Big Idea	Moscavide
28	Edit Work	Alameda	58	House of Hopes & Dreams	Ajuda
29	Outsite Cowork Cafe	Cais do Sodré	59	Forja	Benfica
30	Mustbe Cowork	Avenida de Berna	60	Sítio	Alvalade

ANNEX C – OBSERVATION GRID

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2 – DAY 1 Subject 1 Subject 2	3 – DAY 2 Subject 3 Subject 4 Tea at Three	4 – DAY 3 Subject 4 Subject 5	5 – DAY 4 Subject 2 Subject 6 Members' Drinks	6	7
8 – DAY 5 Subject 3 Subject 7 Yoga	9 – DAY 6 Subjects 8+9 Subject 4 Conference	10 Tea at Three	11 – DAY 7 Subject 5 Subject 10 Subject 11 Conference	12 – DAY 8 Subject 2 Subject 4 Subject 6 Subject 12 Members' Drinks	13	14
15 – DAY 9 Subject 11 Subject 13 Yoga	16 – DAY 10 Subject 10 Subject 14 Tea at Three	17 – DAY 11 Subject 4 Subject 12 Subject 13	18 – DAY 12 Subject 5 Subject 7 Subject 14 Subject 15	19 – DAY 13 Subjects 8+9 Subject 15 Subject 16 Members' Drinks + Surf Club	20	21
22 – DAY 14 Subject 14 Subject 17 Subject 18 Yoga	23 – DAY 15 Subject 3 Subject 19	24 – DAY 16 Subject 11 Subject 13 Subject 20 Tea at Three	25	26 – DAY 17 Subject 3 Subject 11 Subjects 14-17 Members' Drinks	27	28
29 – DAY 18 Subject 15 Subject 16 Subject 19 Subject 20 Yoga	30 Tea at Three + S. Dinner	31 – DAY 19 Subjects 8+9 Subject 10 Subject 13 Subject 14				

OBSERVATION GR1D LOCATION: SECOND HOME LISBON DATE: 02/07/2019 [TUESDAY]

CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY			
COMMUNITY	FD	1 M 30-35 Dutch	Subject did not greet anyone upon arrival - doesn't seem to recognize or be close to others (<i>initial impression</i>). Although I sat next to him yesterday he didn't acknowledge me today.
		2 F 25-30 British	Subject arrived and spoke with Subject 1. They appeared to be modestly intimate. He asked her to check his eye: "Do I have something in my eye?"
MOBILITY	FD -> LG	1 M 30-35 Dutch	Subject got up to pick food for lunch from the lounge and sat eating in front of the computer.
	FD -> SE	2 F 25-30 British	Subject switched from a normal table to a standing table at the SE for about half an hour.
	FD -> LG		Subject took computer and moved to the lounge area where she sat at the bar-counter working. Perhaps making a call and didn't want to be in the SE?
COMMUNICATION	FD	1 M 30-35 Dutch	Internet connection was down (server problems) and subject randomly started a conversation with a man sitting on another table (french). I'm not sure how exactly the conversation began but they started speaking about work and Subject 1 explained what his company did: he has an alcohol free beverages company (they make alcohol free gin & tonic for example) based in South Africa. They exchanged instagram accounts.
COOPERATION			
LEGACY PATTERNS	FD	1 M 30-35 Dutch	Subject made several phone calls from his seating place, although members are supposed to use the SE for that.
GENERAL NOTES			Subject 1 seemed to interact much more with the space, she moved around often, sat on different kinds of tables, used almost every sub-spaces/areas. Meanwhile, subject 2, seemed to be more grounded and didn't move around. POST NOTE - I didn't see subject 1 very often after this. I believe he quit Second Home sometime during the summer months. Subject 2 is a regular there and often sits at the very same place, although she is also a roaming member.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRTO LOCATION: SECOND HOME LISBON DATE: 03/07/2019 (WEDNESDAY) NOTES

CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	FD	3 F 40-45 Brazilian	Subject is immersed in work with headphones. Although she shares a table with a coworker from the same company + the head of the company, they didn't communicate often, each working alone.
	FD	4 M 30-35 French	Subject was visibly distraught when a girl sat very close to him. I was under the impression that they had to be friends in order for her to feel so comfortable sitting there, but I realized they weren't.
COMMUNITY			
MOBILITY	FD -> ?	3 F 40-45 Brazilian	Subject left the space for a couple of hours, leaving every belonging in the same place.
	FD -> SE	4 M 30-35 French	Subject only left his place at lunch time (he didn't eat at the café, so assumedly somewhere else) and for long video-calls, when he moved to the SE.
COMMUNICATION	FD	3 F 40-45 Brazilian	Subject had lunch in front of the computer, alongside fellow workers from the same company and they discussed minor work matters, while eating.
		4 M 30-35 French	Subject made a couple of phone calls at his place (in french) but besides that only seemed to interact with two other people in person, both of french nationality.
COOPERATION	FD	3 F 40-45 Brazilian	Subject discussed a project with the head of the company mid-afternoon. The other girl got up and sat next to her and they engaged in a discussion about the design of a logo.
LEGACY PATTERNS	FD	3 F 40-45 Brazilian	Both subjects arrived early in the morning (before or around 9AM) and they both had lunch between 12:30PM-13:30PM, following regular office hours.
		4 M 30-35 French	
GENERAL NOTES			Both subject 3 and subject 4 are regular users of the space, and they sit, as often as possible in the same place. While subject 1 has a tendency to prefer to dividing table (see space layout), subject 3, due to the fact she works in a company, always shares a bigger table with her coworkers. During the afternoon, I saw several people by the bar counter around 3PM chatting and eating cake. I thought it was a birthday but then I read on the newsletter that it was just the usual "Tea at three" event that happens every Wednesday.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 04/07/2019 (THURSDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY				
COMMUNITY	FD	5 F 30-35 Russian		Subject sat down and a man who passed nearby came to greet her (I discovered from their conversation that they work at the same company but he has a fixed desk at the ST and she is a roaming member).
	FD	4 M 30-35 French		Subject made an acquaintance by chance, yet again a french man. He knew a girl who stopped by to speak with him (also french) and she introduced them.
MOBILITY	FD	5 F 30-35 Russian		Subject rarely left her place, except for toilet/coffee breaks. She ate lunch in front of the computer, something that she brought from home, so she didn't even go to the bar to eat.
	FD -> SE	4 M 30-35 French		Subject yet again moved to the SE to make longer phone calls (or video calls).
COMMUNICATION	FD	5 F 30-35 Russian		Subject was approached by some other members but all conversations (3) were short and appeared to be about her company's work (as they give workshops which take place at Second Home).
		4 M 30-35 French		Subject was quieter than yesterday, making less phone calls, but yet again, he only spoke to other french members, always also in french.
COOPERATION	SE	5 F 30-35 Russian		Subject got together with the man who works with her in the SE and they appeared to be discussing work matters - planning the next workshop.
LEGACY PATTERNS	FD	4 M 30-35 French		Subject 4's behaviour was consistent with the day before, he arrived also early and sat in the exact same place as yesterday.

GENERAL NOTES Couldn't detect any particular behaviours in regards to privacy, from both subjects. I believe that the reason Subject 4 sits everyday at the same table (dividing table) is because these tables in general offer more privacy but I can't be sure of his motivation.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION : SECOND HOME LISBON DATE : 05/07/2019 (FRIDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY				
COMMUNITY	FD	6 F 30-35 French		Decided to analyze this french girl who sat next to Subject 4, she sat close to him and they occasionally exchanged a couple of words, although they do not work together - they appeared to be friends. They went for lunch together around 1PM.
MOBILITY	FD -> SE FD -> LG	2 F 25-30 British		Subject moved several times during the day. Similarly to what happened on day 02/07 she got up in the middle of the afternoon and switched to a high table on SE (this time on market side). She took about 5 video-calls, 2 in the SE and 3 in the LG. In most of them she began talking as she stood up and walked away.
COMMUNICATION	FD	6 F 30-35 French		Subject occasionally spoke with some people who passed by, 2 times in french and about 4/5 times in english. She seems to know a couple of other members. Subject did not speak to anyone, besides answering once to a man who asked if the chair next to her was taken. At around 6PM she went for a drink at the members' drinks event. She got together with a couple of people (in a semi-circle), including one woman who was sitting in the same table during the day with whom she did not speak with.
COOPERATION				
LEGACY PATTERNS	FD	2 F 25-30 British		Subject arrived again quite early (a little before 9AM) and sat in her usual place. She had lunch at the café around 12:30PM and left for members drinks at 6:00PM. Couldn't check at what time she left the space.

GENERAL NOTES Friday is always members' drinks day, starting from 5:30PM in the lounge. I would say about 50% of members attend this event and it's a good opportunity to meet new people. I met on this day a french girl "AMC", friends with Subject 4 and Subject 6. I also spoke briefly with him and practiced my french. A lot of people move outside (to smoke or because the weather is nice); several people brought guests to join them for drinks. I thought it was strange that Subject 1 did not speak with anyone during the day but then was rather friendly during members' drinks.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)
 *SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID		LOCATION: SECOND HOME LISBON	DATE: 08/07/2019 (MONDAY)	NOTES
CATEGORIES	AREA	SUBJECT		
PRIVACY	FD	7 F 25-30 American		I arrived later than usual and had to sit quite close to this subject but she didn't seem to be bothered by this and also didn't say anything.
COMMUNITY	FD	7 F 25-30 American		Subject met someone (portuguese man) as she went outside for a cigarette. They engaged with each other a couple more times throughout the day.
		3 F 40-45 Brazilian		Subject spoke exclusively to the members of her team/company, and despite the fact that we had made acquaintance due to a common friend, she never said "hello" or acknowledged me. This is the second day that I'm observing her and I've noticed she does not have many friends at SH and that she didn't attend any events or members' drinks so far.
MOBILITY	FD -> Outside	7 F 25-30 American		Subject never left her place for phone calls or to use other areas of SH, except to smoke and to have lunch, which she had at the lounge at exactly 1PM.
	FD -> SE	3 F 40-45 Brazilian		Subject moved to SE with colleague to discuss a project. She printed several images and they had an informal meeting.
COMMUNICATION	FD	7 F 25-30 American		Subject started a conversation with someone while waiting in line at the bar. They chatted briefly.
COOPERATION				
LEGACY PATTERNS	FD	7 F 25-30 American		Besides having lunch at a regular time, the subject arrived late in the morning and left in the middle of the afternoon - around 4.30PM, therefore she didn't follow the typical work hours.
	FD	3 F 30-35 Brazilian		Subject arrived early, had lunch at 12:30PM and left at around 6:30PM, fulfilling regular work hours.
GENERAL NOTES				Couldn't really find a lot of evidence of cooperation today. Subject 3 did work with her colleague (as described in Mobility section) but, as they were working on the same project for the same company. Subject 7 worked always alone. At around 6:00PM FD began to clear out as they prepared it for the yoga lesson. As I was sitting on the division table I didn't have to move. A couple of people joined the class (about 10) but most of them did not work at FD and were probably from ST.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 09/07/2019 (TUESDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY	FD		8+9 M+F 30-35 Dutch	Subjects 8 and 9 are a dutch couple (designers) which started this month at SH. They were working together on one table with a big apparatus - computer stands and papers on the table, which discouraged other people from sitting next to them. Two people who arrived meanwhile, despite the fact that the other tables were much fuller, decided not to sit next to them. While they were on a lunch break and the table was empty two people finally sat down.
COMMUNITY	FD		8+9 M+F 30-35 Dutch	They didn't appear to know anyone else (most likely because they are new) and they kept to themselves.
			4 M 30-35 French	Subject most definitely feels more comfortable with fellow french people. He spoke today a couple of times, in a friendly matter, with about 4 other french people (Subject 6 and another girl from FD and 2 others presumably at ST).
MOBILITY	FD -> LG		8+9 M+F 30-35 Dutch	They moved to the lounge for lunch time at 12:00PM and they had lunch together sitting on a low table.
COMMUNICATION	FD		8+9 M+F 30-35 Dutch	Due to the fact that they were are a couple they discussed several ideas throughout the day, showed things to each other on their computer screens and exchanged casual words.
COOPERATION				
LEGACY PATTERNS	FD		4 M 30-35 French	Subject 4 sat on a different place today as when he arrived his usual place was taken. He arrived a bit later than usual (around 9:30AM) and he had lunch at 12:30PM. He left with subject 6 and the other french I girl I met last friday "AMC" early (around 5:30PM) and they went for a drink (saw him on the way home a couple of hours later).

GENERAL NOTES At around 6PM they began clearing out the space for the conferece with Prof. Carole Mundell. Several non-members came to attend and I would say it was a full house. There were a lot of people with questions. I stayed afterwards for the cocktail and chatted for awhile with "MS" about quantum physics (his BA field of study). Several members that I could recognize also stayed and spoke directly with the professor.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID		LOCATION: SECOND HOME LISBON	DATE: 11/07/2019 (THURSDAY)	NOTES
CATEGORIES		AREA	SUBJECT	
PRIVACY	FD		10 F 45-50 Portuguese	Subject 10 sat on the same table as me. I arrived late and all the seats in the division table were taken so I had to sit on the movable tables. The presence of subject 10 was the first time I personally felt like we were too close. She appeared to be rehearsing a speech and she murmured often which bothered me and others on the table (<i>I sensed</i>).
COMMUNITY	SE		11 J 35-40 Brazilian	Subject was friendly with several other members and while he sat a lot of the people who passed by greeted him (different nationalities).
			5 F 30-35 Russian	Subject arrived around 5PM. Perhaps she came for the conference (starting at 5:30PM).
MOBILITY	FD -> SE		10 F 45-50 Portuguese	Subject got up often (around 4 or 5 times during the whole afternoon) to get tea from the SE.
COMMUNICATION	FD		11 J 35-40 Brazilian	Subject arrived and went to speak with a couple of people on FD. He then proceeded to sit at SE working on his computer.
			10 F 45-50 Portuguese	Subject took 2 not super short phone calls while sitting at her place. I was a bit annoyed, mainly because I was also already disturbed by her early speech practicing.
COOPERATION	SE		11 J 35-40 Brazilian	Someone sat next to subject at around 4PM and they appeared to be working together on something, although I couldn't discern what it was.
LEGACY PATTERNS	SE		11 J 35-40 Brazilian	Subject arrived at around 3PM and sat on SE: he composed his workspace with a more "lounge" kind of chair and one of the movable tables available in SE (can be placed high or on the floor for normal table height).
GENERAL NOTES	I arrived quite late and missed most of the morning. Subject 11 was interesting because he was the first subject I saw coming in and going straight to sit at SE. It could've been because of his work or because he arrived late and a lot of spaces were taken...I couldn't stick around for the conference today so I don't know if subject 5 attended it or not.			

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 12/07/2019 (FRIDAY)

CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	FD	2 F 25-30 British	Subject got up for a toilet break (<i>I assumed, from the direction and duration</i>) in the middle of the morning and she closed her computer down, making me curious about what other members did. Was she concerned that someone might see what she was working on?
COMMUNITY	SE	2 F 25-30 British	Subject was called by another member to go join members' drinks, she said she needed a couple more minutes and then went to the lounge.
MOBILITY	FD -> LG FD -> LG -> FD	4 M 30-35 French 6 F 30-35 French 12 F 35-40 Brazilian	Subject 4 and subject 6 went together to members' drinks, also with "AMC". They kept to themselves mostly and spoke only with a couple other people. Subject moved to SE for a couple of her morning calls (although not all). Subject did not attend members' drinks but got a glass of wine and sat down working and drinking.
COMMUNICATION	FD	12 F 35-40 Brazilian	Subject is the head of the company to which subject 3 and also another girl belong to. They communicate quite often during the day. Despite this, she had several calls during both morning and afternoon (while subject 3 had none).
COOPERATION			
LEGACY PATTERNS	FD	12 F 35-40 Brazilian	It is interesting to see that she and the other members of her company have roaming memberships instead of residents', meaning that they don't have a fixed place. Despite this, almost always they end up sitting on the same table and on the same seats.
	FD	2 F 25-30 British	Subject followed her usual schedule, arriving quite early, lunch at the café around 12:30PM.

GENERAL NOTES
 It's interesting to see that most FD roaming members leave everything unattended while they are having drinks. Nobody is in anyway concerned with security or that someone might take something. On the other hand, after noticing that subject 2 closed her computer down whenever she went for a break (even as short as toilet or water break). I realized that most of the members did the same thing. From almost everyone I observed today the only exception was subject 12, but perhaps she is not concerned because she shares a table and sits right next to her team.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 15/07/2019 (MONDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY	ST		13[F] 30-35 Portuguese	Subject closed computer down for lunch break but not for coffee break mid-afternoon.
COMMUNITY	SE		11[M] 35-40 Brazilian	One of the people subject 11 spoke to was an american man (35-40) who had a desk at ST. They agreed to go for drinks at a nearby bar later that day and appeared friendly towards each other.
MOBILITY	N/A		13[F] 30-35 Portuguese	Subject has a fixed desk and did not move alot during the day with the exception of lunch break and mid-afternoon coffee break. She did not seem to use most of the amenities available (free tea and coffee or printer).
COMMUNICATION	FD		11[M] 35-40 Brazilian	Subject spoke with several people who passed by (including subject 13, whom he appeared to know). Most were brief conversations ("How are you doing? Let's meet up soon..").
COOPERATION	SE		11[M] 35-40 Brazilian	The same girl who came to sit with him on the last time I observed him arrived at around 5PM. He went up to the lounge and brought her him so I am assuming she is not a member and came for a meeting.
	ST		13[F] 30-35 Portuguese	Subject works with a team of about 4 people - all in adjacent sitting spaces (presumably for a company?) and they gathered around one computer on several occasions to discuss something.
LEGACY PATTERNS	ST		13[F] 30-35 Portuguese	Subject arrived early morning (9:10AM) and went to get breakfast from the café. She sat at the counter eating it.
				Subject had lunch in the exact same seat she took in the morning, at 12:45PM sharp. This time she was accompanied by another woman and another man and all three ordered the daily menu.
	SE		11[M] 35-40 Brazilian	Subject arrived around 4PM and sat on the exact same location he did last time (SE street side).

GENERAL NOTES Subject 11 seems to use the space mostly in the afternoons and I also noticed that he often had meetings with non-members, which he brought into the space (I wasn't sure this was possible). From what I could observe today in the ST area, most people do take calls in their places (unlike what is recommended at FD).

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 16/07/2019 (TUESDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY	FD -> SE	10 F 45-50 Portuguese		Subject didn't close computer down on the few occasions she got up (toilet or tea breaks), and she didn't get up for a couple of calls with the exception of a video-call, which she took in SE.
	FD	14 F 30-35 British		Subject closed her computer down every time she got up, and once, she noticed me looking at her screen (mostly because she uses a really high computer stand and I was wondering whether that would be conforctable) she slightly turned it more in her direction.
	FD	14 F 30-35 British		Subject welcomed her mother (4PM) and set her up in a workspace next to her.
COMMUNITY	FD	14 F 30-35 British		Subject met up with a fellow british man and they went for lunch at around 1PM (somewhere outside, not the café).
MOBILITY	FD -> SE	10 F 45-50 Portuguese		Subject got up to take a video-call in SE. She also went several times to get tea.
COMMUNICATION	FD	14 F 30-35 British		Subject's mom arrived at around 4PM and sat next to her. Subject gave her an ipad and attempted to teach her some type of "farmville" game. The mother kept asking questions to which the subject would deflect ("I don't have time right now. Just try to do it. I will help you a minute").
COOPERATION				
LEGACY PATTERNS	FD	14 F 30-35 British		Subject followed regular business hours (a bit extended), arriving early (8:30AM) and leaving around 7PM.
	FD	10 F 45-50 Portuguese		Subject had lunch in front of the computer, something she brought from home.
GENERAL NOTES	<p>Couldn't find any evidence of cooperation today. None of the subjects seemed to discuss anything work related with any other members during the whole day. Maybe due to the nature of their work?</p>			

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID		LOCATION: SECOND HOME LISBON	DATE: 17/07/2019 (WEDNESDAY)
CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	FD -> LG	12 F 35-40 Brazilian	Subject again did not show any concerns from privacy, taking several calls from her location and often leaving her computer up.
COMMUNITY			
MOBILITY	FD -> LG	4 M 30-35 French	Subject moved to the lounge around 4PM. Subject 6 arrived and they both moved. As they don't work together presumably they wanted to sit together and there was no space anymore in FD area.
	ST -> LG	13 F 30-35 Portuguese	Subject was working in the lounge area (in a low table) with some of her coworkers - around 3:30PM. They went for "Tea at Three" and stayed there discussing something work related.
COMMUNICATION	FD	4 M 30-35 French	Subject had several calls from his place. All with no exception in french.
	FD		Subject spoke with a couple of people who passed by (not french) including one member of the staff about some minor issues with the internet.
COOPERATION	FD	12 F 35-40 Brazilian	Subject requested for help with something. She asked another girl sitting on a table nearby (whom she knew I suppose) if this girl knew anyone who could help her with that. She said yes and indicated someone. Subject got up and went to ST and came back with another girl who looked at her computer and sat down for a couple of minutes helping (website coding issue?).
LEGACY PATTERNS	FD	4 M 30-35 French	Subject shows a consistent behaviour. His usual seat was taken again because he arrived late and he sat on his second preferred location (same as on 9/07).
GENERAL NOTES	Several people attended "Tea at three" in the lounge (including subjects 2,10,13,14).		

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID		LOCATION: SECOND HOME LISBON	DATE: 18/07/2019 (THURSDAY)	NOTES
CATEGORIES		AREA	SUBJECT	
PRIVACY	FD		7 F 25-30 American	Subject was sitting in a crowded/tight section of the division table and she never closed her computer down. I could perfect see what she was working on from where I was sitting.
COMMUNITY	FD / OUTSIDE		7 F 25-30 American	Subject seems to have a group of friends for smoking. They go outside a couple of times during the day and I've seen them also having lunch once or twice.
MOBILITY	FD -> SE		14 F 30-35 British	Subject moved to SE after lunch (around 3:00PM) to take a video-call. She took her small purse with her.
COMMUNICATION	FD		15 M 30-35 Brazilian	Subject greeted some people and sat down in the table that appeared to have more space (11:15AM).
	FD		15 M 30-35 Brazilian	Subject was one of the first people I noticed that looked at his phone a lot of times (over 13 times in one hour).
COOPERATION	SE		5 F 30-35 Russian	Saw this subject again, on SE, working together with the other man I saw on the first day. They had some print outs and they were discussing work matters.
LEGACY PATTERNS	FD		14 F 30-35 British	Subject was also sitting on the same place today, again with the computer stand. She followed regular business hours but she had lunch in front of the computer, something from home.
	FD		15 M 30-35 Brazilian	Subject definitely follows an irregular schedule. He arrived late, didn't have lunch and left early (around 4PM).
GENERAL NOTES	Subject 15 looked often at his phone. Perhaps I didn't notice this before from other subjects but it is notorious in this subject.			

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 19/07/2019 (FRIDAY) NOTES

CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	FD	16 M 35-40 British	While subject was chatting, a man sitting across got his headphones from the bag and put them on (was he bothered by the noise?).
COMMUNITY	LG	8+9 M+FI30-35 Dutch	Subjects seem to have made some friends during the last week. They are talking within a large group during members' drinks.
		16 M 35-40 British	Subject works for a SH-based company, but not all members have desks at ST. He seemed to be close to a lot of people. During members' drinks he spoke to several people and was with some staff members for a little bit.
		15 M 30-35 Brazilian	Subject arrived exclusively for members' drinks at 5:00PM. He didn't bring a computer.
MOBILITY	FD -> ST	16 M 35-40 British	Subject went two times to sit next to a woman who works for the same company in ST. He took his laptop and sat there for a couple of minutes.
	FD -> SE		Subject made one long video-call (about 30 minutes) while sitting in the egg chair SE.
COMMUNICATION	FD	8+9 M+FI30-35 Dutch	Subjects communicated quite often with each other, and constantly shared things on their screens.
	FD	16 M 35-40 British	Subject greeted subject 14 and sat in the division table a couple of seats further away. He asked to use the neighbours' macbook charger. They ended up chatting for some minutes.
COOPERATION			
LEGACY PATTERNS			
GENERAL NOTES			None of the subjects analyzed today followed regular business hours, all arrived sometime during the morning. Perhaps because it is Friday, I noticed that they made a longer lunch. The FD space was still quite empty around 2PM, something that doesn't happen on other days.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 22/07/2019 (MONDAY) NOTES

CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	ST	18 F 25-30 Brazilian	Subject did not appear to be too concerned with privacy, as she spoke on the phone not discreetly in SE, while walking. She left her laptop unattended some times and only closed it down during lunch break.
COMMUNITY	ST	18 F 25-30 Brazilian	Subject appeared to be quite friendly with a group of people she was with at the lounge during lunch. They all exchanged jokes with the staff and sat at the counter.
MOBILITY	ST -> SE	18 F 25-30 Brazilian	Subject moved around a lot and often took calls in SE, on the phone while walking, not sitting down. She also got up to the go the printer and coffee area a lot of times.
	SE	14 F 30-35 British	Subject briefly came to the SE and sat down in a lounge type of chair near the printing area with a cup of tea while reviewing some papers.
COMMUNICATION	ST	18 F 25-30 Brazilian	Subject sat at the edge of a table and spoke several times to the people nearby.
	SE		Subject was chatting with a man near the printer, while waiting for her prints. They did not appear to know each other well but chatted briefly about something connected with the printer.
COOPERATION	ST	17 F 40-45 Portuguese	Although subject works in a company, she did not seem to engage often with her coworkers for work purposes. While two of her coworkers were often communicating and once even did a video call together, she kept mostly to herself.
LEGACY PATTERNS	ST	17 F 40-45 Portuguese	Subject has a fully occupied desk at ST (mug with pens, picture frame, about 8 A4 folders), she arrived early and didn't move around. She had a lunch break at 1PM and a mid-afternoon coffee break with her coworkers.

GENERAL NOTES
 To facilitate observation, I sat on SE and observed subject 17 + subject 18, who have desks on the market side of SE. They showed quite different attitudes during the day. Subject 17 has a better located desk with more space and several fixed personalized items + a computer. Subject 18 has a laptop and sits on the tip of a table meaning that she doesn't have a lot of space for anything else besides her laptop. Subject 17 didn't move a lot during the day and she spoke mostly with coworkers, while subject 18 spoke several times with other members and moved around a lot, often taking calls while walking around in SE.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID		LOCATION: SECOND HOME LISBON	DATE: 23/07/2019 (TUESDAY)
CATEGORIES		AREA	SUBJECT
PRIVACY	ST	3 F 40-45 Brazilian	Space was rather silent in the morning, with almost everybody concentrated and with headphones. Subject's discussion with coworker (whenever it got too loud) caused a distinct audible chatter in the room but it didn't appear to bother anyone.
COMMUNITY	FD	19 F 30-35 American	Subject seems to be more or less integrated and she spoke with a couple of people during the day, although it was mostly brief conversation and nothing that lasted longer than 2/3 minutes.
MOBILITY			
COMMUNICATION	FD	19 F 30-35 American	Subject met another woman whom she knew and they chatted for a little while before exchanging instagram accounts.
COOPERATION	ST	3 F 40-45 Brazilian	Subject was working together with coworker on a project all morning. They sat in front of the same computer for a couple of times and discussed some ideas.
LEGACY PATTERNS	FD	19 F 30-35 American	Both subjects arrived early, had lunch at regular hours and left around 6PM. They both took small breaks during the day for toilet or getting coffee/water.
GENERAL NOTES			Subject 3 still does not appear to know any other members besides her coworkers, whom she also had lunch with in the café. On the other hand, subject 19 spoke with some people during the day, mostly women, but of several nationalities (the one she exchanged instagram accounts was french, there also a portuguese girl who asked her how she was doing after lunch).

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID		LOCATION: SECOND HOME LISBON	DATE: 24/07/2019 (WEDNESDAY)
CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	SE	11 H 35-40 Brazilian	Subject had to leave for some time (5:15PM) and asked his friend from earlier if he could keep his backpack next to his ST desk (concerns for security? Leaving for a long period of time?).
COMMUNITY	ST	20 M 30-35 Portuguese	Subject is part of the smokers group to which subject 7 also belongs (not here for the last couple of days - holidays?). He went outside a couple of times with the group.
	SE	11 H 35-40 Brazilian	Subject arrived earlier than usual (at around 2PM) and sat on his usual place in SE. Another man showed enthusiasm with his presence and joined him. They sat together for about 15 minutes, and often showed things to each other on their phones.
MOBILITY	ST -> SE	20 M 30-35 Portuguese	Subject took a call in SE. It was the only time during the day, so perhaps it wasn't work related?
COMMUNICATION	ST	20 M 30-35 Portuguese	Subject seems to work with a team as he communicated quite often with the woman sitting next to him. It didn't appear to be casual conversation. It was too focused.
COOPERATION			
LEGACY PATTERNS	LG	13 F 30-35 Portuguese	Subject gathered (again) with her coworkers on the lounge after 3PM (do they have a weekly meet-up after tea at Three?). She took one break mid-morning and one late-afternoon, but on both times, today, she didn't go with her coworkers and went with two other men, both from ST (actually sitting relatively close to her).
GENERAL NOTES			Realized today that maybe subject 13's team takes advantage of the "Tea at Three" to do their weekly meeting -> check next week if they also do it together. I've noticed that the space is considerably emptier than in the previous week, with a lot of people presumably on holidays?

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 26/07/2019 (FRIDAY)

CATEGORIES	AREA	SUBJECT	NOTES
PRIVACY	FD	3 F 40-45 Brazilian	Subject was chatting with her coworkers and something made them laugh (loud) which raised the attention of about everyone in FD and she told them to keep it quiet, while laughing still.
COMMUNITY	LG	15 M 30-35 Brazilian	Subjects 11 and 15 arrived together at around 4:30PM, presumably for members drinks. They were
	LG	11 M 35-40 Brazilian	joined later by 2 men - non-members - (one Brazilian and one Portuguese).
	LG	17 F 40-45 Portuguese	Subject finished working after free drinks' time (around 6:45PM) and she joined her coworkers.
	LG	16 M 35-40 British	Although he works with subject 17 he mostly was with other people and not the coworkers.
MOBILITY	ST	17 F 40-45 Portuguese	Subject didn't move much throughout the day. I checked regularly and she was often concentrated in her work, but quite a few times not on her computer but doing actual paperwork.
COMMUNICATION	FD	16 M 35-40 British	Subject met a blonde woman after lunch and they were chatting for about 5 minutes. Once again, he didn't leave his seat in the division table and was sitting down while she stood.
COOPERATION	SE	14 F 30-35 British	Subject had a meeting with a couple (around 3:45PM), in the SE (street side) but she took the time to arrange a proper furniture setting with 3 lounge chairs and a small table on the center.
LEGACY PATTERNS	FD	14 F 30-35 British	Subject had previously followed regular business hours but today she didn't go for lunch until about 2:30PM.
	FD	3 F 40-45 Brazilian	Subject left the space at around 3:30PM. She had a sandwich for lunch in front of the computer and left early, not attending members' drinks again.
GENERAL NOTES			Last members' drinks of the month and I never saw some of the subjects participating in this event, while others were regular attendees. Subjects 11 and 15 are friends and were present always, with sometimes coming just for drinks like today (had noticed this before with subject 15). Subject 2 was also present in several members' drinks. Attendance is decreasing regardless. Also the space is noticeably emptier than usual.

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 29/07/2019 (MONDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY	Meeting Room	20 M 30-35 Portuguese		Subject was gathered with about 4 other people (I recognized one team member) in the smallest meeting room. Were they with clients? Just a team meeting? They had the projector on and a kind of a presentation (couldn't see very well)
COMMUNITY				
MOBILITY	SE -> FD	16 M 35-40 British		Subject was sitting in SE (did he arrive late?) and moved to the division table in FD when someone left.
COMMUNICATION	FD	19 F 30-35 American		Subject spoke with a german girl who was passing by and I could overhear them complaining about how hot it was inside.
COOPERATION	FD / LG	15 M 30-35 Brazilian		Subject arrived after lunch and sat next to a spanish girl who was working in FD. She seemed to be waiting for him because he opened his computer and they started "working" together. After about 5 minutes they left FD and I realized they were working in the LG.
LEGACY PATTERNS	FD	19 F 30-35 American		Subject arrived at LIAM and she sat in one of the "worst" seats in the division table. Thinking about it I realize that she choose these places a couple of times before.
GENERAL NOTES	The division table is always the most popular in FD because it is totally fixed, and you can work until later without having to move (for example for yoga lessons). It also appears to give more privacy despite the fact that everybody who enters the space looks directly at your screen. It has less natural light than the other tables closer to the big windows. Yoga started on time, today somehow with a replacement teacher. About 7 people participated.			

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

OBSERVATION GRID LOCATION: SECOND HOME LISBON DATE: 31/07/2019 (WEDNESDAY)

CATEGORIES		AREA	SUBJECT	NOTES
PRIVACY				
COMMUNITY	LG	8+9 M+FI 30-35 Dutch		Subjects also participated in "Tea at Three" (first time that I could observe) and they seemed to be well integrated. They were chatting with one of the staff members and a couple more people.
MOBILITY	FD -> SE	14 FI 30-35 British		Subject did a video-call on her phone (most people do it on their computers) perhaps because she has a computer stand and didn't want to refix it?
COMMUNICATION	LG	10 FI 45-50 Portuguese		Subject was chatting with subject 17 although I never saw them speaking before.
COOPERATION				
LEGACY PATTERNS	LG	15 FI 30-35 Portuguese		Confirmed today that subject gathered again with coworkers after "Tea at Three". It seems to be a usual thing in the company.
	LG	10 FI 45-50 Portuguese		Subject also attended "Tea at Three" again. By coincidence I found her speaking to subject 17 (I didn't know they knew each other).
GENERAL NOTES	Last "Tea at Three" of the month. Several people are regular attendees and take this opportunity for a mid afternoon break. For me it is too early (because I eat lunch at 1:30PM) but I guess that for those who eat early, around 12:12:30PM it works.			

*AREA: FD (FLEX-DESK), ST (STATION), LG (LOUNGE), SE (SIDE-ENVIRONMENT)

*SUBJECT: # | GENDER | AGE-GROUP | NATIONALITY

ANNEX D – WEEKLY FIELD NOTES

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEK #1 (01-05/07/2020)

DESCRIPTIVE

The space generally didn't fill up until around 10AM. On day 1 (Tuesday), FD was empty at 8:30 and the first people arrived around 9AM - both of them dropped their things on a table (one in the division table and one in a communal table) and went to the lounge. On day 2 (Wednesday), I arrived at 8:45AM and there was one person sitting in the communal table further back and 3 other seats occupied (2 in the division table and one other in another communal table) but with no one sitting there. On day 4 (Friday) more people came early, as at around 8:50AM there were already 9 people sitting in FD (5 women and 4 men). On days 2 and 3 (Wednesday and Thursday) I noticed that the staff was hanging around in the lounge early morning.

Around 12:30PM was the busiest hour for lunch every day, with FD becoming noticeably less crowded from 12:30M to 1:30PM. On most days there was still a relatively high number of people who had lunch in front of their computers (not the majority though). The most people the space had was 25+ on day 3 (Thursday) and on that day about 8 people had lunch in front of the computer.

In general, the afternoons were more crowded in FD (as well as in the lounge or side-environment) in comparison to the mornings. In ST it was not possible to evaluate. On day 3 (Thursday), when the space reached 25+ around 4PM, the majority of people left in between 6:00PM and 6:30PM. At 7:30PM there was no one sitting in FD and a couple of people in ST (to what could be counted between 10-20people).

The people sitting in FD often got up to take calls. Most times when calls were on the phone and short, they stayed sitting on their places, but there was a high number of skype / video-calls and for those, they mostly moved out. Some people went to the lounge and some others to the side-environment.

Subject 2 on day 1 (Tuesday) and day 4 (Friday) moved often through the space and switched from a regular communal table to a high table on the side-environment. While others had switched to the side-environment for calls, there was no one else that I saw merely changing location mostly due to the table (or ergonomic reasons).

On Friday, *Members' Drinks* was heavily attended, and there were no available seating spaces in the lounge when I was joined by a couple of non-member friends. Nonetheless, the majority of people attending were standing up near the bar counter, with some of them occasionally going outside and coming back in. It officially started at 5:30PM and in FD, around the same time, people began to get progressively get up. During the first 10 minutes, 6 people left FD. It was possible to get an idea of how often people were moving in and out of the space because whenever the door opens you can hear the music playing in the lounge much louder. One man sitting on the division table went to grab a beer and sat back working.

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEK #1 (01-05/07/2020)

REFLECTIVE

This was the first observation week, but I realized that it is much harder to do observation than what I expected. I've been in the space for about two months intermittently and I've been working during most of the time. Now that I have to be rigorous and do observation it seems like it's impossible to work at the same time (as this distracts me too much) but it feels a bit weird to just sit in the FD and look around all the time without actually working.

I've been trying to track a minimum of two subjects every day, although sometimes I think not a lot is going on with them. I also tried to observe more regularly the same subjects to notice specific patterns of behaviour but some days I just couldn't find them. I only saw subject 1 on day 1 (I don't know what happened to him).

I realized that during this week, I wrote so many notes about the schedule of the subjects as well as people in general and I'm not yet sure how relevant that will be in the end. I've noticed that a lot of people do follow regular business hours (including some of the subjects) but they start a bit later than expected, with the space being empty before 8:30 and progressively becoming fuller until around 10AM. I also noticed something interesting, not particularly related to any of my subjects but mostly as a difference between FD and ST. Most people in FD are individual professionals (with some exceptions like subject 3) and they do have some mid-morning/mid-afternoon breaks, but they often bring food to their place and just sit there eating, sometimes looking at the phone. On the contrary, I often see groups of people coming together from the ST area to have a break and they go sometimes to the lounge, sometimes outside.

On the first 2 days I sat on one of the communal tables in FD and because the tables are curvy, I realized that I have to sit on a concave spot or else it hurts my arms. I guess that not a lot of people have this problem because the convex spots seem to be as popular as the concave ones. I noticed also that some people prefer the division table to the communal tables and that the regulars of FD (including some of the subjects) seem to try and stick to the same spot every day (it can be disrupted if someone sits there first). I personally prefer the division table because it feels more private even though people are closer to each other sometimes. Because there is a barrier of plants between my location and the communal tables I also feel more comfortable observing people. When I'm sitting on a communal table, whenever I am looking around and taking hand notes, I feel like everybody notices it and looks at me weirdly.

On day 1 something interesting happened. Internet was down due to some problems in the network (later N told me that there was indeed something that needed to be fixed) and while we were temporarily cut of, subject 1 started a conversation with another man. I don't know how it started because when I looked, they were already talking but the subject ended up presenting his company to this other man and spoke for like 5 minutes. They exchanged Instagram accounts! I think the exchange of Instagram accounts is something that really makes me feel like I've made an acquaintance, even if we didn't speak for so long. I exchanged accounts with a friend of subject 4 on Friday during *Members' Drinks* and it made me feel like I met someone. It's like a symbolic gesture of trust.

I tried to be attentive to members collaborating but most of the people whom I saw working with someone else were people actually working together. I am not sure if this is because I am sitting in FD and membership is more flexible, meaning that people don't know each other so well, or if it is just a phenomenon that is not easy to observe.

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEK #2 (08-12/07/2020)

DESCRIPTIVE

This week I identified more people that worked irregular hours. Some of the analysed subjects did so (subjects 7, 8+9, and 11). Some of the subjects from last week followed business hours like before (subjects 2, 3, and 4), although with minor schedule variations.

As last week, the space became more composed around and after 10AM, with most people arriving in between 9-10AM. On day 7, there were only 6 people in FD at 9:30AM, and 4 of them were sitting in the division table. On day 8 I counted 11 people at 9:30AM, and only 4 again in the division table. Out of the 7 sitting in communal tables, 3 were sharing the same table. During the first hours of the morning, on several days, I could see that there were some seats 'taken' but with people absent.

I identified one subject (#11) which came in and sat specifically at SE where he composed his workspace arranging the furniture available. Before I had only seen people using these areas as a temporary alternative to their 'normal' workspace or to make calls.

On monitoring interactions between members at FD during the day:

- Most of the interactions between members were of a casual nature with some people saying hello to those who arrived or, in the case of subject 4, making occasional conversation with an apparent friend who sat next to him;
- People sitting on the division table spoke more often to those passing by (due to their strategic location between FD and ST), while people sitting on the communal tables often only greeted those who came to sit nearby;
- The couple of direct interactions that I could identify of a professional nature took place between people who effectively work together (such as subjects 8+9, and subject 3 with her coworkers).

I attended a conference which took place on day 6 but I could not get a clear grasp of the people who attended. The staff members started clearing the space at 6:00PM and re-arranging the furniture for the event. The non-members who attended waited outside until the conference began. Out of the 12 people still working in the communal tables (including me), 3 moved to one of the meeting rooms and 5 left. Me and the remaining members attended the conference. I recognized some people who came specifically for this event including MS who has a community membership and only comes once a week, besides events. The cocktail after the conference gathered a rather large party, including several of the non-members who came. I couldn't find anyone at the cocktail who didn't attend the conference. The space was practically empty, with the exception of a couple people working further into the ST (I counted 4).

On Friday I noticed subject 2 closing down her computer before leaving for a toilet break and decided to monitor this. During this day, I counted 9 people who did the same, although

most of them did it before the lunch break. For shorter periods of absence most of them kept the computer open.

On Members' Drinks:

- Several of the people from FD and ST attended. From FD, out of the 18 people sitting at 5:00PM, only 2 remained working after 5:30PM when *Members' Drinks* started;
- Most of these people left their things in the tables they were working before, with the exception of smart phone (and wallet in some cases);
- All of them closed down their computer and some (about 4 from what I could count at the time the event started) placed it inside a laptop sleeve;
- The lounge was considerably full, although with less people than last Friday, quite a lot of members and non-members (guests) were drinking outside because of the weather;
- Around 8PM (when I left) there were still some people working in ST (I could count 6 and one member of the staff) but no one in FD or SE.

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEK #2 (08-12/07/2020)

REFLECTIVE

This week I noticed something interesting. I decided to observe a new couple who arrived on space (I wasn't sure if they were a team or a couple, but HM told me that they were together during *Members' Drinks*) and I realized that they were somewhat intimidating to other people. They sat side by side on one of the communal tables and they both had computer stands (why do so many people here have them?) but also a lot of things on the table, papers and notebooks and her bag. Two people who arrived after chose to not sit with them and sat on tables that were fuller. At lunch time while they were having lunch (their things were still there but they were absent) finally someone sat on that table.

This situation made me think about the process of selecting your seat when you arrive, and I've been thinking about my own experience. On the one hand I prefer to arrive early and sit at the division table (it gets occupied first most times, often by 'regulars') because it is better for observation purposes, on the other hand I've also realized that when it is really full and I'm in a concave seating space the people on both sides of me (in convex seats) are super close and looking in the same direction as me, so they can easily see what I am working on.

This week, something else also happened when I was sitting in this table:

- A man sitting on one of the seats next to me disconnected my charger without asking me (while I was there) which I found extremely rude. If I would've been away from my seat it wouldn't be nice, but I could be alright with that if he needed to charge something with urgency, but I was right there, and he didn't ask. I really wonder if this is normal...There aren't enough chargers for everyone because often people are using two plugs (one for computer and one for phone). Nobody uses the USB plugs in the tables because the normal phone charger is faster.

So, I'm bit in doubt regarding how people select their seats. Plus, I feel conditioned somehow by the 'regulars' or the people I've noticed always trying to get the same seats. On a couple of occasions, I deliberately not sat on the place I know subject 4 prefers (he did seat there when he arrived after me). I didn't want him to look at me and think that I had stolen his seat! I know that the whole point of FD is that people don't have a fixed desk but somehow if you come to SH every day, arrive early and always sit on the same place, you are recognized by others as the person who sits there.

I think this also happens because in the afternoon it is always a bit full. It's definitely not max occupation but people are dispersed through the communal tables often with one seat in between two people. This makes it hard to select where to seat and I ended up always being a little self-conscious when I arrived late, and the division table was taken. I would just stay there looking around and having the impression people were staring and trying to discern where I would seat...

Subject 11 was the first person I saw arriving and going directly to SE. In general, most people that I see there are doing calls or video-calls or kind of just reading something in a more comfortable chair. I personally never sit here because I need to use a mouse and it's not possible in this area (can't do it with the laptop in my lap, ironically, and tables are too small to fit it). I don't think I could work in this area at all, but perhaps I could sit here to better observe the ST members and just try to print something to read next week.

On day 7 (Thursday) I was a bit disturbed and unable to concentrate because of subject 10. It was the first time I felt something similar. Usually I don't like working with headphones (except sometimes binaural beats) and I prefer to work in a quiet environment, but the hum of the space doesn't bother me, as so far it was never really loud or annoying. This time, I had to seat on a communal table and subject 10 was sitting across from me and she

appeared to be rehearsing a speech or something, so she was making hand gestures and murmuring often. I was so disturbed by this that I couldn't concentrate the whole time she was there. I think some people were also bothered but they seemed to be trying to ignore her.

During this week there were a couple of events but I couldn't come on Wednesday so I missed *Tea at Three* and on Thursday I also had to leave kind of early so I couldn't attend a conference about digital loneliness (perhaps it could've been useful for this research).

In general, I think that I still feel a bit uncomfortable going to events, with the exception of conferences and Members' Drinks. On Monday, I thought about doing Yoga, but I've never done it before, and I don't really know any of the members who participate but they seem to be rather good at it. Plus, because I'm walking everyday so it's also a bit of a hassle to carry a gym bag besides my laptop, books and all the junk I need to carry around all the time. I guess perhaps it's easier for ST members because they have a fixed desk and they have everything there already, just need to bring the sports clothes and change.

The conference that I was able to attend on Tuesday was quite good. It's part of the partnership with the British Embassy and I think the guest speaker Prof. Carole Mundell was really interesting and captivating. I was glad MS was also there so I could have someone to chat afterwards. I was surprised at the attendance but from what the professor said, and all the questions people asked, I guess everyone is into black holes and time travelling since *Interstellar*.

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEK #3 (15-19/07/2020)

DESCRIPTIVE

This week, on day 9 (Monday), I focused on SE and ST, observing again subject 11 who took his regular place at around 4PM, and a Portuguese woman who has a fixed desk close to the SE (on the street side).

Subject 11 has only been at SH in the afternoon and always sat in the same place. On both occasions he was joined by a woman who sat next to him working. This week I could see that he picked her up in the lounge, implying that she is not a member.

Subject 13 (from ST) was moderately quiet during the day and didn't move a lot. I could observe that she worked in a team with the people sitting in the adjacent seats, as they gathered often to discuss something. Everyone in her team (subject included) were of Portuguese nationality. She arrived early and had breakfast in the lounge, and she had two breaks besides lunch time - one in the middle of the morning and one in the middle of the afternoon. On all occasions (lunch included) she was accompanied.

I found this subject and her coworkers again on day 16 (Wednesday) after *Tea at Three* and sitting all together in the lounge, discussing something that was work related (from what could be overheard).

On the other days of the week I was mostly doing observation again in FD and I tracked some of the usual subjects with a couple of new additions. As last week, space began to have more people around 10AM and I noticed that on most days (Friday being the exception) people showed a tendency to leave earlier, with FD area being emptier than previous weeks around 6PM. On Wednesday, the day FD had more people (about 23 around 4:30PM), for example, at 6:30PM there were only 4 people still seating in FD. I could also observe that the majority of people had a longer lunch break on Friday than other days, because the space tends to be full again around 1:30PM and on that day it was still rather empty at 2:00PM (about 12 people).

The same situation could not be directly observed or contrasted with ST area or SE.

On day 11 (Wednesday), I could observe, for the first time, an example of collaboration between members. Subject 12 needed assistance with something and asked someone she knew who was sitting nearby who recommended someone else that was sitting at ST. Subject got up and returned with the aforementioned girl who sat down in subject's table and helped her out quickly (the whole event took about 10/15 minutes).

On the other days no such example was found. Again, some people discussed and got together for what seemed to be work motives, but these were mostly people who work together (such as subjects 8+9, subjects 3+12, subject 13 and coworkers/team).

For the first time also, on day 11 (Wednesday), I noticed someone, in this case - subject 15 - using heavily his smart phone. He must have checked it over 13 times in the first hour after he arrived. Previously, this kind of behaviour didn't stand out in anyone. Sometimes people would be on their phones but during short breaks or when actually making phone calls.

This same subject (#15) didn't follow regular work hours and on Friday he came solely for Members' Drinks, arriving at 5:00PM and staying directly in the lounge.

During *Members' Drinks* I also noticed that subjects 8 and 9 already had some acquaintances or friends because they were chatting for some time within a larger group. I took this a sign of positive integration because they were new at SH (their arrival was announced via the weekly newsletter earlier in the month).

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEK #3 (15-19/07/2020)

REFLECTIVE

I attempted to do some more observation at ST and SE, but it was kind of complicated because it's hard to be sitting in SE all the time and otherwise it's almost impossible to see what's going on in ST. Furthermore, ST is such a huge area that one can observe perhaps a pocket here and there but never really grasp the entire thing.

One thing that I noticed that makes a difference between ST and FD is that people seem to get up less in ST, often taking calls and video-calls from their seats. I can imagine that it is as disturbing to those seating nearby as it is in FD, so I don't really know why so many people do it anyway. I also don't understand how come everyone has so many video-calls. I literally never had a professional video-call in my entire life...I wonder if it is because so many people have international clients and/or work for international companies.

On day 10 (Tuesday), subject 14 had her mom come over and she happened to be seated next to me, so her mom sat right next to me, in the free space between us. I could overhear easily everything that they said and it was kind of awkward I have to say, because her mom didn't really have anything to do, she was not working on anything, I guess she came there earlier and subject 14 was not finished with her work so she had to stay there. Subject gave her an iPad and told her to play a game (just like you would do to a child). To me, the whole situation was strange.

On day 11 (Wednesday), I attended *Tea at Three* for the first time but I didn't really know anyone there, so I just got some tea, had a piece of cake and sat down in a low chair in the lounge while browsing Instagram. Everybody seemed kind of well-integrated, there weren't other people alone that I could start a conversation with, so it wasn't really that amazing of an experience.

A bit later on this day, I saw subject 6 arrive and go directly to speak with subject 4. It looked like she wanted to seat with him but there wasn't any space left, so oddly enough he picked up his things and they went to the lounge. I didn't know if they had gone there or not so I went to the lounge and pretended to look at the books in the library wall in order to observe what they did. They sat on the high tables (like the communal tables but in the lounge).

Prompted by this particular subject I also began thinking that I often see people from the same nationalities sticking together. I don't want to generalize but for example, I almost always only heard subject 4 speak in French with other people (so if they weren't French, at least they spoke it well)...Of course this is not true for every case, but I do notice that it's probably easier for people who are not Portuguese to get along with people from their home countries. I wonder if the Portuguese in the space display a tendency to stick together...

Sometimes I also get the feeling that if you work in a company that is based at SH you spend anyway a lot of time with your coworkers. I suppose this is normal but then how is it so different from working in a regular office...What is the real advantage of working in a space like this for a company? Do they get a lot of work because of that? Financially, I'm not sure it really compensates if you pay for all your employees' memberships...It might be more expensive than a regular office space, albeit I can admit that it most likely is a better space.

Also, SH doesn't have a former kitchen space so there is no place to heat up your food or anything like that. I read somewhere in an interview with Rohan Silva that it is because they don't want to be like a common office. The only thing that they have is like an area with free coffee and tea, which I thought could work as kind of neuralgic point where people would often meet, but so far, I haven't seen a lot of people chatting there. They mostly go to grab whatever they need or get their copies from the printer and go back to their places.

This week I also was more carefully looking at subjects' interaction with their smart phones, in particular after I noticed subject 7's intense use of it. I think most people must use online WhatsApp because they don't often pick up their phones. With some exceptions, I don't

really see people just randomly browsing Instagram or anything like that, with the exception of moments when they are taking a break or in the lounge. Also, a lot of people don't have their phones on the table, mostly I've seen them below the table on a kind of built-in undershelf. I usually put mine there, but I often get calls and have to pick them up so sometimes I miss them and need to place it back on the table where I can see it properly and pick it up while keeping the silent mode on.

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEKS #4+5 (22-31/07/2020)

DESCRIPTIVE

The space was less busy than the week before with a lot of members presumably already away in holidays. This was felt even more on week #5.

Like in previous weeks, the space was quite empty early morning and began to fill up around 10AM. Nonetheless, it never got as busy as in the beginning of the month, with a maximum of about 18 people in FD on Tuesday around 4PM. ST area was also discernibly emptier.

Nonetheless, more people stayed longer in the afternoon in FD. On day 14 (Monday), despite yoga class, which often is a prompt for members to leave, there were still 5 people sitting in the division table and about 4 people in the small meeting room, members who presumably had been sitting in mobile desks before yoga started.

On day 14 (Monday), I focused again on SE and ST, following subjects 17 and 18 during most of the day, while sitting on the market side of SE. Although they both have fixed desks, their attitude was different. Subject 17 works for a company based on SH and has a large personalized table, which included a fixed computer, several A4 folders, notebooks and 2 mugs with pens. She sat close to two other coworkers (in the same island) and she engaged exclusively with them but keeping to herself during the majority of time I observed her.

On the other hand, subject 18 was sitting on the tip of a table, with a small laptop and no other discernible items in sight. She got up several times to speak to coworkers and other members who passed by. She seemed to be familiar with a lot of people and, as she had a direct open view to the coffee & tea area, she easily spotted acquaintances going there.

On day 15 (Tuesday), at 11AM, there were about 12 people in FD, and about 10 had headphones on. Subject 3 had a small discussion with a coworker which broke the silence in the space. Again, on day 17 (Friday), as the space was very quiet, when subject 3 made her coworkers laugh, there was a distinct disruption to the quietness of the area, and several people looked up from their laptops.

It was also possible to see that on several days there was a majority of people eating lunch in front of the computer. On day 14 (Monday), in both islands that I was closely monitoring there were several subjects eating in front of computer: both coworkers of subject 17 and 3 people sitting right next to subject 18. On day 24 (Wednesday) and on Day 29 (Monday) almost half of the people sitting in FD were having lunch there. The most significant exception was day 17 (Friday), when the space was close to empty at around 1PM.

About *Tea at Three*:

The last two *Tea at Three* of the month had low attendance. On both occasions - day 16 and day 19 (Wednesday), less than 10 people attended, most of which were 'regulars'. I confirmed the presence of subject 13 and coworkers, which proceeded to gather in the lounge afterwards, as in previous week. It does appear that take advantage of the initiative to organize a company meeting. Subjects 8+9 also attended and seemed to be integrated.

On day 17 (Friday) it was the last *Members' Drinks* of the month and it was considerably emptier than usual. Nonetheless, some subjects arrived exclusively for the event, including subject 15 again.

WEEKLY NOTES | LOCATION: SECOND HOME LISBON | DATE: WEEKS #4+5 (22-31/07/2020)

REFLECTIVE

This week I had the strongest impression that almost everyone went on holidays. Usually, not a lot of members arrive early, especially in FD, but I could always see a couple of people sitting in ST (around 8:00-8:30AM) and this last week and a half there were barely any. The same can be said about later in the day, as in a typical day the last FD members leave between 6 and 7PM, while some ST members still stay working until later, and on the day that I left the latest (at around 8:30PM), there was barely anyone in ST.

I had a hard time again sitting in SE to observe ST on day 14 (Monday) but I was really struck by how different the behaviour of my subjects was. Subject 17 had so many things on her desk, everything was incredibly personalized. At the same time, while she was working within the context of a company, she seemed to be a bit lonely. She is kind of an exception to my theory that coworkers tend to stick together. Her coworkers were together but somehow, she was standing a bit apart. In contrast, subject 18 worked alone for an international company and she seemed to know just about everyone. She had nothing on her table and the tip where she was working on was the smallest, I had seen in the whole ST area. I could never work there myself. Yet, she seemed so at ease and she greeted literally dozens of people who passed by.

I also witnessed something new with subject 11 on day 16 (Wednesday). He had to leave the space, but he didn't want to leave his backpack unattended, so he asked another member to keep it. This was the first time I ever saw someone concerned with their things like this but perhaps it was because he was sitting in SE which is a more casual, passing-through area? Usually, I am never worried about everything that I leave on the table. I just take my phone with me because I take it everywhere anyways, but I could easily just leave it laying on the table.

Perhaps because there are less people working in the space, but I also noticed that on several days a majority of people were having lunch in front of the computer. I had seen this before, but I guess I didn't realize just how many did that. I overheard some girl (not a subject) say to someone else that she didn't have time to go for lunch because she had to finish something before going on holidays. I wonder if this is the reason why so many members are eating in front of the computer or if it is because they lack company to go for lunch somewhere? I feel like it's not a great habit to not have a lunch break. A lot of them have headphones on, which was also something I noticed heavily this week.

One day I also tried to have lunch in front of the computer while watching an episode of a tv show on my laptop, but I felt stupid. I was sitting in the division table and I felt like everyone who walked behind me could see that I was watching a tv-show and somehow I felt a bit self-conscious, as if I was in a regular office and my boss would catch me doing nothing.

On day 17 (Friday), subject 14 had a meeting with a couple but she didn't book the official meeting room and instead she arranged a meeting space in SE (subject 11 also did this sometimes but not in such a proper way). She took the time to set it up with 3 lounge chairs

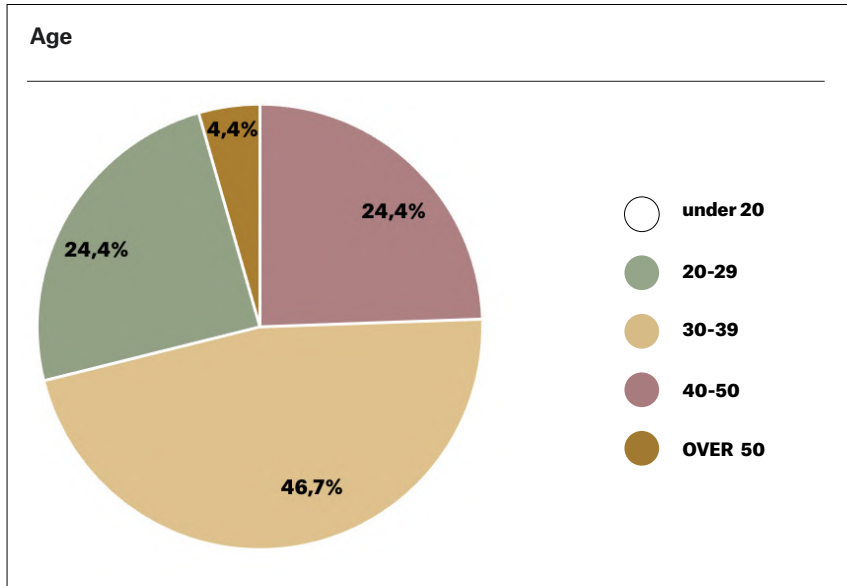
and a small meeting table. I thought it was interesting how the space itself allowed for such personalization and organization, a kind of co-production of space?

Finally, as this is the last week of notes, I have begun an attempt to put together several pages of questions and short conclusions about my observations. I'm thinking that it is interesting to see how differently people from ST and FD behave, but I'm not sure if is because of the fixed space or because the particular work they do, or even due to the fact some are independent professionals, while a lot of the ST members work for companies (even if sometimes alone in the space).

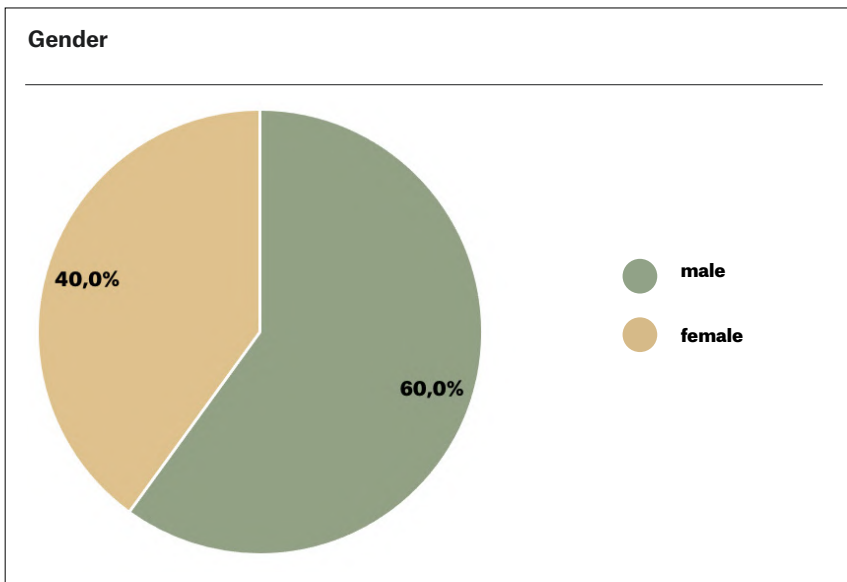
ANNEX E - SURVEY RESULTS

45 participants

1. AGE



2. GENDER



3. NATIONALITY

Portuguese – 21 (46.7%)

American – 5 (11.1%)

Brazilian – 5 (11.1%)

British – 4 (8.9%)

French – 3 (6.7%)

Australian – 1 (2.2%)

Bulgarian – 1 (2.2%)

German – 1 (2.2%)

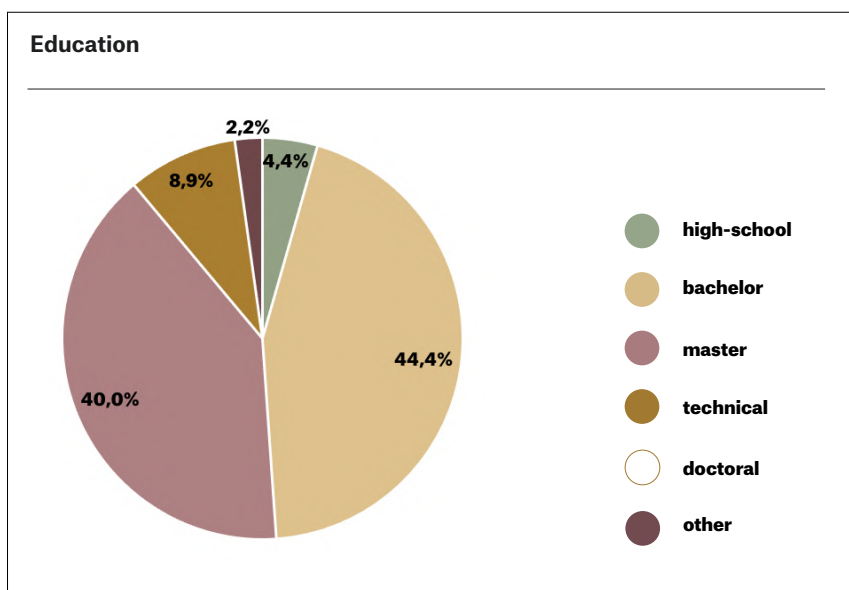
Lebanese – 1 (2.2%)

Italian / Australian – 1 (2.2%)

British / Portuguese – 1 (2.2%)

French / Portuguese – 1 (2.2%)

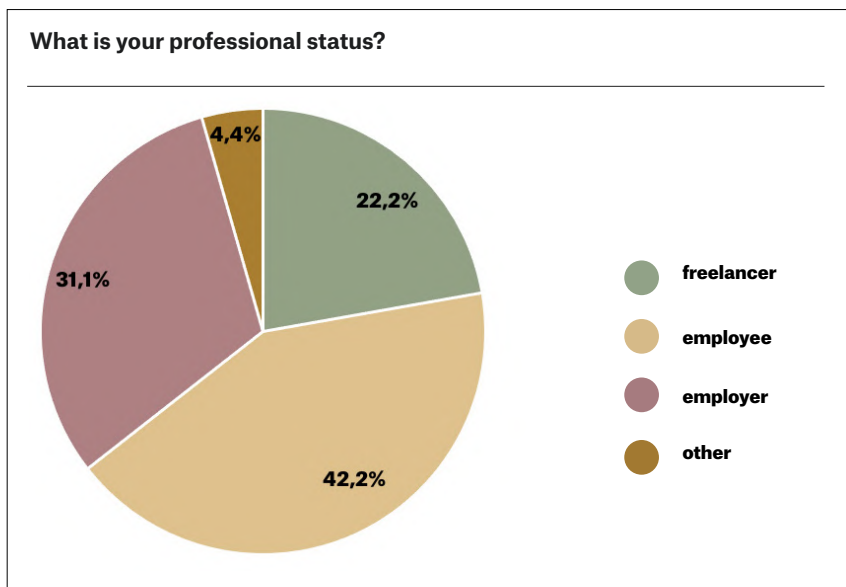
4. EDUCATION



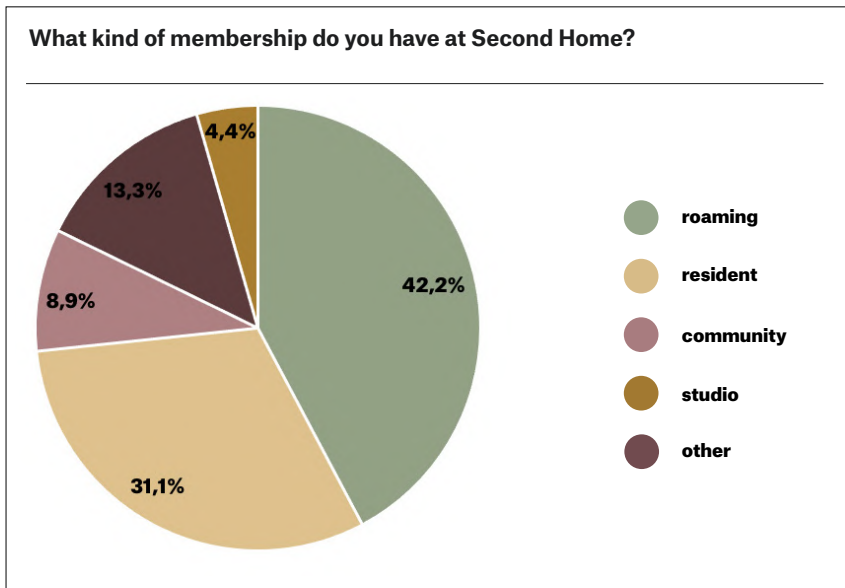
5. OCCUPATION

IT / Tech / Software – 10 (22.2%)
Architects / Designers / Creatives – 6 (13.3%)
Directors / Founders– 5 (11.1%)
Managers / Managing Directors – 5 (11.1%)
Consultant (General) – 4 (8.9%)
Entrepreneurs – 3 (6.7%)
Sales – 3 (6.7%)
Marketing / Branding – 2 (4.4%)
Film-Directors – 2 (4.4%)
Real Estate – 2 (4.4%)
Human Resources – 1 (2.2%)
Events Planner – 1 (2.2%)
Writer – 1 (2.2%)

6. PROFESSIONAL STATUS



7. TYPE OF MEMBERSHIP



8. TOP REASONS FOR JOINING A COWORKING SPACE

% does not add up to 100% because each individual participant gave more than one answer (60 answers in total)

Company Decision* – 15 (33.3%)

Social Interaction - 12 (26.6%)

Need for an Alternative to Home Office* – 10 (22.2%)

Networking – 9 (20%)

Community – 6 (13.3%)

Office Infrastructure and/or Resources – 5 (11.1%)

Inspiration & Creativity – 3 (6.6%)

Other - 3 (6.6%)

*Some members joined SH because they began to work for a company who was based there.

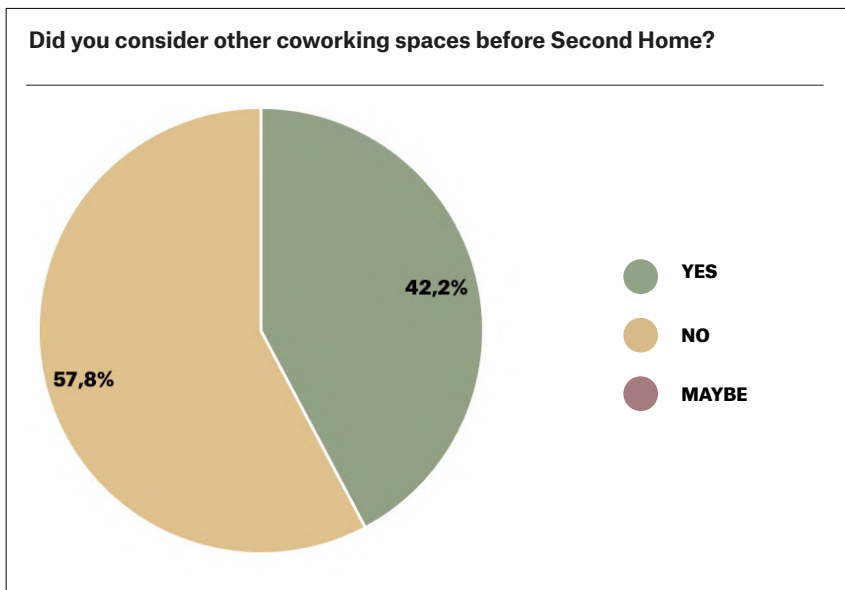
*Answers mentioned the need for an alternative to the home office based on factors such as difficulty concentrating or a sense of isolation.

Sample answers:

- *'To meet new people and have a space to work outside of my apartment. I do not work well in isolation.'*

- *'To meet new people from all around the world, make connections and be part of a culturally enhanced and ever-changing environment.'*
- *'Relaxed atmosphere, like-minded people, networking opportunities.'*
- *'A more holistic view of a coworking space.'*

9. CONSIDERATION OF ANOTHER COWORKING SPACE BEFORE SECOND HOME



10. IF THE PREVIOUS ANSWER WAS YES WHAT OTHER COWORKING SPACES WERE CONSIDERED

Avila Spaces, Casa do Impacto, Connect Lisboa (PT), Cowork Central (PT), Cowork Lisboa (PT), Haven (?), IDEA Hub (PT), Impact Hub, LACS (PT), Lisbon Work Hub, Outsite, REGUS, Village Underground, Wood in Lisbon

11. PREVIOUSLY A MEMBER OF ANOTHER COWORKING SPACE AND WHICH ONE

Beta-i (PT), Cowork Central (PT), Cowork Lisboa (PT), Fueled Collective (USA), Spaces (FR), The Office Group (UK).

12. TOP REASONS FOR SELECTING SECOND HOME LISBON

% does not add up to 100% because each individual participant gave more than one answer (71 answers in total)

Environment / Space / Design / Concept – 16 (35.6%)

Company Decision – 15 (33.3%)

Location – 8 (17.8%)

Community – 8 (17.8%)

Previous Connection with Other Members – 6 (13.3%)

Resources / Infrastructure – 4 (8.9%)

Friendliness of Staff – 4 (8.9%)

Cultural Programme / Events – 4 (8.9%)

Diversity of People & Businesses – 2 (4.4%)

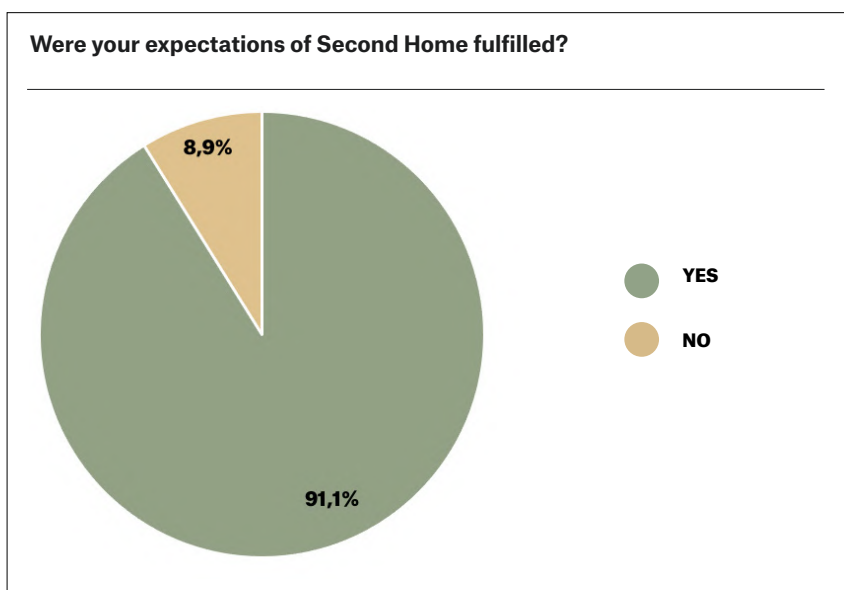
Networking - 2 (4.4%)

Other – 2 (4.4%)

Sample answers:

- *'Because it works as a membership/club, the space is inspiring, and because of the cultural events.'*
- *'It feels like a second home away from home, but more commercially tuned.'*
- *'Office design, location, and a more professional and local community.'*
- *'Well, my employer had a huge say in this decision, but it is one I'm happy about.'*

13. EXPECTATIONS OF SECOND HOME



14. BENEFITS OF WORKING AT SECOND HOME LISBON

% does not add up to 100% because each individual participant gave more than one answer (100 answers in total)

Good Environment / Social Interaction – 25 (55.5%)

Cultural Programme / Events / Happy Hour – 14 (31.1%)

Networking – 13 (28.9%)

Quality of the Food (at *La Despensa*) – 11 (24.4%)

Friendliness of Staff / Support Services – 10 (22.2%)

Community – 9 (20%)

Quality of the Location – 5 (11.1%)

Working in an International Environment / Diversity of People - 4 (8.9%)

Collaboration Between Members – 6 (13.3%)

Impressive for Clients – 3 (6.6%)

Sample answers:

- *'Working surrounded by plants.'*
- *'Use of their locations in London. Hopefully in LA at some point.'*
- *'Inspiring workplace.'*
- *'Great team, events, impressive space to bring meeting attendees to.'*
- *'Introduced me into social life in Lisbon. At the time, I knew very little of the city and very few people. Networking with people with complementary skills or as mentors. Great location. Impressive for guests. Always stable printing and internet. Good security. Friendly staff.'*

15. DISADVANTAGES OF WORKING AT SECOND HOME LISBON

% does not add up to 100% because each individual participant gave more than one answer (102 answers in total)

Excessive Noise – 15 (33.3%)

Facility Issues with Infrastructure and/or Resources:

- Climatization – 12 (26.6%)
- Chairs – 11 (24.4%)
- Desks – 5 (11.1%)
- Internet – 4 (8.9%)
- Meeting Rooms – 3 (6.6%)
- Toilets – 2 (4.4%)
- No Microwave – 2 (4.4%)
- Lighting – 1 (2.2%)

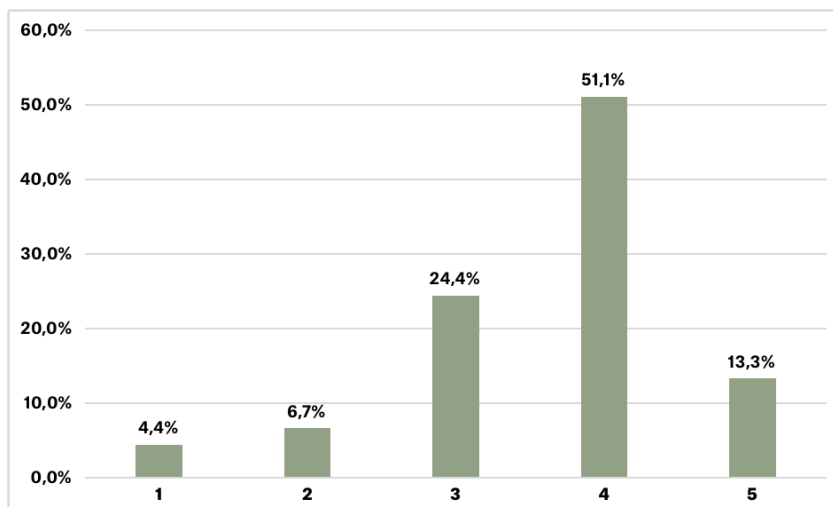
- Amenities (Coffee & Water) – 1 (2.2%)
- Lack of Privacy – 8 (17.8%)
- Lack of Quiet Space / Phonebooths – 7 (15.5%)
- Issue with Events’ Organization – 4 (8.9%)
- Too Many People – 4 (8.9%)
- Difficulty Concentrating – 3 (6.6%)
- Lack of Space / Lack of Seating Spots – 3 (6.6%)
- Staff Issues – 3 (6.6%)
- Price – 2 (4.4%)
- Food Quality / Diversity – 2 (4.4%)
- Opening Hours – 2 (4.4%)

Sample answers:

- *‘You tend to live in a bubble of foreigners, it’s not good if you want to integrate into the Portuguese community.’*
- *‘Community feeling has diminished over the years. Space feels more crowded and the type of people is different. It’s also a lot more expensive now.’*
- *‘Unfortunately, with so many people working at Second Home, the space gets very loud during certain parts of the day. Another disadvantage is that the space gets hot midday.’*

16. RANKING OF SECOND HOME IN TERMS OF WORKING CONDITIONS

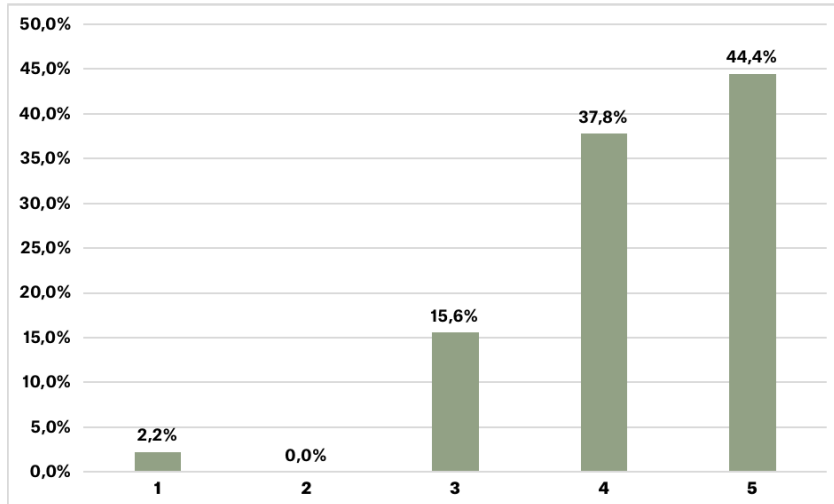
How would you rank Second Home in terms of working conditions (space, ability to concentrate, productivity, etc..)?



On a scale from 0 to 5, in which 5 is “Excellent” and 0 “Terrible”.

17. RANKING OF SECOND HOME IN TERMS OF THE CULTURAL PROGRAMME

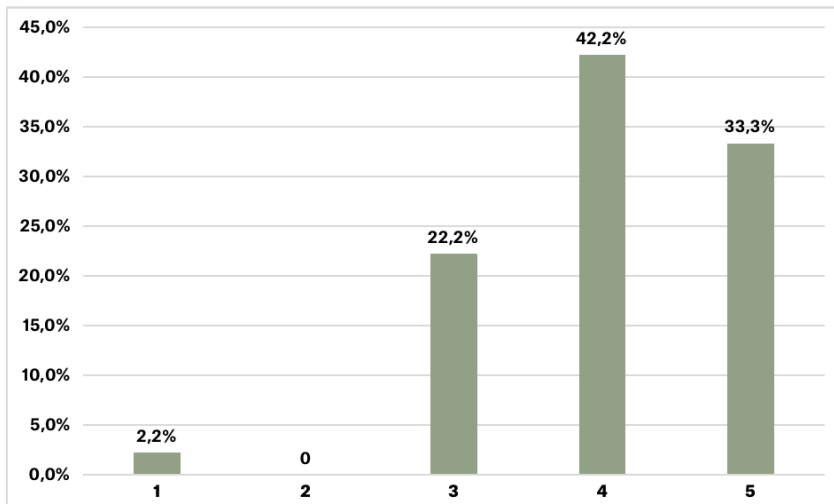
How would you rank Second Home in terms of its cultural/educational programme?



On a scale from 0 to 5, in which 5 is "Excellent" and 0 "Terrible".

18. RANKING OF SECOND HOME IN TERMS OF OTHER ACTIVITIES

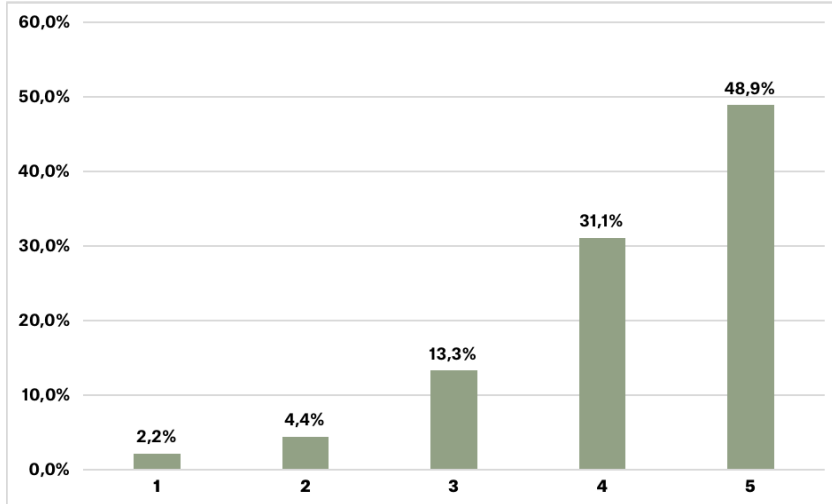
How would you rank Second Home in terms of other activities (meet-ups, well-being, networking opportunities, etc..)?



On a scale from 0 to 5, in which 5 is "Excellent" and 0 "Terrible".

19. RANKING OF SECOND HOME IN TERMS OF MEMBER FRIENDLINESS

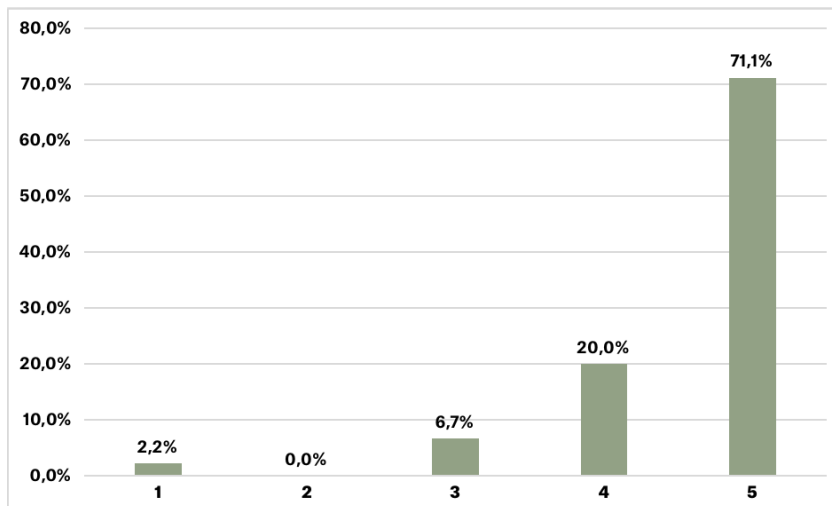
How would you rank Second Home when it comes to the friendliness of other members?



On a scale from 0 to 5, in which 5 is "Excellent" and 0 "Terrible".

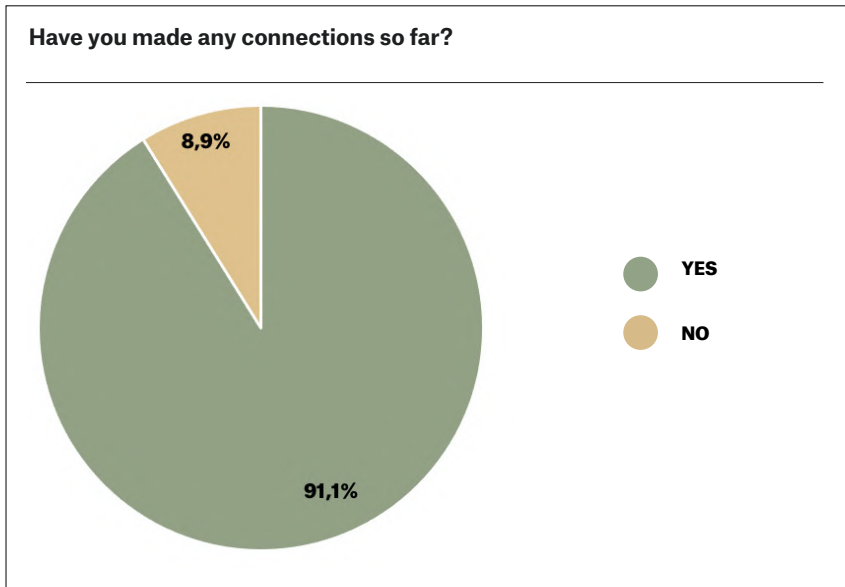
20. RANKING OF SECOND HOME IN TERMS OF STAFF FRIENDLINESS

How would you rank Second Home when it comes to the friendliness of the staff?

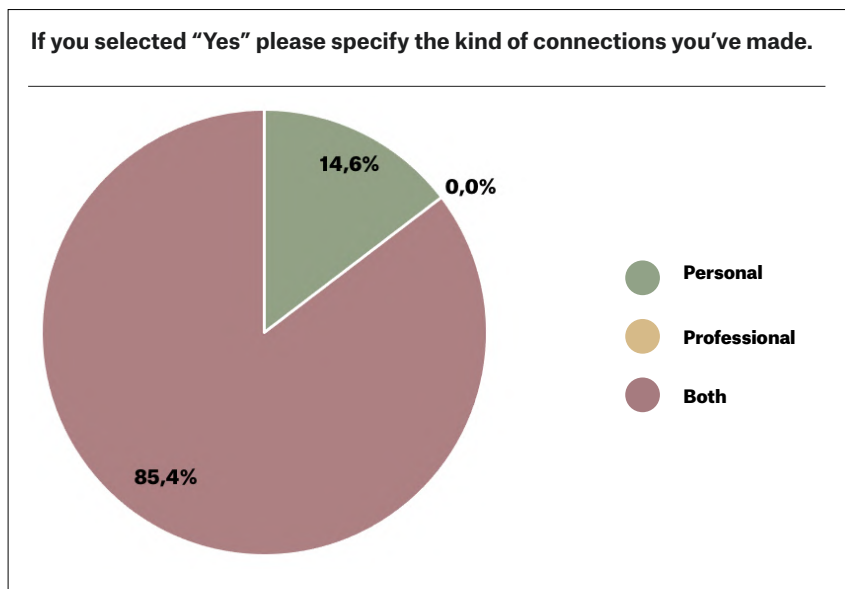


On a scale from 0 to 5, in which 5 is "Excellent" and 0 "Terrible".

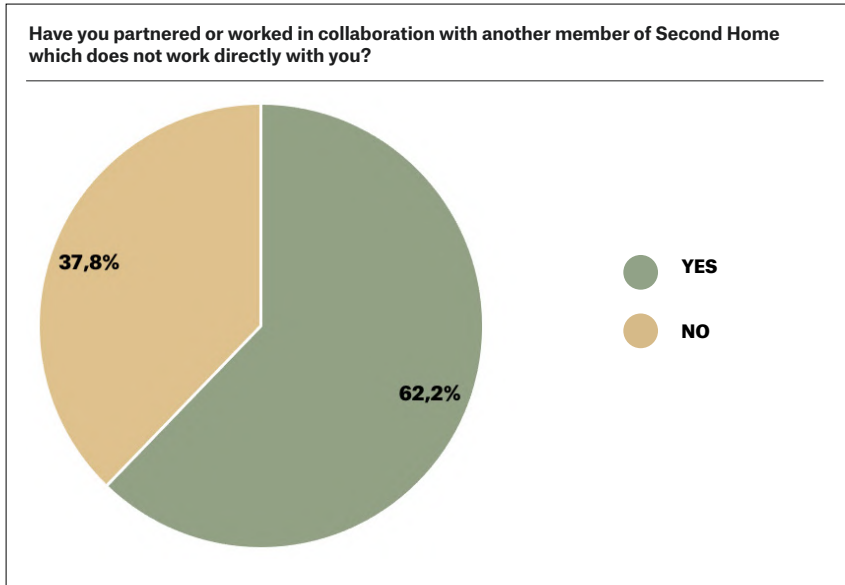
21. CONNECTIONS MADE THROUGH/AT SECOND HOME



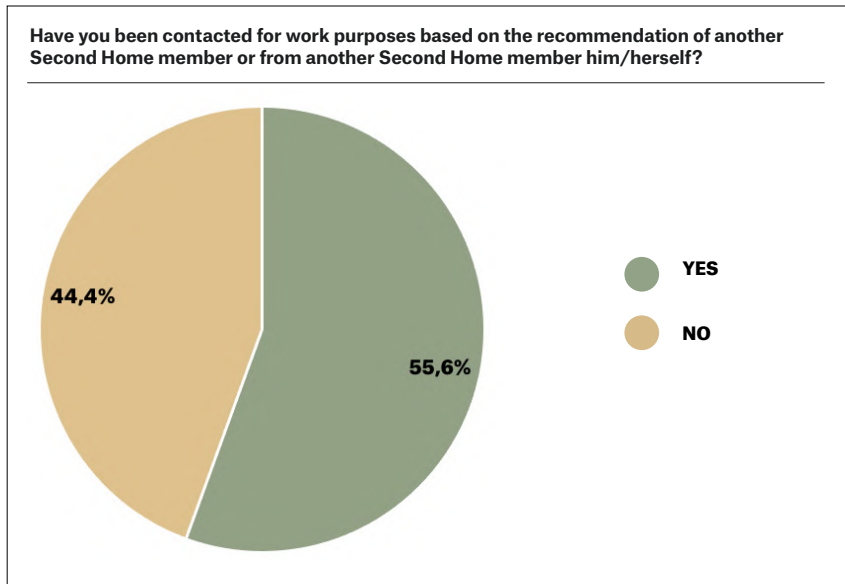
22. TYPE OF CONNECTIONS MADE THROUGH/AT SECOND HOME



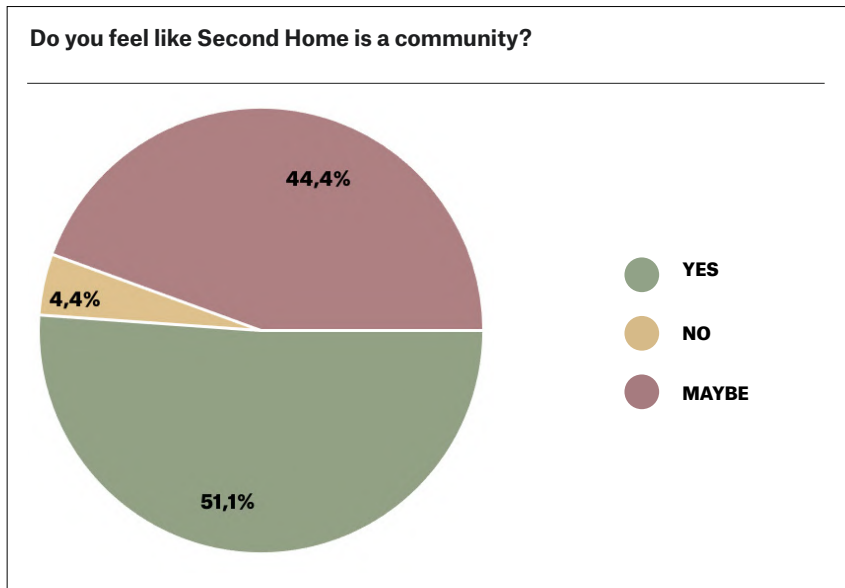
23. PARTNERSHIPS AND COLLABORATIONS AT SECOND HOME



24. WORK OPPORTUNITIES THROUGH/AT SECOND HOME



25. SECOND HOME AS A COMMUNITY



26. MAIN REASONS TO CONSIDER SECOND HOME A COMMUNITY

% does not add up to 100% because each individual participant gave more than one answer (27 answers)

Collaborations, Support and Encouragement – 7 (15.5%)

Establishment of Friendships / Personal Connections – 5 (11.1%)

Sense of belonging – 5 (11.1%)

Events and Shared Experiences – 4 (8.9%)

Common Interests / Like-minded People – 2 (4.4%)

Other – 4 (8.9%)

Sample answers of respondents who said 'Yes':

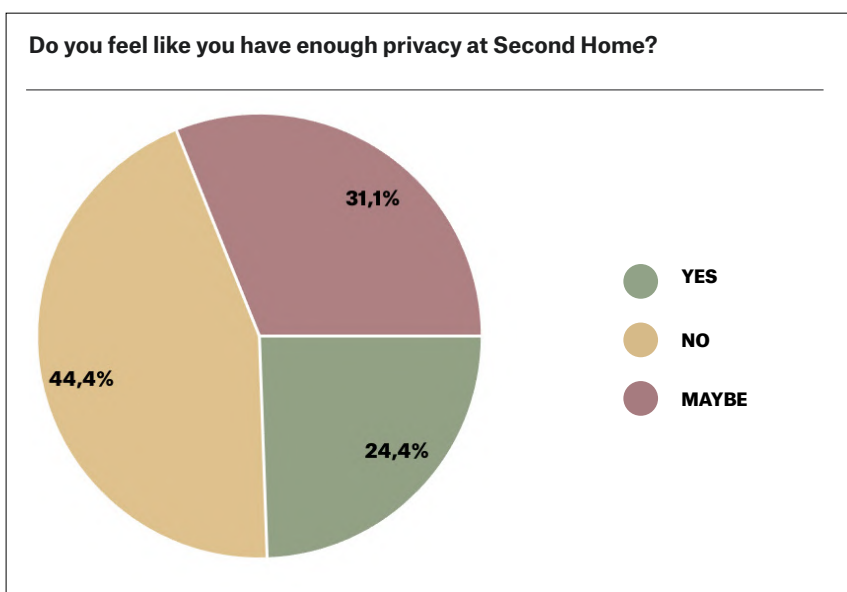
- *'Because I feel 100% talking to a SH member outside the space.'*
- *'Lisbon being small, when seen outside of SH, people would refer to each other as 'I know you from SH.'*
- *'We look to give business to other members before outsiders.'*
- *'There's cheers and encouragement whenever somebody accomplishes something/launches a new project.'*
- *'It's so much so that it is a bit of a bubble. It seems to attract a certain demographic, especially one that is young, creative, wealthy, and progressive / eco-conscious.'*
- *'The collabs it generates, the online community, lots of help between members and staff, understanding and true friendships.'*

- *'Shared space, shared time here, shared experiences – over time these have created a community.'*
- *'The concept of Second Home makes people feel like they belong somewhere. Like a club.'*
- *'The Slack channel is a good representation of that. Everyone is ready to help somebody that has a problem, is looking for something. There's cheers and encouragement whenever somebody accomplishes something/launches a new project. If there's a problem IRL, I can always count on the staff for help and support, as well as recommendations of any other members that could be helpful to my needs somehow.'*
- *'The profile of people who join seems to be rather universal, hence many like-minded people simply end up connecting well because of Second Home.'*
- *'Its members share common interests and the staff (as well as a select number of more proactive members) does a good job promoting activities to bring its members together.'*
- *'We are all proud of being there. Conversations are interesting.'*
- *'Actually working together.'*

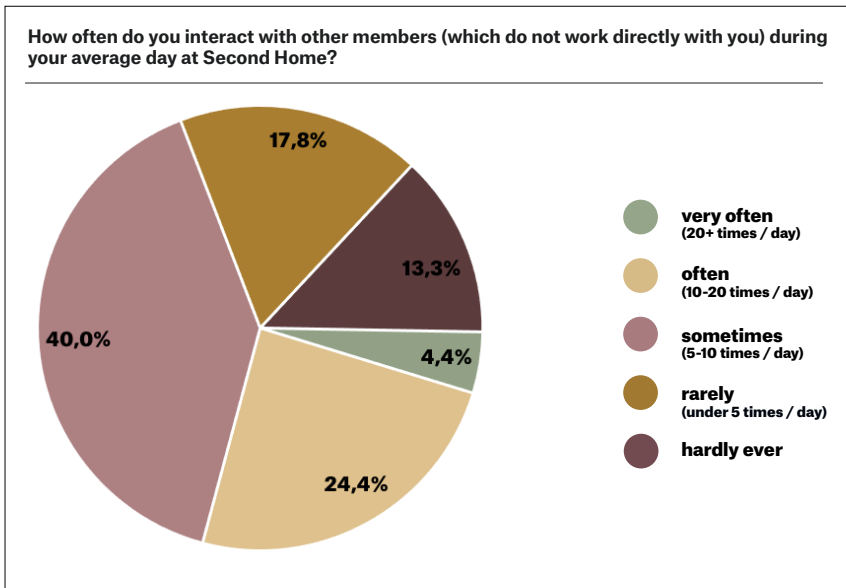
Other answers of respondents who said 'Maybe':

- *'All the potential to really become one.'*
- *'I'm not sure to be honest. It's a working community at the end of the day, but you can also make great friends there as I have also done.'*

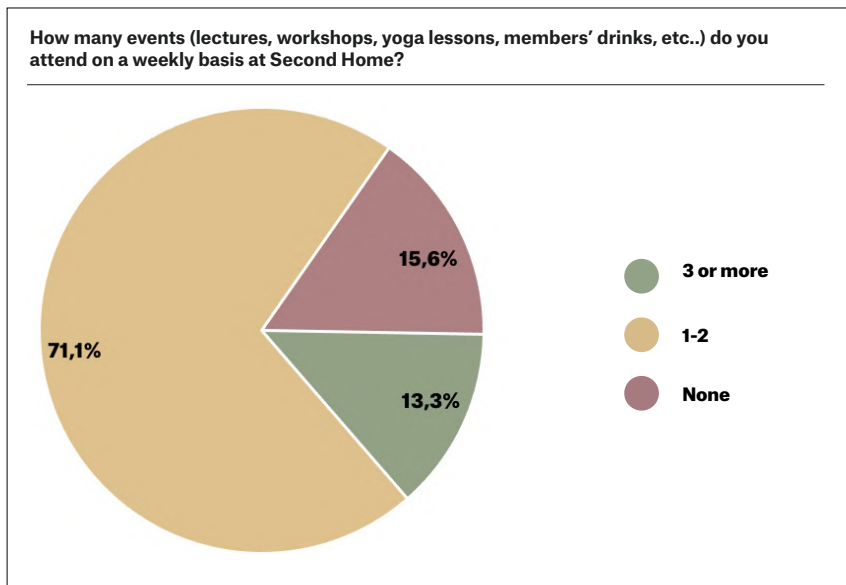
27. PRIVACY



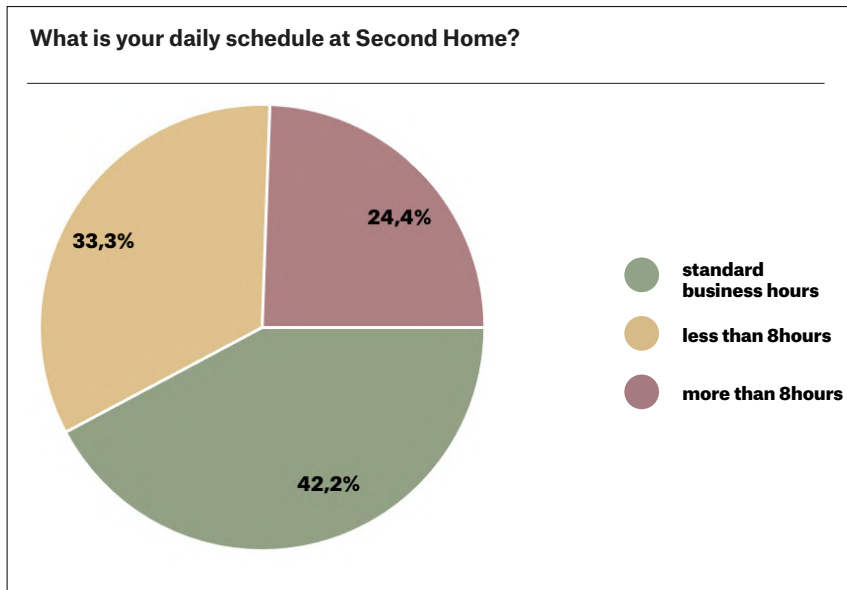
28. MEMBER INTERACTIONS



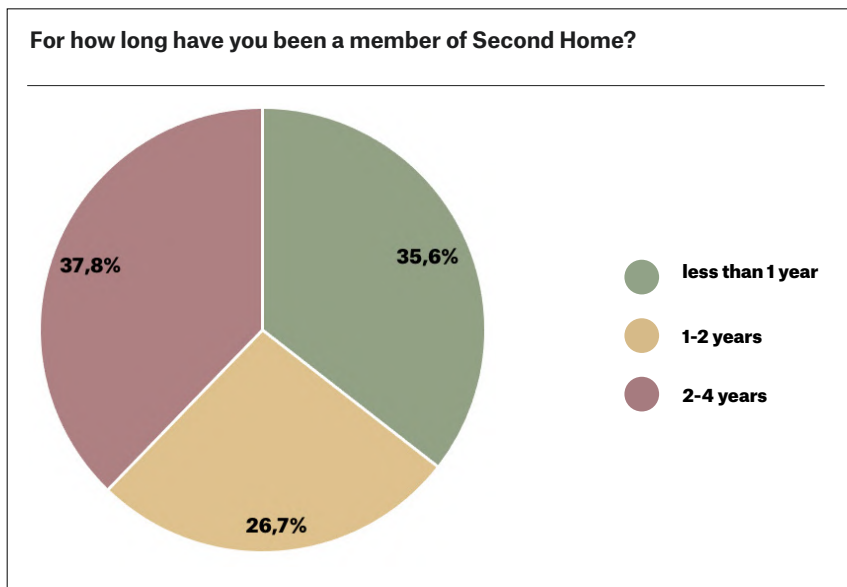
29. EVENTS



30. DAILY SCHEDULE



31. MEMBERSHIP DURATION



32. OTHER RELEVANT FEEDBACK

- *'It definitely leans towards designers, marketers and life coaches. It lacks a bit of the 'proper' professionals.'*
- *'Great place, great people who work there, great all around. The problem is the rising prices make it hard to justify, since the other cowork spaces are growing and the level is similar.'*
- *'The coffee meet-up was a great initiative - this is with who I've worked afterwards. So, supporting direct contacts with less intervenients is also good for people who work alone - as myself.'*
- *'The mix of nationalities works well, but the lack of variety of professions less so.'*
- *'I'm very thankful for the space, the networking and the cultural programs. Makes it easy to have a balanced life where you have a comfortable place to work and social life combined.'*

ANNEX F – INTERVIEW WITH LUCY CROOK

**General Manager of Second Home Lisbon
October 2020**

So, to start, I have a couple of questions which are a bit more technical, such as how many members you have, and what different nationalities you have...

Normally we have about 350 members, but with COVID, we had to cut off our capacity by about 60% percent.

And how many are roaming, resident and so on?

Do you want the numbers for normal times or in COVID?

In normal times but I guess also in COVID to have a comparison.

So, we used to have Mercedes with about 89 memberships and then another 124 residents. So that whole back area is 89 plus 124. I think roaming was also around 80-90, and then community was 50. With COVID we dropped it by 60%.

But also, Mercedes left. They left right at the beginning of COVID, right?

Yeah, yeah.

It would have been interesting to see the space that Mercedes occupied fill up with new residents, but I guess with COVID, this really didn't happen.

Yeah.

So, I wanted to ask like, how diverse do you think the membership is. Are there a lot of people from different countries? Do you see that there is a tendency for people to have the same job type or so?

I guess yeah. Last time we checked, and it stayed kind of stable the last few years, it's 50% Portuguese and 50% international. The number of different countries in that international group is around 23.

Ok, that's quite diverse.

Yeah, and I think part of second home's purpose and mission is to curate very diverse communities. So, we kind of market space our as such, I suppose. When people come, we're not just for tech or we're not just for start-ups, we're not just for finance. So, we try and have a really broad spectrum of different disciplines and backgrounds.

Ok, and what about the staff? Like how many people are currently working there?

We have a team probably of around 12 to 15 people most of time.

Ok, and how is the demographics of the team? Like, what do you look for when you hire someone to work for second home? Like how diverse is the team and their skills?

Well, they're pretty diverse. We're probably about 60-40 (%) male-female, ranging from 40's down to 20's, different sexual orientations, different races, different countries.

And really the main thing for me is often, I suppose the majority of our team are quite young. So, it's probably like one of their first or second jobs, for example, the reception team... And really, it's about the attitude and being consumer facing and kind of wanting to create a nice environment and space for people to come to work.

Ok, thank you. So, I have a couple more open questions. You probably have to answer this one a lot but what do you think distinguishes second home from other coworking spaces in Lisbon?

Well, we do a member survey twice a year and the thing that people always say, that always comes out top across all of our sites by about 60% is the design of the space. So, the architecture and the environment. I think that if you do a tour with someone, it's the first thing people will be like 'Wow', when they come in. And I think that if you go to most coworking spaces, they don't elicit that reaction.

So, I think designing really unique, stunning spaces to come in every day is a really important thing. The second thing we always talk about is our community. I think lots of coworking spaces talk about having a community, but actually, in reality, it doesn't always necessarily happen. But we put a lot of work and effort into trying to create that.

And then the other thing is the culture... We are obviously offering workspace, but we're also really proud of the cultural program that we curate, and I suppose we're quite ambitious with it. We're not looking to just do little meet-ups for the people in the city. We really try and network and get some of the greatest thought leaders in the world to come and share their ideas. We have that for our members, but we also make it public and it's free for everybody to come to. So, in terms of being like we always describe ourselves as a workspace and a cultural venue and we kind of see ourselves bridging those two worlds.

Ok. Well, this actually answers what I wanted to ask you next... A lot of the members who answered my survey, they believe that second home is a community. This really came across the answers. So, what I wanted to ask you was, like, how do you work towards building this community? How do you think the cultural program and the events program contribute to this notion of community? You kind of answered this already but a lot of coworking spaces, not in Portugal, but internationally, they seem to have a figure who is like the community manager, someone who tries to build up the community and get members to meet...But I was looking (in second home) and you don't seem to have this specific person, this job.

Iris would be that. We call her *Head of Memberships*. She does sales but she also was in charge of introducing people and getting to know everybody's businesses. G.M. (general manager) and A.G.M. (assistant general manager) to a certain extent also do that. And I think our reception team is always trained to get know everybody personally, and what everyone's working on. So really, we get information from like Kim in the café, who lets us know that someone is working on an interesting project.

Everybody in the team is, I guess, responsible for creating that community vibe and being friendly and making sure that there's a very human centric kind of approach, so it doesn't feel forced. I think we do it organically. (For example), if someone's at the bar and they're on their own and they're new, Kim would chat to them and tell them '*oh you should meet so and so*'. So, it's just in our DNA, I suppose. It's a bit like being a host at a dinner party, I always think.

Your job is really to help mix the pot and break the ice for people. So, we tend to do lots of social formats that do that, like our secret dinners or our wine club or run club. Obviously with the COVID we had to change some of the formats so now what we do is take people outside and do sport. Padel we started recently, and we have the surf club, which is really popular. It's a safe, organized, structured forum that's is not too forced.

So, like we've had a few people say that we should do networking nights, but a lot of people are a bit turned off by that because there's quite a lot of pressure. But if you go in a surf club and end up meeting 10 people or you go to a secret dinner, it's a lot more natural. And I think more genuine and more interesting things come out of that.

Yeah. I agree with that. It's also my perspective that is easier to connect with people on a more informal context than do proper networking like *'Hey, here I am, I'm an architect, this is my portfolio'*. And I think it works quite well like this.

So, something else, also a bit connected with this, is the idea of collaboration in coworking spaces, and something that I've understood also from reading interviews with Rohan Silva, is that you (second home) have the idea to spark creative collisions in the space and that members can collaborate with each other, also from Lisbon to London, like collaborate across locations. Do you think this actually happens a lot? Do you see people collaborating? How does it happen?

Yeah, definitely. It's interesting to see how different members utilize opportunities. So, certain members are really good at it. For example, S. from (company name omitted) is incredible at networking. So, like, she'll put herself out there and say, *'I'm going to London'*, and we'd say: *'Cool. You're going to London, let's put you touch with the community manager'*. And then she lines up meetings and gets two clients. Because she's that kind of person. If you're very very shy and reserved and you don't come and talk to us, collaborations don't just come out of thin air.

So I think it's quite an interesting one, which is like the environment is there for it to happen but you have to be the kind of person who's going to talk to me and say *'I need this'* or *'I want this'*, *'Help me with this!'*. And then we're here to really help that happen.

I mean, businesses are being built in second home, people meet other on secret dinners and might start businesses together. People have hired people from other companies that they've met. People hire my team all the time. I can't tell you the number of people who've been on reception who've ended up getting a job in one of our companies. We've had people doing business in between sights with clients like (company name omitted), a design agency, they've got clients from over in London... (company name omitted) were working with an American guy who was a client here, and just building his website for him at the moment... So, I think it happens all the time...

I think there's a stat over all... I'll have a little look on our website... I think it's something like nine out of ten members or 90% members have said that they've collaborated, or had a talk, or something has happened out of the back of second home. So, I think, yeah, much more so than if you were in your own private office. I think the opportunities are there, for people to connect much easier.

Yeah, I think so. But I agree that you kind of need to, you know, put some effort into it. I mean, you mentioned S., it's funny because she actually emailed me for a proposal and she's really that kind of person. She didn't know me that well, but she needed an architect and she asked me for a proposal. So, I think she really is that kind of person.

So, just a couple more questions, more about the current situation. How has second home been affected with the pandemic and lockdown? And how do you see the future of second home, but also coworking spaces, especially considering the current context of a possible financial crisis ahead of us. How do you think coworking spaces will adapt to this new reality?

So, basically, the biggest impact for us was having to cut our capacity because we needed to give everyone socially distanced seats. We did a lot of work and it was really important for us to be very strict on our health and safety because for one, we wanted everybody to feel safe coming into work, but two, we wanted to ensure everyone is safe, so that if anyone did get COVID, it is contained and it is not something that suddenly spreads around very quickly around the community. So, we've been really really strict with it.

We have cut our capacity by 60% so that in some areas where we would have a group of resident seats where 12 people would sit, we would maybe now have 3. So that's been a big impact obviously to our revenue and our business model, but for the moment, we just think that's the correct thing to do...To weather the storm as best as we can.

What we did during lockdown was that we reduced everybody's membership fees by 75%. And there were a few people who had businesses in stress and just couldn't carry on, so they left...But on the whole, we retained quite a lot of our members, which I think was a good thing. We're now pretty much at the capacity that we have, so we haven't got very many more seats to sell and we've got lots of demand.

I think what we found, especially across all of our cities, is that what people are looking for is more flexibility.

So, people want to come back to work. They don't want to work all the time at home, but maybe they want to work part time at work or part time at home, or maybe they've got a team of 10, but they don't all want to come into the office every day. And so, we're trying to build out new membership types that enable that kind of flexibility. In L.A., they've launched day passes, where you just pay to drop in for the day and in Lisbon, we've done a soft launch of day plus bundles, which is like 20 day passes that you use over the course of three months. So, you only pay for what you use.

And I think in the future it will become more of a kind of modular membership where you literally build your own. So, you might say, *'I want to have so many hours meeting rooms a month'* or *'I have a team of 30 people that we want a place to work two times a month'* or *'we want a place to do a Christmas party'*. You kind of bolt all these things on and that's your membership fee. That has a lot of systems building happening in it and tech that we need to get sorted. But that's kind of where we think it's going.

I think most likely lots of businesses around the world have just given up their offices altogether and have said people don't have to come back to work. But I actually feel very optimistic about coworking because I think people will want to come back and have another space to meet and to collaborate. And I think flexible working is basically the answer to that. And younger people especially really need to have a space to meet and to grow and to be inspired and learn. And everybody working from their dining room tables is not going to do that.

And I think because of the impact on mental health, people feeling isolated and people feeling anxious, it is not a good thing necessarily for everyone to be working at home full time. So my hope is that maybe by the middle of next year, things start to get a little bit more back to normal. And I think the opportunity is really, really there for flexible working.

OK. Actually, I think second home really dealt quite well with the lockdown, with the second homeworking. I think there were lots of initiatives, I mean, interesting lectures, podcasts, playlists... I think it was a really smart idea to actually keep people in touch. It was the first time that I actually went on slack channel. I didn't even know there was one. So, every day people were talking. I think it was a way to


make people feel connected even though they were away. So yeah, also great initiative.

So yeah, I think this is it. Most of my questions you've answered in some way, I guess.

When you're writing the dissertation and you'd like a stat or whatever just email us and I can always answer anything else, OK?


Thank you so much.

ANNEX G – COVID-19 NEWSLETTERS

 Rita Folgado <arf.ritafolgado@gmail.com>

COVID-19 UPDATE
2 mensagens

Second Home <ola.lisboa@secondhome.io> 5 de março de 2020 às 16:42
Responder a: ola.lisboa@secondhome.io
Para: arf.ritafolgado@gmail.com



Important News

[Coronavirus update](#)

[Keeping you safe at Second Home](#)

In light of the current Coronavirus situation, we want to speak to you all about responsibilities and procedures following best advice national health guidelines.

Please read on carefully - we need your cooperation to keep Second Home safe for everyone.

[Travel and symptoms](#)

[When to come into Second Home](#)

If you feel unwell, have a fever or a persistent cough, please call the national

health line Saúde 24 at 808 24 24 24. We are also asking that you stay home until symptoms have passed, to protect other members in the space.

If you or your team travel internationally, please do follow the guidelines below. If at any point any of your team becomes infected with the coronavirus, please notify the General Manager immediately, and copy in the Reception team.

Category 1 Risk

If you have travelled to any of the Category 1 Risk areas in the past month, you must follow advice and **self isolate** - and inform us immediately. **You must not come into any Second Home Workspace.**

Current Category 1 Risk Areas:

- China
- Iran
- Korea
- Italy

Category 2 Risk

If you have travelled to any of the Category 2 Risk areas in the past month, you must follow advice and **self isolate if you develop symptoms** - and inform us immediately. **You must not come into any Second Home Workspace if you develop symptoms.**

Current Category 2 Risk Areas:

- Cambodia
- Hong Kong
- Japan
- Laos
- Macau
- Malaysia
- Myanmar
- Singapore
- Taiwan
- Vietnam
- Thailand

[Hygiene](#)

[Keepin' it clean](#)

You must follow best advice on how to prevent catching and spreading the virus:

- Washing hands frequently with soap and water or sanitiser gel
- Catching coughs and sneezes and with disposable tissues and throwing away
- Catching coughs and sneezes in your arm (if no tissue is available).
- Avoiding close contact with people that are ill
- Avoiding touching eyes, nose or mouth where possible

[Cleaning at Second Home](#)

[Additional measures](#)

We have introduced additional deep cleaning measures to keep surfaces and meeting rooms regularly disinfected, including:

- Increasing the frequency of our cleaning
- Additional cleaning of high touch areas, i.e. door handles, taps, tea & coffee stations
- Adding some cleaning products with stronger sterilising agents into the cleaning schedule.
- Providing hand sanitiser across the site

[Helpful links](#)

[Advice from the experts](#)

[DGS general information about Coronavirus](#)

[WHO advice on basic protective measures against Coronavirus](#)

[WHO latest travel information and advice](#)

[NHS advice if you are worried you may have Coronavirus symptoms](#)

[NHS guidelines on self-isolation](#)




[Thank you for your help](#)

We will continue to keep you in the loop on everything we are doing, and send updates as things develop.

If you've got any questions - get in touch.

Team Second Home


[Email us](#)

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 Rita Folgado <arq.ritafolgado@gmail.com>

COVID-19 UPDATE #2
1 mensagem

Second Home <ola.lisboa@secondhome.io> 12 de março de 2020 às 16:03
 Responder a: ola.lisboa@secondhome.io
 Para: arq.ritafolgado@gmail.com



Important News

[Coronavirus update](#)

Keeping you safe at Second Home

In light of the current coronavirus (covid-19) situation and to continue to ensure a safe space for members, we have implemented additional measures and procedures since our last communication.

We are following best advice from the Portuguese government and national health guidelines, and will continue to follow closely all developments.

Please read on carefully - we need your cooperation to keep Second Home safe for everyone.

[Guests](#)

[Extending our policies](#)

We ask that you extend vigilance and ensure when you are receiving meetings at Second Home that all guests are complying with the travel policies we currently have in place, referring back to the email sent on Thursday 5 March.

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[Events & Social](#)

[Members only](#)

For the moment we are suspending public access to cultural and breakthrough programme events, and taking no further private hire bookings.

We will continue to run our usual wellness and social activities, including yoga, meditation, tea at three and **Friday night drinks but these will now be strictly for members only.**

Other small-scale member events will be reviewed on a case-by-case basis.

[Food & Beverages](#)

[All you have to do is ask](#)

As you may have already seen, we have removed mugs from the tea & coffee station in the main workspace, as well as cutlery and cups from the self-serviced station at the café.

If you need anything, please ask a member of staff at La Despensa and they'll be happy to help.


[Thank you for your help](#)

We will continue to keep you in the loop on everything we are doing, and send updates as things develop.

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 Rita Folgado <arq.ritafolgado@gmail.com>

COVID-19 Member Update
1 mensagem

Lucy at Second Home <lucy@secondhome.io> 15 de março de 2020 às 18:57
 Responder a: lucy@secondhome.io
 Para: arq.ritafolgado@gmail.com



Important News

[Coronavirus update](#)

A Note from your GM

As the Covid-19 situation unfolds, we are taking things day by day / hour by hour. Our priority is to ensure the safety of both members and our team, so we are closely following official recommendations from the Portuguese government.

TimeOut informed us on Friday evening they had decided to close the market until further notice.

Second Home will remain open next week (with temporary changes to our usual service) for anyone who needs to access the space – however, we are encouraging everyone to follow government recommendations to work from home and avoid contact with others wherever possible.

We know this is a challenging time for everyone as we all work out how to best tackle the challenges of reorganising the way we work, juggling childcare and getting to grips with the situation as it evolves. Even if we are not all seeing you personally every morning, know that we are working on how we can continue to support, advise and connect the community during this time.

More on this to come, but in the meantime if you need anything, let us know.



Our space

Keeping you safe

For anyone who does need to come into the space, we have introduced some further measures to maximise everyone's safety.

- Please respect 1m social distance with anyone else in the space.
- We will continue to deep clean, offer hand sanitiser and wipes.

A reminder, if you are returning from overseas, or are starting to feel unwell – do not come into the space and stay in isolation.

Our service

Temporary changes to our usual service

We will have reduced opening hours from Monday 16 March (if we receive any further instructions from the government or City Hall which effect these, we will let you know).

- 9am to 6pm on weekdays
- Closed on weekends
- La Despensa will be closed

The full team will be on email and phone for anything you need, but security will be on reception to minimise people in the space.

Cultural, Breakthrough & Wellness Programme

On hold

A change to our update on Thursday 12 March – we have suspended all our events, including cultural and breakthrough programmes, as well as all social and wellness activities for the moment.

Next week we will be working on plans to see how we can continue to offer our programme virtually – more on this to follow.

Thank you

We will continue to keep you up to date on everything we are doing and any changes.

If you've got any questions - get in touch.

Team Second Home

Email us

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 Gmail

Rita Folgado <arq.rtafolgado@gmail.com>

Important News: Temporary Closure

1 mensagem

18 de março de 2020 às 22:32

Lucy at Second Home <lucy@secondhome.io>
Responder a: lucy@secondhome.io
Para: arq.rtafolgado@gmail.com



State of emergency update

A Note from your GM

Hello everyone,

In light of the Portuguese government's declaration of a national state of emergency today, a temporary closure of Second Home Lisboa, will be effective from tomorrow Thursday 19 March.

We are awaiting the detailed measures that will be published tomorrow to understand exactly what this entails. You will be the first to know as soon as we have more news.

We will be in touch again in the next few days with some new ways to help you stay connected and healthy while working from home.

Our team is on hand for any questions or support you may need, the collective health and wellbeing of our community is at the forefront of our minds.

Anything you need, please just reach out.

Stay safe,



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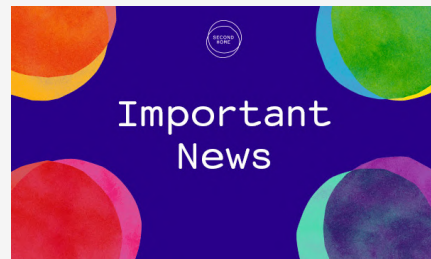
Rita Folgado <arq.ritafolgado@gmail.com>

Covid-19 Member Update

1 mensagem

Lucy at Second Home <lucy@secondhome.io>
Responder a: lucy@secondhome.io
Para: arq.ritafolgado@gmail.com

20 de março de 2020 às 19:08



A Note from your GM

Hello,

How is everyone doing?

It's been a crazy week, that's for sure.

We, like you have been working hard to respond to the rapidly evolving COVID-19 situation and what this means for us all over the coming weeks.

Whilst we needed to focus on the immediate measures to help contain the virus, we know the shockwaves to our business community and the wider economy are already being felt.

We know it's a worrying time for everyone and so I just wanted to drop you a

line to let you know we're working on how we can support everyone through this difficult period.

We need a couple more days to finalise the plan and will be in touch early next week to explain how this will affect your membership.

Thanks for your patience. Looking forward to when this is all over and we can enjoy a glass of wine at member drinks together again.

Stay safe and if you need anything, do let us know.



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Rita Folgado <arq.ritafolgado@gmail.com>

Support Independent and Local

1 mensagem

Second Homeworking <hello@secondhome.io>
Responder a: hello@secondhome.io
Para: arq.ritafolgado@gmail.com

20 de maio de 2020 às 14:02



Digital cultural, wellness and educational programming from Second Home

Support independent and local

It's no secret that Covid-19 is having long-term damaging impact on our independent and local businesses and organisations, many of which may have to close without all of our support.

Nothing is more important than community right now. There are plenty of ways you can support your favourites throughout this time and right now, from shopping small (online, of course), tuning in or donating to causes and fundraisers.

We've got three below that are close to our hearts.

Community Wednesdays



A Avó Veio Trabalhar x Second Home

For Lisbon's large elderly community, COVID-19 has only made existing challenges of isolation and loneliness worse.

A [Avó Veio Trabalhar](#) wants to fill the gap between generations, offering everyone a place where they can meet, discuss and learn from each other. They provide innovative services and products that bridge links within the community through craft.

They facilitate cross-generational collaborations between grannies and young designers to produce beautiful products and raise funds for activities for the elderly.

We're excited to be partnering with A Avó Veio Trabalhar to create the ultimate return to work Corona masks – launching next week.

[Learn More](#)



Estamos de quarentena mas é indiefrente

As the weather warms up, one of the things we're missing most are nights out dancing in Lisbon.

[Musical collective Indiefrente](#) are known for throwing the best parties all over town, so whilst we can't be on the dancefloor together – check out their programme of livestream events they are continuing through the month of May.

[Check out their Youtube channel](#)



#SaveLibreriaBookshop

If you've ever taken a work-cation to London, you may have had the opportunity to browse our bookshop Libreria in Spitalfields.

For those who have, you will know what a special place it is and how important it is to Second Home. It's been devastating closing the doors of Libreria – we really don't want it to be forever.

Watch this space as we'll be launching a #SaveLibreriaBookshop campaign very soon.

To help us cover the costs to stay open, you can order directly from our bookshop keeper Lloyd – we ship worldwide!

He can recommend some great lockdown reading, check if we've got your request in stock or order it in and get it delivered straight to your door.

[Speak to Lloyd](#)

Stay connected

We're sharing insight and advice on Slack every day – make sure you're signed up!

[Lisbon Slack](#)

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This Week: Stay connected with Slack & Second Homeworking

1 mensagem

Lucy at Second Home <lucy@secondhome.io>
Responder a: lucy@secondhome.io
Para: arf.ritafolgado@gmail.com

22 de março de 2020 às 18:02



A note from your GM

We hope you and your families are healthy and safe in this time of uncertainty and that you are managing to stay sane at home.

As we all get used to this new reality, we know one of the things everyone wants to understand are the new government support measures that have been introduced to help support workers and businesses. We'll be sharing more resources and hosting online sessions on this to help clarify any questions.

Myself and the team are here should you need anything.

Stay safe,



We're here

Member News

We're calling on all our community to come together in one place and making the most of our slack, so we can support each other through these unprecedented challenging times.

We created a covid-19 community support channel, specifically to share resources, advice, progress and learnings, as the situation unfolds. You can also share collaboration opportunities in Jobs & Skills.

Don't forget, our Community Manager Iris is here to help you access connections and advice.

Lisbon Slack

New digital cultural, wellness and educational programming.



Announcing Second Homeworking
Mon-Fri – Online

We're launching **Second Homeworking** this week – a daily programme designed to help you be creative, healthy and sane away from the office.

Delivered to your inbox every weekday at 9am.

Here's just some of what you can expect:

- Online meditation workshops
- Yoga, dance and bodyweight classes
- Cultural podcasts
- Isolation book club
- Breakthrough education classes
- Music playlists
- Cocktail and food recipes from our head chef

Your weekly programming:

Wellness Mondays

Step into the week with uplifting guidance, movement and recipes to keep you focused and productive.

Libreria Tuesdays

Enjoy a reading list curated by our bookshop Libreria, and join our online

book club – perfect for the stay at home vibe.

Community Wednesdays

Celebrating community spirit – find out ways you can stay connected to, involved with and supporting local initiatives, small businesses and community groups while you're wfh.

Breakthrough Thursdays

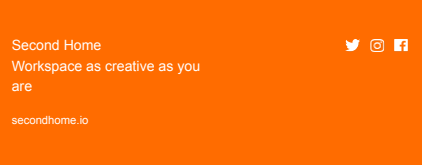
Tune in to our weekly masterclass session to equip you with the professional tools you need to navigate this tumultuous time.

Feel Good Fridays

When things are scary and tough - as we know they are - it can be hard to relax and look after yourself. We hope a little Friday fun helps provide some welcome comfort and distraction during this difficult period.

Check out [the programme on secondhome.io](#), and watch out for tomorrow's email!

Stay safe.



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Community & Planet Giveback

1 mensagem

Second Homeworking <hello@secondhome.io>
Responder a: hello@secondhome.io
Para: arq.ritafolgado@gmail.com

22 de abril de 2020 às 15:34



Digital cultural, wellness and educational programming from Second Home

Community and Planet Giveback

Today is International Earth Day 2020.

As we all dream about the outside world and the adventures ahead, it couldn't be more important to remember that we collectively need to protect our planet.

This week we want to shine a light on some businesses that are supporting their local communities during this crisis and supporting the global effort to look after our planet too.

Community Wednesdays



Too Good To Go – #WeCare

Closed restaurants and empty shelves at supermarkets has certainly made us value the food we can get hold of.

It is estimated that Portugal's food waste is more than 1 million tons per year – that's around 17% of the national food production. This waste occurs not only in the production and distribution process but mostly occurs at home.

Too Good To Go is a movement against food waste. Their brilliant app allows food partners to sell surplus food that is in perfect condition and offers consumers the opportunity to eat in a more conscious way.

As with most businesses, they've had to adapt their business model to meet the needs of society in light of COVID-19. Right now, they need to support their restaurant partners. #WeCare – together through local commerce, allows restaurants to sell take away options through the app.

You can support local businesses and the fight towards zero waste too! We know where we're ordering from.

Discover more about their mission



In this together...

Juntos Nisto is a group of young entrepreneurs who came together with a single objective – to create and sell a line of solidarity t-shirts in which all the profits go to the purchase of personal protective material, both for health workers and security forces, in the fight against COVID-19.

They're not only supporting this vital cause, they're also supporting local Portuguese jobs and businesses too. Materials, production, transport and logistics is all handled by Portuguese suppliers.

Sourcing from local suppliers and manufacturers is not only necessary to support the re-boost of our local economy after lockdown, it also significantly reduces carbon emissions and ocean pollution produced from international shipping.

To top it off... they're completely transparent about their costs too!

Get your t-shirt here!



COMVIDas – dignity for everyone

Sometimes it's hard to ask for help! And sometimes it's difficult to know how to help.

COMVIDas is a project that wants to support the elderly who are facing difficulties during this pandemic.

They identify the organisations that already support elderly people with needs and create help teams, through volunteers who sign up on their website.

This way, they allow volunteers to help in a safe and responsible way and promote greater comfort and the best possible quality of life for the elderly at this time, ensuring their dignity.

Volunteer now

Stay connected

We're sharing insight and advice on Slack every day – make sure you're signed up!

[Lisbon Slack](#)


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Gmail Rita Folgado <arq.ritafolgado@gmail.com>

◆ We're opening next Monday ◆
1 mensagem

Second Home <ola.lisboa@secondhome.io> 28 de maio de 2020 às 09:02
Responder a: ola.lisboa@secondhome.io
Para: arq.ritafolgado@gmail.com



Covid-19 Update

Re-opening our Lisbon workspace
See you soon (from an appropriate distance)

In line with the Portuguese Government's deconfinement strategy, our Lisbon Home will re-open from Monday 1st June.

We're closely following the Government and DGS advice and recommendations, with new social distancing, cleaning and access measures across our space to make sure Second Home is the safest working environment for you and your team.

On the below link, you will find all these changes in our Second Home Covid-Secure Guide.

Please read through before coming back in.

If you have any specific concerns or questions, [please do reach out to us](#) – we're here to help.

We'll continue to monitor and develop these measures over time as more advice is given, and will make sure you always have the latest version of the guide.


So whether you've spent lockdown perfecting your sourdough starter, working hard at home, or just looking after yourself, we'll be happy to see you.

So if you're ready, we are too.

See you soon (...from 2 metres)

[Covid-Secure Guidelines](#)

Masks - have you got yours?



Everyone must wear a mask or visor when they arrive at Second Home.
Once you're seated at your socially distanced desk, you won't have to wear it

whilst you work, but we ask everyone to wear them when they are moving around the space. This is to protect your fellow members and our team and we thank you for your cooperation.

We've partnered with [A Avó Veio Trabalhar](#) to create the ultimate back to work Corona masks.

Lovingly created by Lisbon grannies, they are hand painted, 100% cotton, double lined, have a pocket for a filter and are available in 2 models.

It's €9 per mask and all proceeds go towards supporting the grannies and tackling the challenges of isolation during these times. Place your order via info@fermenta.org and mention Second Home.

Opening Hours

9-5. Monday - Friday

Access outside of these times can be arranged by appointment through your GM, [Lucy](#)

Virtual is so 2020

Our educational, wellness and cultural events will continue to be online only as part of Second Homeworking.

You can sign up to the classes weekly and we're also looking into screening them (safely) in our Homes.

[See what's coming up](#)

Who's your friend?

For now, Second Home is open only to our Members to reduce risk.

We'll let you know when guests will be allowed back in, but in the meantime please stick to your favourite video conference system for external meetings.

Stay Safe

If you have any questions, at all, let us know.

And tell us if there's anything else we can do to help you get back to normal and back to your business – we're here to help.

See you soon

Team Second Home

[Speak to us](#)

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1 mensagem

Second Home <ola.lisboa@secondhome.io> 12 de março de 2020 às 16:03
Responder a: ola.lisboa@secondhome.io
Para: arq.ritafolgado@gmail.com



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1 mensagem

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