

MASTER

To increase the acceptance of renovations the Kolenkit as case study

Ferf Jentink, E.M.

Award date:
2015

[Link to publication](#)

Disclaimer

This document contains a student thesis (bachelor's or master's), as authored by a student at Eindhoven University of Technology. Student theses are made available in the TU/e repository upon obtaining the required degree. The grade received is not published on the document as presented in the repository. The required complexity or quality of research of student theses may vary by program, and the required minimum study period may vary in duration.

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain

TO INCREASE THE ACCEPTANCE OF RENOVATIONS

THE KOLENKIT AS CASE STUDY



Author: E.M. Ferf Jentink
ID-number: 0822712

Graduation Supervision Committee

Dr. A.R. Pereira Roders
Ir. L.C. Havinga
Ir. R.C. Verbruggen
Prof. dr. B.J.F. Colenbrander
Dr. ir. H.L. Schellen

TO INCREASE THE ACCEPTANCE OF RENOVATIONS

THE KOLENKIT AS CASE STUDY

Author: E.M. Ferf Jentink

ID-number: 0822712

27th of August of 2015

Graduation Supervision Committee:

Dr. A.R. Pereira Roders

Ir. L.C. Havinga

Ir. R.C. Verbruggen

Prof. dr. B.J.F. Colenbrander

Dr. ir. H.L. Schellen

Master Degree: Architecture, Building & Planning
Units: Architectural, Urban Design and Engineering (AUDE)
Department of the Built Environment
Eindhoven University of Technology

I. SUMMARY

I. INTRODUCTION

After World War II, the Netherlands experienced a chronic housing shortage. This situation made the creation of housing a priority in Dutch urban planning. Planning was characterized by large amounts of small dwellings with average facilities, mostly built as porch or gallery flats. Currently in the Netherlands, there is a move from city expansion towards urban renewal, and the focus of urban policies is shifting towards post-war neighbourhoods. The then built living quarters were initially regarded positively, but eventually changed into areas with physical and social problems, not meeting today's standards. Urban renewal attempts to prevent any further deterioration of these neighbourhoods. It is expected that citizen participation will facilitate the transformation of the current homogeneous housing stock, which became more and more detached from the wishes and needs of the users. This transformation aims to contribute to the process of improving the physical environment of the existing housing stock.

II. STATE OF THE ART

Since the last century, several steps have been identified among literature that aims to contribute to the body of knowledge and integration of citizen participation within urban renewal. Many of these studies focus on citizen participation as principles of democracy, the effects on social cohesion, the effectiveness and quality of plans, and the degree of acceptance of decision making processes. However, a smaller amount of these researches focus on methods to involve citizens in the design process. Also, many of these researches employ infill models, which allow the users to create their own homes by picking elements out of a design catalogue. There is a lack of methods, tools and assessments to achieve high degrees of citizen participation in the design process. Citizen participation is often seen as a time-consuming and intensive process. Yet, it is expected that the empowerment of citizens will increase. Therefore there is a need for further exploration, testing, and evaluation through case-by-case studies.

III. AIMS AND OBJECTIVES

The central question of this research is: How can the acceptance of renovations increase by having residents participate in the design process?

The primary goals of this research are: gaining insight into the characteristics of citizen participation, and gaining more understanding of methods used to involve citizens in participation processes. Additionally, the research focuses on how the influence of the involved tenants affects the housing stock, and if the design process leads to an increase of acceptance of renovations. Lastly, the research proposes recommendations on how to increase the acceptance of renovations through citizen participation. To answer the central research question, a number of sub-questions have been formulated.

IV. METHODOLOGY

This research uses three research methods. It starts with a systematic review of literature about the creation and the developments of the Kolenkitbuurt, and about the methods and forms of citizen participation. Simultaneously, the characteristics and the physical state of the building are researched. Secondly, a method is developed for the fieldwork, which aims to involve tenants in the design process. Prior to the design process (survey), the tenants' choices of intervention are collected and classified, so that their choices can later be evaluated. Subsequently, to align the apartments more with the tenants' wishes, new apartment designs are made together with the respective tenants. After the design process, the tenants' choices of intervention are collected once again. The results of the research are judged by the amount of impact of citizen participation on the cultural attributes, on the building's physical state, and on the willingness of the tenants to participate in the design process of their own apartments. Lastly, the conclusions and recommendations are described.

V. RESULTS

The negative background of the urban renewal process and the poor physical state of the building created a distrust among the participants against decision-makers and intervention possibilities. As a result, most residents have a withdrawn and distrustful attitude in the beginning of the process, and they also often have negative feelings towards renovation. Yet, this background also creates a starting point for involving residents in the process, and it stimulates them to think about their needs and aspirations, and how they would like to change their homes. Transparent communication with the tenants, about the process and objectives of the research, and showing them commitment, are the first steps of regaining their trust. During the design process, the participants gain a more open attitude, and some even get very enthusiastic upon noticing that their opinions are important. They realise how their homes can change to better suit their needs. But, when the residents have to make their choices of intervention after the design process, the open attitude they expressed in the participation process decreases and the negative thoughts of the urban renewal process are brought up again.

URBAN RENEWAL PROCESS

Because of the pre-process of urban renewal, the tenants hold a strong distrust against the policy makers and the building. This was caused by a lack of communication and the failure to fulfil the promises made by the policy makers. Furthermore, the poor state of the building leads to a mistrust among the tenants against possibilities of intervention.

NEIGHBOURHOOD

The tenants are very contented with the neighbourhood's cultural characteristics, such as accessibility, facilities, the spacious layout of the neighbourhood, the amount of light, and the rich vegetation.

TPOLOGY

For the tenants, the post-war aesthetic of their apartments are neither a reason to demolish or preserve them. The closed facade on the ground level only causes nuisance on the heads of the apartment blocks, where there is a lack of social control. The tenants want to keep the courtyard, but wish that it will be made accessible to them. A key of the entrance gate could provide this access. It is presumed that the removal of the fences will lead to more burglaries.

Building elements

Influence of the tenants can result in the preservation of cultural attributes, such as the closed front facade, the vertical strips of the facade, and the balconies. Also, the tenants indicate that their building is in a poor physical condition. The tenants want to see this condition improved, to make it more comparable with newly built apartments.

APARTMENT

The tenants wish to make changes to the layout of their apartments to bring it closer to their wishes. These interventions have consequences to the construction. The individual tenants have differing opinions on which interventions they think are necessary, but the tenants show consensus about the size of the kitchen. It is notable that the students set lower standards to their homes than the original tenants.

CHOICE OF INTERVENTION PRE-SURVEY

The students consider their apartments a temporary accommodation, while the original tenants consider their apartments a permanent residence. Therefore these two groups differ strongly in their choices of intervention regarding renovations. The motivations of the original tenants are mainly shaped by experiences in the pre-process. Among the students, the choices of intervention mainly refer to the physical state of the building. This results in the wish of all original tenants (50%) to leave the building to move to newly built apartments. 33% want the apartments to be renovated. 17% chooses for demolition and rebuilding. Additionally, 33% indicate a wish to participate in the design process, in case that becomes a possibility.

ATTITUDE

The students consider their apartments a temporary accommodation, while the original tenants consider their apartments a permanent residence. Therefore these two groups differ strongly in their choices of intervention regarding renovations. The motivations of the original tenants are mainly shaped by experiences in the pre-process. Among the students, the choices of intervention mainly refer to the physical state of the building. This results in the wish of all original tenants (50%) to leave the building to move to newly built apartments. 33% want the apartments to be renovated. 17% chooses for demolition and rebuilding. Additionally, 33% indicate a wish to participate in the design process, in case that becomes a possibility.

CHOICE OF INTERVENTION POST-SURVEY

After the survey, the choices of intervention of the original tenants appear to have been influenced more by the negative pre-process and the unfulfilled promises made by the policy makers, than by the tenants' potential influence on their apartments. Among the students, the trust in the building itself plays a much bigger part. This results in the wish of all of the original tenants (50%) to leave the buildings to move to newly built apartments. Despite the students' choices of intervention remaining at 33% being in favour of renovation and 17% being in favour of demolition and rebuilding, their choices of intervention did change compared to before the survey. One of the tenants living in the less flexible head apartment wanted to renovate the apartments prior to the survey, but chose demolition and rebuilding after the survey. This illustrates how the apartment's flexibility, and thus also the amount of influence a tenant can have, has a strong influence on the choice of intervention. Because of what the tenants experienced during the design process, 66% of them want to participate in a design process, if that becomes a possibility. This means an increase of 33%.

VI. CONCLUSION

The research neither confirms nor disproves the assertion that citizen participation contributes to the preservation of the cultural values. The tenants' choices of intervention are closely related to their trust in the decision-makers and the building. 17% of the tenants want to demolish the building, 33% want the apartments to be renovated, and 50% want to leave the apartments. However, the departure of tenants does not rule out the possibilities of intervention, and therefore neither contributes to the decay or preservation of historical heritage. To preserve the heritage, and to increase the acceptance of renovations, it is important to win the trust of the tenants in the decision-makers and the state of the building. This requires a flexible layout of the apartments. This flexibility causes citizen participation to contribute to the adjustment of existing housing stock towards the wishes of the current tenants, thereby improving the building's physical state, and realizing a (partial) merging of the apartments.

VII. RECOMMENDATIONS

Based on this research, a number of recommendations are given regarding the applied method and the criteria prior, during and after the participation process. Additionally, specific recommendations are given regarding the case study. To increase the acceptance of renovations by means of citizen participation, it is important to win the trust of the tenants. The attitude of the architect plays a big role in achieving that, and it asks for a more social approach.

TABLE OF CONTENTS

I. SUMMARY	5
I. INTRODUCTION	5
II. STATE OF THE ART	5
III. AIMS AND OBJECTIVES	5
IV. METHODOLOGY	6
V. RESULTS	6
VI. CONCLUSION	8
VII. RECOMMENDATIONS	8

TABLE OF CONTENTS

1 SCIENTIFIC DESCRIPTION	12
1.1 INTRODUCTION	12
1.2 PROBLEM DESCRIPTION / BACKGROUND	12
1.3 STATE OF THE ART	13
1.4 AIMS AND OBJECTIVES	14
1.5 METHODOLOGY	15
1.6 READING GUIDE	15
2 CASE STUDY	17
2.1 BACKGROUND	17
3 CITIZEN PARTICIPATION	22
3.1 BACKGROUND	22
3.2 DEFINITION	22
3.3 MOTIVES	23
3.3.1 DEMOCRACY	23
3.3.2 DEMOCRACY	24
3.3.3 EFFECTIVENESS OF DECISION MAKING PROCESSES	24
3.3.4 QUALITY OF NEW PLANS	24
3.3.5 ACCEPTANCE OF DECISION MAKING PROCESSES	25
3.3.6 MOTIVES TO REJECT CITIZEN PARTICIPATION	25
3.4 DEGREES AND FORMS	26
3.4.1 DEGREES OF CITIZEN PARTICIPATION	26
3.4.2 FORMS OF CITIZEN PARTICIPATION	28
3.5 CONDITIONS	30
3.5.1 CONDITIONS PRE-PARTICIPATION PROCESSES	30
3.5.2 CONDITIONS DURING PARTICIPATION PROCESSES	31
3.5.3 CONDITIONS POST-PARTICIPATION PROCESSES	32
4 METHODOLOGY	33
5 RESULTS	36
5.1 URBAN RENEWAL PROCESS	36

5.2	NEIGHBOURHOOD	37
5.3	TPOLOGY	38
5.4	BUILDING ELEMENTS	40
5.5	APARTMENT	41
5.6	INTERVENTION CHOICE PRE-SURVEY	45
5.7	ATTITUDE SURVEY	45
5.8	INTERVENTION CHOICE POST-SURVEY	46
5.9	DESIGN CRITERIA	48
6	DISCUSSION	49
6.1	THE LIVING ENVIRONMENT IN RELATION TO THE CULTURAL SIGNIFICANCE	49
6.2	IMPACT ON THE PHYSICAL STATE OF THE BUILDING	51
6.3	IMPACT ON THE ACCEPTANCE	52
6.4	REFLECTION ON THE METHODOLOGY	54
7	CONCLUSIONS AND RECOMMENDATIONS	60
7.1	CONCLUSIONS	60
7.2	RECOMMENDATIONS	62
8	REFERENCES	66
	APPENDIX	67+

To increase the acceptance of renovations /Kolenkit neighbourhood

1 SCIENTIFIC DESCRIPTION

1.1 INTRODUCTION

This introduction chapter describes the developments of post-war neighbourhoods in the Netherlands, and it describes the current developments in urban renewal.

Since the sixties the meaning of citizen participation has branched into a variety of definitions, making it quite an intangible concept. Today the empowerment of citizens on decision-making processes and on the design level is gaining interest. This requires a change of attitude amongst professionals and other involved actors, and it calls for a more interactive approach. Today's situation still lacks the methods, tools and assessment for achieving high degrees of citizen involvement in the design process.

A great amount of literature has been written on the levels of citizen participation in decision-making processes. The majority of researches focused on the principles of democracy, the effects on social cohesion, the effectiveness and quality of plans, and on the degree of acceptance of decision-making processes. Less often there was a focus on the residents' influence on the design process, and hardly ever on the co-production of a design.

Citizen participation is often considered a time-consuming and intensive process. Yet the empowerment of citizens is expected to increase. Therefore this topic needs further exploration. To do so, this paper's structure is laid out as follows. It starts with background information about post-war neighbourhoods. Then follows the problem description, including information about the state of the art of citizen participation, as well as the aims of the paper. Subsequently, the case study is introduced. Then the evolution of theory of citizen participation is described, after which the methodology is presented, including a discussion on its advantages and disadvantages. The paper concludes with the relevance of the method in increasing the acceptance for renovations amongst residents, as well as on its contribution in the increase of vertical cohesion.

1.2 PROBLEM DESCRIPTION / BACKGROUND

Between 1945 and 1975, after the Second World War, creating homes was a priority for many Western European governments (Wassenberg, 2011; Dekker & Van Kempen, 2004). Chronic housing shortage caused many urban policies to be dominated by a vision of creating new homes (Wassenberg, 2011). During these decades many large scale housing estates were built and evaluated positively (Dekker & Van Kempen, 2004). The expansion plans aimed outside of the urban area, and were mostly hierarchically structured (Blom, Jansen, & Heide, 2004).

The expansion plan's large scale and ordered approach are often compared with the Dutch landscape. The expansions are characterized by straight, rectangular allotment patterns, in which high and low elements are employed to highlight the segmentation of the whole. This forms an orthogonal grid in which a lot of attention goes out to light, space and green areas, to so form a counterpart to the high density of inner cities (Blom, 2013a). The green areas in these early post-war neighbourhoods generally form the heart of the plan (Agricola, Ouwehand, & Velde, 1997). The building stock of the Dutch early post-war neighbourhoods are characterized by the large amount of small dwellings with average facilities. In the large Dutch cities these housing estates were mostly built as porch or gallery flats (Agricola, Ouwehand, & Velde, 1997). Unfortunately, these housing

estates have transformed into problematic and unattractive areas, according to many studies (eg. Power & Tunstall, 1995; Hall, 1997; Power, 1997; Evans, 1998; Taylor, 1998; Musterd et al., 1999; Andersen, 2001 in Dekker & Kempen, 2004). It is concluded that these housing estates share a common set of negative points. Common phenomena in post-war neighbourhoods are social problems, substantial amounts of deteriorating dwellings, the separation of functions as a cause of unsafe spots, and conflicts about the maintenance of public space (Dekker & Van Kempen, 2004).

The Netherlands is currently in the process of converting its city expansion into urban renewal, and the focus of urban policies is shifting to post-war neighbourhoods. Housing estates of Dutch post-war neighbourhoods suffer from an increase of problems (Dekker & Bolt, 2005). According to the Dutch government these problems are related to the homogeneous social structure of these neighbourhoods (Beckhoven & Kempen, 2010). Through urban renewal, decision makers try to prevent the further deterioration. It must be stressed that restructuring should not only involve social problems, but also the quality of the housing stock. "The ultimate goal of urban restructuring is not social cohesion, but to restructure the physical environment in order to contribute to the social and economic vitality of the city as a whole" (Beckhoven, and Kempen, 2010, p. 871).

1.3 STATE OF THE ART

Since the last century, several steps have been identified among literature that aimed to contribute to the knowledge and integration of citizen participation within urban renewal. However, many of these studies focused on citizen participation in decision making processes, less on the influence residents can have on the design process, and hardly ever on co-producing designs.

John Habraken (1982) defined participation as 'the relationship between the world of professionals and the world of users'. He opened the debate of the changing traditional top-down attitude of the architect. Today's architects can and should use of the experience and knowledge from other experts as well as from the users. This new role goes beyond traditional design models, and needs to be re-defined (Habraken, 1986).

European urban renewal programmes and urban policies show a common shift 'from government to governance'. A growing use of integrative approaches, and a focus on citizen participation seem to be important conditions for successful urban renewal. But to succeed with this new approach, enough time and commitment has to be put in by all the involved participants. Enough knowledge has to be gained about new attitudes, organisations, laws and regulations. Despite all these potential hurdles, the Commission of the European Communities concluded that design should become an integral part of European innovation policy, encouraging user-driven design. By taking the users' needs, aspirations and abilities as starting points and focus points in the design process, solid solutions can be created for the social environment, as well as the users' needs (Thor Andersen & Van Kempen, 2003; EU (Commission of) Communities, 2009; Wassenberg, 2007).

A great amount of literature about citizen participation has been written to give a theoretical framework for professionals in decision-making processes. Often explored are the motives to either choose or to reject the involvement of citizens. Motives can be based on the principles of democracy, to increase the social cohesion of a neighbourhood, to improve the effectiveness of a plan, to improve the quality of plans, and lastly to increase the acceptance of decisions. Equally explored are different forms, degrees and limitations of citizen participation which form a guideline for professionals in determining the best method of involving citizens in decision making processes (Arnstein, 1996; Edelenbos, 2000; Edelenbos & Monnikhof, 2001; Loyens & Van de Walle, 2006; Pröpper & Steenbeek, 1999; Wassenberg, 2007).

Less researched is the involvement of citizens in the design process. In the 1960s a method was developed with the intention to involve citizens in the design process. This method allows residents to make their own design by selecting and arranging designer-made elements from a catalogue. Yet the users' influence on the design stays limited (Arnstein, 1996; Loyens & Van de Walle, 2006; Lekkerkerker & De Vries, 2012; Van Marringing, 2008).

Unfortunately, research that has been done on best practices whereby citizens were involved in the design process, are often hard to examine afterwards. The initially formulated targets were not adequately monitoring during the process (Wassenberg, 2007).

However, the need for user involvement in the design process is increasing, and it is expected to contribute to A) the improvement of the technical status of building, B) solutions regarding the transformation of the homogeneous existing housing stock, and C) the increase of acceptance of renovations. But user-driven design and co-producing methods needs further exploration, tests, and evaluations through case-by-case studies (Carp, 1986, Sanoff, 2003).

1.4 AIMS AND OBJECTIVES

Research stresses the need to explore the influence of user-driven design in improving the physical environment. The aim of this research is to improve the physical environment of the existing housing stock by raising the acceptance for renovation among residents, by involving the user in the design process. This research will gain more insight into the characteristics of citizen participation, and how citizen participation can be applied.

Research description

This research aims to answer to the following question: *Can the acceptance of renovations increase by having residents participate in the design process?*

Sub question 1: What is the influence on the living environment in relation to the cultural significance?

Sub question 2: What is the influence on the physical state of the building?

Sub question 3: What is the influence on the acceptance?

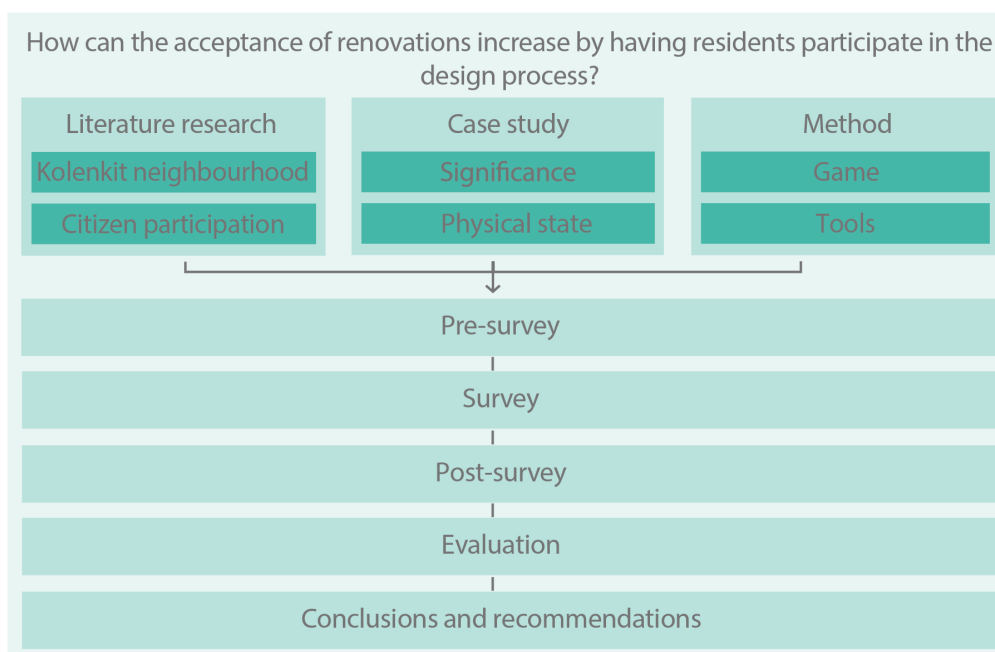
Research questions

1. What is the cultural significance of the Kolenkit neighbourhood?
 - 1.1 How did the Kolenkit neighbourhood develop?
 - 1.2 Which recent renovation plans have been developed for the Zuiderijkveld area of the Kolenkit neighbourhood, and what is the impact on the cultural significance?
2. What kinds of citizen participation exist within urban renewal?
 - 2.1 What are their definitions?
 - 2.2 Which aims exist?
 - 2.3 Which levels and forms exist?
 - 2.4 What are their conditions?
3. How can citizen participation be applied?
4. How can citizen participation increase the acceptance of renovations?

1.5 METHODOLOGY

This research uses three research methods. It starts with a systematic review of literature about the creation and the developments of the Kolenkitbuurt, and about the methods and forms of citizen participation. Simultaneously, the characteristics and the physical state of the building are researched. Secondly, a method is developed for the fieldwork, which aims to involve tenants in the design process. Prior to the design process (survey), the tenants' choices of intervention are collected and classified, so that their choices can later be evaluated. Subsequently, to align the apartments more with the tenants' wishes, new apartment designs are made together with the respective tenants. After the design process, the tenants' choices of intervention are collected once again. The results of the research are judged by the amount of impact of citizen participation on the cultural attributes, on the building's physical state, and on the willingness of the tenants to participate in the design process of their own apartments. Lastly, the conclusions and recommendations are described.)

Table 1.1: Methodology



1.6 READING GUIDE

The second chapter describes the background information about the creation and developments of the Kolenkit neighbourhood. It also describes the recent urban renewal plans. The third chapter focuses on the theory of citizen participation. The fourth chapter presented the methodology, followed by the results in the fifth chapter. The results lead to a discussion on its advantages and disadvantages in the sixth chapter. The paper concludes on the impact of citizen participation on the cultural significance, the physical state of a building, and on the acceptance for renovations and how to increase the acceptance, followed by recommendations in the seventh and last chapter.

2 CASE STUDY

This chapter will introduce the case study. First the development of the Kolenkit neighbourhood will be explained. Then the recent urban renewal plans follow.



Figure 2.1: Amsterdam (Personal source)

2.1 BACKGROUND

The Kolenkit neighbourhood is situated in the most northern part of Amsterdam West, between the motorway A10 and the Ringspoordijk. The neighbourhood is a part of the Bos en Lommer plan, as this was the first development plan of Van Eesteren's General Extension Plan from 1935. The extension plan is characterized by rectangular allotment patterns, which allow more natural daylight to fall into the apartments. However, The Second World War put a halt to these plans. The definitive plan for the Kolenkit neighbourhood was eventually developed in 1950. The plan consisted of 2,150 cheap apartments for families with children. To keep the rents low, 90% of the housing stock was developed by 7 housing associations and the municipality. 10% became private property. It was expected that many families with children would be housed in the neighbourhood, therefore the plan had a strong focus on facilities like schools, churches, shops, parks, public transport and playgrounds. The housing associations chose their own architects to develop the apartments. However, their freedom of design choices were very limited due to the municipality's prior-made regulations. The criteria for the apartments were described in detail, and the materials required to get a subsidy were specified. The architectural style was characterized by a lack of decoration. This was a result of post-war architecture, which was based on speedy building and low budgets (Teijmant & Sorgedragger, 2008).

The apartments' dimensions were standardized. This was also the case with the apartments' layouts, which were developed by the municipality's 'Gemeentelijke Woningdienst'. Exceptions were only allowed on very rare occasions. Despite the strict regulations, the architects tried to give the apartments their individual characteristics. One of the reasons for this was to help the children find back their homes' streets and front doors. Besides that, facilities were built within the apartments to make the lives of the tenants easier. This included for example a balcony attached to the kitchen, and a storage room on the ground floor for parking baby strollers and bicycles (Teijmant & Sorgedragger, 2008).

KOLENKIT NEIGHBOURHOOD SOUTH

The Bos en Lommerweg divides the Kolenkit neighbourhood in a southern and a northern part. In the southern part, also called 'Zuidelijk Veld', 724 apartments were built by the two housing associations Algemene and Patrimonium. There were hardly any facilities planned for this neighbourhood, just 8 neighbourhood shops and 2 schools with playgrounds of which one school was never built. A school was built on the Ernest Staesplein, but it moved to the northern part of the Kolenkit neighbourhood in 1983. The former school building started to house a boxing school and a mosque. Housing association Algemene, currently better known as the Amsterdamse Woningbouwvereniging (AWV), built 6 blocks of 272 apartments and 4 shops in the east part of the southern Zuidelijk Veld. In its western part, housing association Patrimonium built 8 blocks with a total of 380 social housing apartments for rental, and 4 shops. 4 of these housing blocks lead to the Ernest Staessplein and were designed by architect Jac Bot (1982-1956) (Teijmant & Sorgedraeger, 2008).

The increase of prosperity in the 1970's caused a change in the demographics. Dutch families moved away and immigrant families came to live in the Kolenkit neighbourhood. In 1985, the ratio of immigrant families increased to 85%, which remained approximately so until 2008 (Kolenkitbuurt, 2008). In 2009, the Kolenkit neighbourhood was declared the worst neighbourhood of The Netherlands (Heer, 2012; Gemeente Amsterdam, 2011). The tenants were discontented with their living environment and their apartments. They also didn't feel safe, and they experienced a lot of loitering, criminality and noise disturbance. Many of the neighbourhood's youngsters dropped out of school, and the incomes were relatively low (Teijmant & Sorgedraeger, 2008).

KOLENKIT NEIGHBOURHOOD ZUIDELIJK VELD

After a number of housing associations fused together, most of the apartments of the Kolenkit neighbourhood became property of 'Far West' in 2000. This housing association was established to start the urban renewal of Amsterdam West. The dated apartments, not meeting the contemporary requirements, would for the greatest part be demolished and rebuilt. Continuously, in 2003 an urban renewal plan for Kolenkit Zuidelijk Veld was developed. This area lies enclosed between the Ringweg A10 and the Ringspoordijk. It borders the Erasmusgracht and the Bos en Lommerweg. According to the plans, 703 apartments would be demolished and replaced by newly built apartments before the end of 2012 (Teijmant & Sorgedraeger, 2008). However, the emerging economic crisis of 2008 caused a partial change of plans (Gemeente Amsterdam, 2011). The plans for demolition and rebuilding on the west side of the Blauwvoetstraat were executed. Contrary to that, the plans to demolish the apartments on the east side of the Blauwvoetstraat were halted. This caused the apartments designed by Jac Bot, leading to the Ernest Staessplein, to be preserved. In April 2015 the housing associations and the municipality decided to change the plans to demolish these apartments into plans for renovation (W. Steen van, E. Abebe, Rochdale, personal communication, 23 April 2015; tenants, personal communication, 4 - 29 May, 2015).



Figure 2.2: Kolenkit Neighbourhood Zuidelijk Veld
(Personal source)

- Buildings
- Greenery
- Water
- Playground
- Square
- Case study

CURRENT URBAN RENEWAL PROCESS

Since the halt of the plans in 2008, the tenants have been insufficiently informed about the progress, leaving them in great uncertainty, and with apartments that were poorly maintained. In April 2015 the tenants were informed that the plans for demolition and rebuilding had been changed into plans for renovation. Also in April, around the time of the residents' meeting, the housing association and the municipality were still in the early stages of writing the new plans. Because of the tenants' long lasting uncertainty it was decided to inform the tenants in an early stage (Tenants, personal communication, 4 - 29 May, 2015). Therefore a residents' meeting was planned on April 23rd, in which the renewed plans for September 2015 were presented. After this meeting the tenants got the opportunity to ask questions. Because the process of writing the plans was still in such an early stage, the housing association could not give the tenants satisfying answers to their questions about the renovation activities. As a result, many tenants remain uncertain about for example:

- The time frame in which the renovation activities will take place
- The planning

- The amount of nuisance
- Financial matters (increase of rent after the renovation, relocation allowance) (Tenants, personal communication, 4 - 29 May, 2015)

In the period between 2003 and 2015 many of the original tenants moved as a result of the urban renewal plans. The empty apartments were subsequently rented out, either as temporary (anti-kraak) housing via housing association Rochdale, or to students with a campus contract through housing association DUWO. During the residents' meeting of April 23rd, the students of housing association Rochdale received the opportunity to either hold on to their campus contract with DUWO until 2017, or to use one of the possibilities to move to another student housing. The latter option offered the choice between a student room in the Elsevier building in Bos en Lommer, or a room in the Spinoza campus in Amsterdam South-East. These options were however not specified in further detail, making it impossible for the housing association to answer all of the students' questions. The following matters remained unknown to the students, making it impossible for them to compare their possible choices:

- Location Elsevier building and Spinoza Campus
- Rental price (Elsevier building and Spinoza Campus)
- The size of the rooms in square meters (Elsevier building and Spinoza Campus)
- Further specifications (Elsevier building and Spinoza Campus)
- The rights of the students as specified in the campus contract (E. Abebe, Rochdale, personal communication, 23 April 2015; tenants, personal communication, 4 - 29 May, 2015).

Because of the partial halting of the demolition plans, and because of the forthcoming renovations of a part of the apartments, a part of the neighbourhood's cultural significance can be preserved. The apartments' cultural significant attributes are shown in Table 2.3.

Table 2.3: Cultural attributes

CULTURAL ATTRIBUTES

NEIGHBOURHOOD	TPOLOGY	BUILDING ELEMENTS	APARTMENT
Urban structure Allotment patterns Strips Accessibility Facilities Greenery Light Spacious	Porch flat Closed ground facade Storage Courtyard Shop	Vertical masonry strips Balconies	Layout Built-in cabinets



Figure 2.4: Case study – Blauwvoetstraat (Personal source)

This research will focus on the building block and the tenants of Blauwvoetstraat 2-16 and Ernest Staesstraat 45 of the Kolenkit Zuidelijk Veld neighbourhood.

3 CITIZEN PARTICIPATION

To get a better understanding of the terminology 'citizen participation', and how this can be applied, will be discussed in the first paragraph. The paragraph describes the arise and the development of citizen participation. In the second paragraph, various motives are put forward to choose or to reject citizen participation. The third paragraph, describes various levels and degrees of citizen participation. The fourth paragraph highlights which frameworks and conditions must be established in order to achieve a successful participation process.

3.1 BACKGROUND

In the Netherlands, the first kind of citizen participation in decision-making processes emerged in the 50s. Mostly on the level of 'consultation' (see explanation p.27). While the profound democratization processes characterize the 60s and 70s, when citizens wished to have a greater say about the content and implementation of policies (Engbersen 2004; Nelissen 1980; Van der Ham & Van der Meij, 1974 in Van Marissing, 2008). Citizen participation then mainly existed through meetings and discussions.

"Participation of the governed in their government is, in theory, the cornerstone of democracy" (Arnstein 1969, p. 216).

Since the 80s, the attitude towards citizen participation has shifted. Due to long procedures and many appeals, municipalities came to the insight that a clear role needed to be assigned to residents in decision-making processes. As a response to this phenomenon, project groups of residents were established as being the residents' representatives (Tilman, 2003). In the 90s, the attitude of decision-makers started to show a more flexible and open attitude towards residents. Decision-makers and residents started to work together as each other's equals (WWR, 2012 p. 51; Edelenbos, 2000, p.18 & 79). Nowadays, residents are considered to be a group of people that can bring significant benefits and new insights to processes. Some researchers state that citizen participation is a way to prevent the delay of processes, and a source to gather specific knowledge. Moreover, the government also emphasises the importance of increasing the influence of residents on their living environment and their dwelling, as described in the note of Major Cities (Grotestedenbeleid) 'Mensen, Wensen, Wonen' from 2000 (Tilman, 2003 and Dekker, 2006). This policy has contributed to the interactive process of citizen participation and has made it possible that nowadays specific expertise of citizens is being taken more seriously (Van Marissing & Monnikhof, 2001).

3.2 DEFINITION

In literature, the terminology 'participation' often occurs. But the word participation knows many prepositions and has many meanings. This makes the word participation *"difficult to define and relates to various spheres"* according to Blanc en Beaumont (2005, p.412, in Van Marissing, 2008 p. 34).

In the Netherlands the terminology 'burgerparticipatie' or 'bewonersparticipatie' is mostly used to identify the participation of the citizens in policy processes. Arnstein is a researcher who has been frequently cited describes citizen participation as a general term for the power of citizens. Because the terminology 'citizen participation' knows many meanings, there are also many different definitions. For example, Van Marissing describes citizen participation as: *"Involvement of residents in urban restructuring processes or in other processes or cooperation that affect the neighbourhood"* (Van Marissing, 2005 p.3). While Pateman (1970 p. 67) uses the definition: *"{...} participation consists basically in creating opportunities under suitable conditions for people to influence decisions affecting them. That influence can vary from a little to a lot ... [participation] is a special case of delegation in*

which the subordinate gains greater control, great freedom of choice, with respect to his own responsibilities. The term participation is usually applied to the subordinate's greater influence over matters within the superior's responsibilities..." (in Van Beveren, 2014 p.50). Van Beveren argues that the definition is depended on three variables, namely; the subject, the field and the actors. He describes citizen participation in urban renewal as the contribution of residents and their potential to influence decision-making processes on urban renewal of a defined area in general and on urban renewal plans in particular (Van Beveren, 2014 p. 51).

Although many studies define different definitions to the term citizen participation, there are also some similarities. All the above definitions state that residents need to have, to some extent, influence on the decision-making process, and that these influences need to have an effect on final decisions. In general, the term 'participation' is used when residents are involved in policy processes. When the topic is related to the spatial unit at neighbourhood or district level, the terminology 'citizen participation' is often being used. Spatially this involves participation on district or neighbourhood level (Van Marissing, 2008).

For this research the definition of Van Beveren seems to be the most applicable to the context of this study, because he talks about the contribution and influence of residents of a defined area.

Definition: "Participation of residents in urban renewal is their contribution and potential influence in the decision making process in urban renewal of a defined area in general and to urban renewal plans in particular."

(Van Beveren, 2014 p. 51)

Figure 3.1: Definition (Van Beveren, 2014 p.51)

3.3 MOTIVES

The methods to determine to what extent residents can participate in processes are still in the hands of professionals, according to Van Marissing (2005). However, residents can also take the lead by launching initiatives themselves (Burby, 2003 in Van Marissing, 2008). Different objectives may lead whether to choose or to reject citizen participation.

Motives for citizen participation

The motives for citizen participation can be classified into the following categories:

- Principles of democracy
- Increase social cohesion
- Effectiveness of decision making processes
- Improve the quality of new plans
- Increase the acceptance

3.3.1 DEMOCRACY

In the fifties, the first motives for citizen participation arose from the principles of democracy. The basic principles of a democracy lie in the fact that the citizens wanted to have say in decision-making processes. Moreover, in the Dutch society there is a comprehensive cultural attitude of cooperation and consultation. Citizens want to influence decision-making processes on its content and its procedures (Edelenbos, 2000). Listening to the input of the residents and to empower citizens can

enhance local democracy (Font, 2003; Friedmann, 1992 in Van Marissing, 2008 p.35). According to Pröpper, not only the government is responsible for the development and implementation of policies, but other parties also must take their responsibilities (Pröpper, 1998 in Edelenbos, 2000). Continuously, Lekkerkerker and De Vries (2012) noticed an increase of commitment among citizens who want to be involved in developments that take place in their environment.

“In a participatory democracy, collective decision-making is highly decentralized throughout all sectors of society, so that all individuals learn participatory skills and can effectively participate in various ways in the making of all decisions that affect them. Particularly crucial in this conception of participatory democracy is the insistence that full democratization of decision making within all local and private organizations is a necessary prerequisite for political democracy at the national level.” (Sanoff, 2003 p.62)

3.3.2 DEMOCRACY

The increase of social cohesion is a second motive for citizen participation. Social cohesion is a many-researched field of citizen participation (Geddes 1998b; Morrison 2003; Ministry of the Interior 2004; Healey 1998 in Van Marissing, 2008 p.35; Van Marissing, 2008; Van Kempen & Bolt, 2009; Baker & Dekker, 2011) and knows many definitions. Because of the broad research field of social cohesion, only a few aspects that are of importance to create acceptance for renovation among residents will be highlighted.

This research uses the definition of social cohesion as the internal binding power of a social system (a family, a group, an organization, a university, a city, or a society as a whole) (Schuyt, 1997 p.18 in Van Marissing, 2008 p.42).

Social cohesion can take place at different levels. Van Marissing distinguishes three dimensions, namely: horizontal cohesion, vertical cohesion and institutional cohesion. The first dimension of social cohesion stands for cohesion between residents among themselves. Research shows that residents who participate in processes gain more social contacts in the neighbourhood. Through social contacts the solidarity increases, which contributes to the feelings of belonging to the residents' environment. In addition, citizen participation increases social control in the neighbourhood, which increases the feeling of safety. The second dimension represents the social cohesion between residents, policy makers, professionals and other actors. Trust between residents and decision-makers can increase when decision-makers listen to the wishes and the needs of residents (Van Marissing, 2008). A transparent attitude and transparent communication are essential to make citizen participation a success. In advance, it has to be clear when, and to what extent residents can influence the process (Beckhoven, 2007). Citizen participation can also be used as a tool to bridge power inequalities (Van Marissing, 2008). The third dimension concerns institutional cohesion. This stands for the cohesion between decision-makers and professionals among each other (Van Marissing, 2008). Due to the focus of this research, this dimension will not be explained further.

3.3.3 EFFECTIVENESS OF DECISION MAKING PROCESSES

Thirdly, the effectiveness of decision-making processes can be improved with the participation of citizens. If consensus can be made, the initiatives can be implemented more quickly. Furthermore, participation of residents can lead to a more effective process that can result in economic benefits (Van Marissing, 2008).

3.3.4 QUALITY OF NEW PLANS

Fourthly, higher quality plans can be made if residents participate in decision-making processes. Residents are 'practical experts' when it comes to their neighbourhood, and environment. This

knowledge can be of major importance to qualitative plans (Van Marissing, 2008). Another advantage is that the feelings of responsibility can increase if residents participate in decision-making processes (Lekkerkerker & De Vries, 2012).

3.3.5 ACCEPTANCE OF DECISION MAKING PROCESSES

Fifth and as a last argument, citizen participation is seen as a tool to increase the acceptance of new plans, because citizens are more likely to accept plans they had influence on (Van Marissing, 2008).

Edelenbos (2000) aims to give insights in the motives for citizen participation by the following motive chain:



Figure 3.2: Motive Chain (Edelenbos, 2008 p.18)

3.3.6 MOTIVES TO REJECT CITIZEN PARTICIPATION

Next to the many motives for citizen participation; there are also motives to reject the participation of residents in decision-making processes. The following motives are put forward by literature:

- A lack of knowledge
- Effectiveness of decision making processes decreases
- Representativeness of the participants
- Social cohesion

Ngowi and Mselle (1998 in O'Hara, 1999 in Van Marissing, 2008) doubt whether residents have enough knowledge to be able to participate in decision-making processes. Especially when problems occur at higher levels, or in case of an extensive time planning. Furthermore, researchers put forward arguments that contradict the argument that the effectiveness of decision-making processes increases due to citizen participation. Some researchers argue that citizen participation would delay the process of urban renewal, and urban restructuring unnecessary, and that it would increase the financial costs when residents are abundantly involved in the decision-making process (Van Beckhoven et al. 2005). Therefore, Diamond (2002), and O'Hara (1999), suggest to allow residents to participate at the end of the process of (urban renewal) plans. Moreover, if decision-makers put too much appeal on residents, they can withdraw from the participation process. "Finally, often a lack of creativity is also a reason why participatory planning does not bring the desired outcomes" (Loyens and Van de Walle, 2006 p.124). Next to that, there is the potential issue that the found group of residents does not represent the general population (Van Marissing et al, 2004). Relatively speaking, there is always a small group of residents who show interest, which can lead to a group of residents that often participate in processes, according to the 'Scientific Council for Government Policy' (Wetenschappelijke Raad voor het Regeringsbeleid p.108 in Van Marissing, 2008 p.38).

Citizen participation is not always a positive factor. It can also decrease the social cohesion of a community. In a participatory process in the neighbourhood Hoograven in Utrecht, poorly communication methods between decision makers, and residents have deteriorated the social

cohesion of the neighbourhood. Residents were not sufficiently informed throughout the process. For the residents it was not clear whether their input actually influenced the outcome of the decisions. These issues led to mistrust between the residents towards the decision-makers. In addition, individual interests can be contrary to the interest of the community. Residents can also show more interest to short-term decisions, which could lead to less support for long-term decisions (Van Marissing, Bolt and Kempen, 2005).

3.4 DEGREES AND FORMS

In the previous paragraph the different motives are described to come to citizen participation. Prior to a participatory process, the objectives, and the degree of participation need to be determined. Just as many motives there are for citizen participation, as many various degrees and forms of citizen participation exists. This paragraph describes the various levels and forms of citizen participation.

3.4.1 DEGREES OF CITIZEN PARTICIPATION

3.4.1.1 DEGREES OF CITIZEN PARTICIPATION

Many of studies to degrees of citizen participation are based on the participation ladder of Arnstein (1969). Arnstein’s ladder of participation illustrates different degrees of citizen participation and is divided into eight levels (Figure 3.3). It has to be noted that the ladder is not a strict model but it gives insight into participation processes and can be used as a guideline.

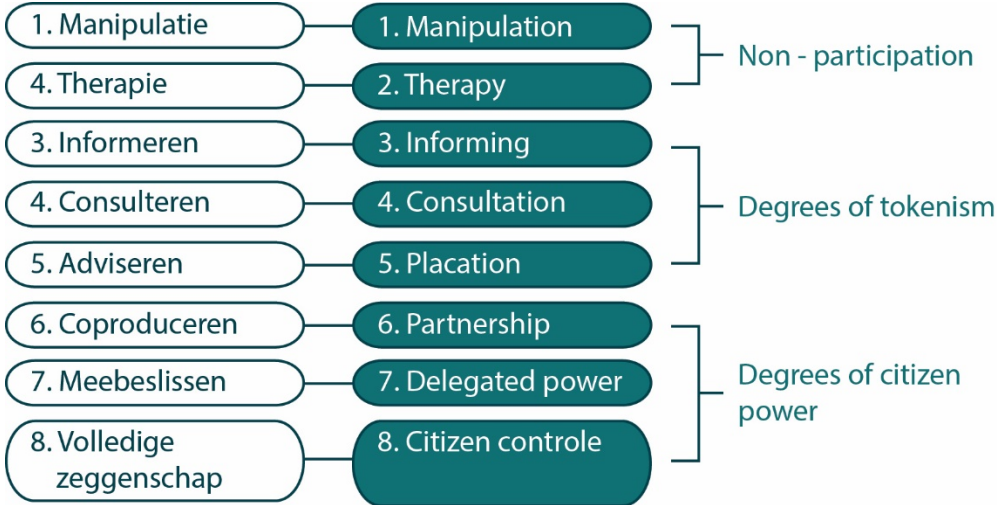


Figure 3.3: A ladder of citizen participation (Arnstein, 1969 p.217)

NON-PARTICIPATION

The first two levels in the ladder of Arnstein refer to levels of non-participation. In this level residents are not considered as partners to participate in decision-making processes. In this level decision-makers tempt to ‘educate’ or ‘cure’ residents (Arnstein, 1969).

DEGREES OF TOKENISM

In level three and four, residents are being informed, and can take part in conversations concerning decision-making processes; hence it is not evident that a plan will be influenced by the involvement of residents. In the fifth level, residents have an informing role. However, decision makers still have the right to decide in this level of citizen participation (Arnstein, 1969).

DEGREES OF CITIZEN POWER

In level six, residents have an increased power, are allowed to debate, and make compromises about new plans. In the levels seven and eight, residents take over control in decision making processes. In this level the vote of the majority counts or residents can fully take over the lead and manage processes themselves (Arnstein, 1969).

3.4.1.2 LEVELS OF CITIZEN PARTICIPATION

The degrees of citizen participation can be distinguished into different levels. The characteristics of these levels will be further explained.

MANIPULATION

The first level refers to 'Advisory Committees' that were established by decision makers with the aim to educate, persuade and to advise residents or to receive their support to be able to execute new plans. (Arnstein, 1969)

THERAPY

The level refers to decision makers that intervene into the lower social-economic groups with social helpers with the aim to cure residents. (Arnstein, 1969)

INFORMING

The aim of the third level is to inform residents on decisions that have been made on policies. Another aim is to inform residents about their rights and responsibilities. However, residents have no power to influence policies. Frequently used methods are; news media, pamphlets, posters and responses to inquiries. (Arnstein, 1969)

CONSULTATION

In the fourth level, discussions take place on the content of new policies. Although advice from residents can be taken into account, decision makers still decide on the content of policies. Frequently used methods are; attitude surveys, neighbourhood meetings and public hearings. (Arnstein, 1969)

PLACATION

In the fifth level, residents can advise in decision-making processes. They can address problems and formulate solutions, but decision makers can still deviate from the advices of residents. However, the extent to which the advice can be implemented will mainly depend on technical aspects and to which extent residents press to implement the advices. (Arnstein, 1969)

PARTNERSHIP

In the sixth level, residents and decision-makers negotiate about policies. They agree on responsibilities, and they plan and develop new policies together. Frequently used methods for

partnership are; joint policy boards, planning committees and mechanisms for finding solutions. The most effective way of partnership is when an organisation of residents is formed which represents the interests and concerns on behalf of the other residents. (Arnstein, 1969)

DELEGATED POWER

In the seventh level, residents can dominate decision-maker's authority over a plan or program when they have an evident majority or legitimate power. Residents and decision-makers can also be divided in groups that work parallel with the agreement that residents can dominate decisions if solutions cannot be resolved through negotiation (Arnstein, 1969). Decision-makers adopt the results in new policies, after examining predetermined preconditions (Loyens and Van de Walle, 2006).

CITIZEN CONTROL

In the eighth level, residents take over full control in management and decision making processes (Arnstein, 1969). Initiatives of directly interested residents have different motives than the motives of decision-makers, because they can embody proposals they favour (Burby, 2003). The emphases of residents' initiatives are more on creating a pleasant environment, and to put forward sustainable solutions. Innovative creative solutions and business models are required to deviate from traditional methods. Therefore citizen control can contribute to a greater diversity within the living environment (Lekkerkerker and De Vries, 2012). Citizen control can take place on an individual or on a collective level (Van Marringing, 2008).



Figure 3.4: Citizens in control

3.4.2 FORMS OF CITIZEN PARTICIPATION

Different forms of citizen participation have been developed. The predefined aims and objectives provide a guideline to define which type of participation is best applicable (Loyens and Van de Walle, 2006). The described forms of citizen participation offer suggestions and ideas, because each situation requires a different approach. Next to the aims and objectives the target group, and size of the participatory group of residents must be known to be able choose the best approach (Loyens and Van de Walle, 2006).

Loyens and Van de Walle (2006) have defined 28 different forms of citizen participation. Fourteen of these forms can be used to increase the acceptance of decision-making processes. The defined levels of participation (participatieniveau) can be categorised by the ladder of Arnstein, as described in paragraph 3.4.1.1. The Dutch terminologies of the different levels of citizen participation are translated to English in figure 3.3. Due to the focus of this research only the forms that can be applied on a small-scale intervention with a high level of participation (partnership, delegated power,

and citizen control) will be described. This limits the amount of Loyens and Van de Walle, down to four applicable forms of citizen participation, namely; Citizen jury (burgerjury), Charette design workshop, Dialogue method and survey options (keuze-enquete). But, citizens can also take full control and lead processes themselves as individuals or as a collective.

CITIZEN JURY

A citizen jury exist of a group of twelve to twenty selected residents. The main aim of this form of participation is to exchange information, create opportunities to ask questions and consultations. The outcome of a citizen jury is a report with argued recommendations. Only through explicit argumentation decisions can deviate from the report's recommendations. This process takes approximately 4 to 5 days. This form of citizen participation requires involvement of a small group of residents. This method is transparent, because the meetings of a citizen jury are open to the public, and likely to increase the acceptance. However, this method requires much preparation time. In addition, relatively few citizens actively are involved in the process and the qualities of the results depend on the input of the residents (Loyens and Van de Walle, 2006).

CHARETTE DESIGN WORKSHOP

The Charette design workshop is a multidisciplinary intensive face-to-face workshop in which information, and knowledge are exchanged between residents and various decision makers, until they come to a consensus about the implementation of a case study. The workshop will lead to a report with conclusions, recommendations and strategies. This process takes approximately 4 to 5 days. This method stimulates creative solutions, and increases the acceptance of decisions among residents due to the transparent communication method. The workshop can increase the vertical social cohesion of a neighbourhood, due to the intensive participation of residents in the decision making process. Moreover, a quick implementation of the plan will strengthen the residents' motivation to participate. The disadvantage of this method is that much preparation is needed, and requires a lot of time, skills and knowledge of the residents. Furthermore, the group of residents need to representative for the population, and communication can be more difficult in a diverse group. Therefore it is important that an expert leads the process to work towards relevant outcomes. To increase the acceptance of the whole population the process and the outcomes must be notified. (Loyens and Van de Walle, 2006).

DIALOGUE METHOD

This form of participation considers residents as experience experts. The exchange of knowledge preferably takes place through informal conversations. Experts may be invited to provide information on common problems. The outcome will be a report based on the experiences of the residents in which problems, and recommendations are reported. The dialogue method is preferred to involve residents who are difficult to approach (minder behartigde belangen)¹. Participation of these residents are essential to gain knowledge on their daily experiences, because these experiences should be integrated in the decision making process. Especially on issues, such as; sustainable development, welfare, education, etc. Due to the informal character these meetings are easily accessible. The disadvantage is that this form is very time-consuming. The decision making process is reliable on the availability of the residents, and to the time residents require to process the information to give their recommendations.



Furthermore, it is important with residents who are difficult to approach to give them respect, to gain their trust, and to make them feel that their input is essential for the decision making process. Hereby, communication should be tailored to the participatory residents. To gain the widest possible diversity of needs, and experiences it is necessary to approach a diverse group of residents (Loyens and Van de Walle, 2006).

SURVEY OPTIONS

With survey options, alternatives have been developed by decision makers where residents can vote for. This form of participation can be used as placation, partnership or as delegated power. Because residents only have the option to choose between different alternatives they have less influence on the decision making process, and the developed alternatives may not be representative to the choice of the residents (Loyens and Van de Walle, 2006).

CITIZEN CONTROL

The initiatives of citizen control are driven by residents' interests which are based on direct involvement (Lekkerkerker and De Vries, 2012). This direct involvement can improve the physical environment, increase social cohesion, and create varied demographics, and diverse neighbourhoods (Lekkerkerker and De Vries, 2012; Kastein & Maussen, 2003). These initiatives have an informal character, and mostly take place as individual empowerment (particulier opdrachtgeverschap (PO)) or as collective empowerment (collectief particulier opdrachtgeverschap (CPO)). A (C)PO is a non-profitable consumer or a collective group of consumers, which have jurisdiction, and have full control in the process. The advantage of this form of participation is that external finances for investments can be attracted (RRBouw, 2010). The expectation is that citizen control will become more important, but unfortunately this form of participation still remains underexplored (DSP groep, 2012), and needs further research.

3.5 CONDITIONS

To increase the acceptance of renovations among residents, a number of conditions are presumed to comply before residents can participate in decision-making processes, and conditions that are needed to follow during and after the participation process. All are described in this paragraph.

3.5.1 CONDITIONS PRE-PARTICIPATION PROCESSES

AIMS AND OBJECTIVES

Prior to a participation process the aims and objectives, the criteria, and the target group must be known. Moreover, the aims and objectives have to be suitable for citizen participation.

ADDED VALUE

Participation must be considered as a method of adding value of the decision-making process, to for example gain new insights, and information from experience-experts or to increase the acceptance of new plan (Loyens and Van de Walle, 2006).

¹ *Minority groups (Groepen met minder behartigde belangen (MBBs)): eg residents in poverty, low-skilled and long-term unemployed, the disadvantaged, elderly, immigrants, social tenants, (former) psychiatric patients, less mobile residents, chronically ill residents, etc. (Keygnaert, 2005a; Keygnaert, 2005b in Loyens and Van de Walle, 2006).*

TIMING

Participation done early in the process can have a positive influence on the success of citizen participation. However, decision-makers should keep in mind that costs can increase when residents are involved in the early stages of the process. Residents might withdraw from the process if processes are time-consuming and have a long time expand. Therefore, the intensity of the participation process must be clearly communicated before the process takes place (Loyens & Van de Walle, 2006).

FORM OF PARTICIPATION

The chosen form of participation has to be suitable for the aims and objectives. Citizen participation has no fixed formula, it has to be adjusted to the case study. This can mean that it employs a mix of forms, as described in paragraph 3.4.2. (Loyens & Van de Walle, 2006).

DEGREE OF INFLUENCE

Before citizens are approached to participate in processes, the degree of influence on political, legal, and social aspects have to be clear (Baeten, 2003 in Loyens and Van de Walle, 2006).

INFORMATION

Address the topic with clear and sufficient information, and from the perspective of the residents, because residents are more likely to participate if they feel related to the topic of participation. In addition, it is also important that residents know which actors are involved in the process (Van Marissing, 2008).

3.5.2 CONDITIONS DURING PARTICIPATION PROCESSES

COMMUNICATION

During the whole process a transparent or adequate and timely communication is needed about the aims and objectives, form of participation, and the degree of participation. In addition, communication forms and the use of language must be adapted to the residents (Loyens and Van de Walle, 2006).

REALISTIC OUTCOMES

The results or recommendations that come out of the participation process need to be realistic to minimize disappointments. Furthermore, the outcome needs to meet the criteria, which were predetermined (Loyens and Van de Walle, 2006).

TRUST

A clear and transparent communication and realistic outcomes will increase the vertical cohesion between residents and decision makers. Decision makers should not only win the trust of residents, but the trust must be mutual. Decision makers can gain trust by showing commitment and by the degree of influence resident can have in the process. If residents are not taken seriously or doubt about the degree of participation, there is a risk that residents do not want to participate or drop out during the process (Loyens and Van de Walle, 2006; Van Marissing, 2008).

3.5.3 CONDITIONS POST-PARTICIPATION PROCESSES

The influence of the residents must be clearly visible in final decisions. It is important to keep the residents informed about the process and the final decisions. When recommendations of the process outcomes are not complied, and deviate in the final decision the reason must be argued and explained to the participatory residents (Loyens and Van de Walle, 2006). Furthermore it is important to create a moment where all the results will come back in the form of a contract.

4 METHODOLOGY

This chapter describes the method of data collection used for the fieldwork, how this data was analysed, and how it was reported.

AIM

The aim of this research is to measure if citizen participation in the design process increases the acceptance of renovations among the tenants.

ADDED VALUE

To increase the acceptance of renovations it is important to include the opinions of the current tenants, who will most likely return after the renovations. Their knowledge of the neighbourhood and housing, gathered through their living experience, should be held in high regard. The input of the residents is considered to be of essential importance in aligning the neighbourhood and the housing with the residents' needs and wishes.

SUITABLE FOR CITIZEN PARTICIPATION

The urban renewal plans from 2003, which would have led to the demolition and rebuilding of the housings, were put on hold because of the emerging crisis. New plans for the further development of the area are currently being written. To test the possibilities of citizen participation in the block Blauwvoetstraat, consisting of 35 porch dwellings, the apartments were analysed in terms of flexibility. This determined that 32 housings have a flexible plan, and that the 3 housings with an alternative layout do not have a flexible ground plan. Due to the fact that the vast majority of the housings have a flexible plan, the block was deemed fit for citizen participation.

TARGET GROUP MUST BE KNOWN

Blauwvoetstraat 2-18 and Ernest Staesstraat 45 housed a total of 35 households. Of these households 4 were original tenants (of which 3 were immigrants households), 18 temporary "anti-squat" households and 13 student households. Therefore it was necessary to adapt the communication and form of participation towards a very mixed target group.

DEGREE OF PARTICIPATION

This research used the gradation of partnership, which gave the tenants a strong influence. This gradation was chosen because Rochdale is the owner of the housings, and because the research focuses on generating acceptance of renovations among the tenants. During the design process the tenants were given a strong influence, though limited to the possibilities and restrictions of the building.

FORM OF PARTICIPATION

Because of the target group's mixed nature it was decided to apply the dialogue method. This method of participation could be executed informally within the familiar environment of the tenants' apartments, which shaped a very approachable way of communicating. The chosen approach was also very useful in adjusting the form of communication to individual tenants. For example: spoken language could be supported by methods of visual representation, through showing daily actions and by physically pointing at certain things. This allowed a better way of expression for the tenant. Also, by being in the actual space, the tenant got a clearer mental image of the design decisions.

TIMING

Prior to the process of citizen participation, it was necessary to make an analysis of the building's flexibility, as well as a comparative research between the original and the current state of the building, and an inventarisation of the building's cultural characteristics. Additionally, a case file had to be prepared. The intervention levels, according to which the results would be tested, had to be determined. It was important that the method was developed and adjusted towards the designated target audience. To guarantee the progress of the research, a time frame of one month was set for the citizen participation processes.

INFORMATION PRE-SURVEY

The researcher drafted a letter to introduce the research to the tenants (Appendix A), through which she introduced herself and explained the research goals. The letter also explained the research method and cited the involved corporate actors and their roles in the research. It also noted when the tenants would be contacted and what their role in the process would be. The letter avoided formal language and jargon as much as possible. To win the trust of the tenants the contact details of the researcher were mentioned in the letter, as well as a reference to the residents' meeting of April 23rd 2015 where they had potentially met her. The researcher also added her photo to refresh the tenants' memories, and to make the communication as clear and transparent as possible.

PRE-SURVEY

The researcher started the one-on-one dialogues in the tenants' homes by asking them if they had received her letter and if they thought it was clear. Subsequently, the research was explained once again. The tenants were explained how their supplied information would be used in the research, and it was made clear who would be allowed to have insight into it. Then followed an opportunity for the tenants to ask questions for further clarification. As a following step the tenants were asked for permission to make audio recordings of the conversations. During the conversations, the use of language was adapted to the individual tenant. To test if citizen participation during the design process increases the acceptance of renovation, the tenants' choices of intervention were inventoried prior to the design process. This was done by asking the tenants if they would either like to leave the apartment, have it renovated, or have it demolished and rebuilt. The tenants were also asked about the reasons for their choices. In case they chose for renovation, they were asked to which degree they wanted this to happen. These choices were classified in the scale of intervention of Pereira Roders (2006) (Appendix D), as well as their willingness to participate in a design process.

SURVEY

During the citizen participation in the design process, a case file was opened with a focus on the tenants' discontents and needs. The case started with an explanation about the comparative research between the original state of the building and the current state of the building, including its culturally significant attributes. Based on that research, the tenants were asked about their opinions regarding the various attributes, and if they wanted to preserve them. Then followed the design process, which started off by explaining the apartments' level of flexibility. The apartments' structural parts were shown on a scale model. Optionally, the apartment itself could also be used as a 1:1 scale model of the new design. The apartments' structural parts were additionally shown in printed floor plans. To show the tenants their current layouts, the appartements' non-bearing parts were colored light-grey. During the design process, the tenants were allowed to use a pencil to draw their new layout over the current walls. Subsequently, the participants could arrange scale models of furniture elements like kitchens, tables, beds, closets, etc. These steps produced visual representations of the design collaborations done together with the tenants (co-produced design).

To increase the acceptance of renovations /Kolenkit neighbourhood

By having the tenants participate in the design process, the design was more fitting to their wishes and needs. Each design process took approximately one hour.

POST-SURVEY

After co-producing the design, the tenants were once again asked about their choices on the scale of intervention, and their willingness to participate in a design process. They were given the choice to either adapt the apartment to the co-produced design and improve the building's physical state, or to leave the apartment, or to have the apartment demolished and rebuilt. Additionally, the choices were classified according to the scale of intervention by Pereira Roders (2006), with addition of the tenants' motivations. Then the tenants were asked for permission to have their first names mentioned in the research. And finally, they were asked for permission to be photographed.

INFORMATION POST-SURVEY

It is vital that the tenants get feedback about the usage of their supplied information. For this reason they were sent a report. This can have a positive effect on motivating them to participate in future design processes.

5 RESULTS

This paragraph describes the results of the fieldwork. The results of this research are described and explained per subject. All of the six participants were interviewed in their own apartments. This ruled out any kind of direct influence from tenants outside of the household. Three of the involved tenants were original occupants who lived in the Blauwvoetstraat at the time of the renewal plans of 2003. Many original tenants left, after which they were directly replaced by students. That is why the other three tenants are student households.



Figure 5.1: Kolenkit neighbourhood

5.1 URBAN RENEWAL PROCESS

TRUST IN THE PROCESS AND THE POLICY MAKERS

According to the renewal plans of 2003, about the neighbourhood *Kolenkitbuurt Zuidelijkveld*, the apartments of the *Blauwvoetstraat* would be demolished in 2007. The emergence of the financial crisis in 2009 played a role in the double postponement of that demolition, first pushing the execution to 2008 and then to 2009. On April 23rd 2015, during a residents' meeting, housing association Rochdale announced that the plans for demolition had been changed into plans for renovation. However, Rochdale did not have any concrete plans regarding the type of construction works and the planning. This left the tenants in the dark, without any knowledge of the upcoming renovations and their potential nuisances. The tenants weren't informed by the municipality until the April 28th. On that day they received a letter (Appendix F) stating that the municipality had made new agreements with housing associations Rochdale and Stadgenoot. The letter further stated that the plans to demolish the apartments of the *Blauwvoetstraat* had been replaced with plans for demolition.

The interviewed tenants stated that the permanent residents were promised newly built homes as a part of the renewal process. The policy makers have now withdrawn this promise, causing a decrease in trust among the original tenants. These tenants hold the opinion that the made promises have granted them the right to newly built apartments. The repeated postponing of the plans has caused

the original tenants to lose their interest in their current homes. These tenants have a strong desire to move to newly built apartments. Not only the regular tenants, also the students hold the opinion that they have not been informed enough about the renewal process. The tenants (studenten en originals?) also stated that they weren't being heard well enough by the housing association. Besides the poor level of communication, the tenants also felt they were lacking the power to influence the shaping of the plans and the options of moving.

It can be stated that the negative background, with its poor communication and lack of information, plus the failure to fulfill the promises, has caused the tenants of the Blauwvoetstraat to lose their trust in the policy makers.

TRUST IN THE BUILDING ITSELF

The on-hold status of the renewal plans of 2003 has minimized the amount of maintenance done to the building, causing the apartments to fall into a dilapidated state. The bad state of the building has caused the tenants to lose their trust in the building, they do not believe that interventions can bring improvement. Therefore the renovation plan presented on April 23rd 2015 found little acceptance: 83% of the tenants do not think that renovation will improve their living comfort. All tenants share the opinion that renovation should contribute to improving the physical state of the building. Living comfort could be substantially enhanced by the improvement of wall insulation, roof insulation, ventilation systems and by the reduction of sound transmission. Besides interventions to the physical state of the building, the tenants wish to make changes to the insides of their apartments - while having differing opinions on what changes to make.

SUMMARY

The tenants have a great distrust in the policy makers and the building. This was caused by insufficient communication and the failure to fulfill the policy maker's promises. Furthermore, the bad state of the building has taken away the tenants' confidence in interventions. In a participation process the specialist should take away the tenants' issues surrounding the building's physical problems. However, during the design process the tenants could not be convinced about methods to improve the apartments' indoor situations, causing them to still prefer newly built apartments.

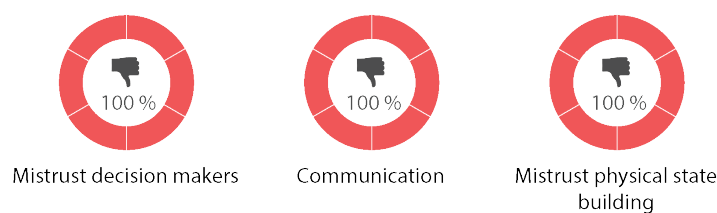


Figure 5.2: Feelings urban renewal process

5.2 NEIGHBOURHOOD

On the topic of living environment, all interviewed tenants express a general feeling of contentedness. They find the Kolenkit neighbourhood a pleasant neighbourhood to live in. It is notable that all of the original tenants state their preference for staying in the neighbourhood, with one of their reasons being their social contacts, while the students do not give this reason. The open structuring and green environment, which are typical characteristics for post-war neighbourhoods, are experienced very positively by the tenants. The neighbourhood is also described as lively, with children playing on the broad sidewalks and on the playground. For many tenants this is an indication of a high levels of liveability. Besides giving the children possibilities to play, the neighbourhood also organizes social activities for the children. Also, numerous creative shops have settled themselves in

the neighbourhood. Nearly all of the tenants indicate that the neighbourhood provides them with all of their daily necessities, like public transport, the motorway, shops and the market. Some tenants also see an advantage in living close to central Amsterdam.

Lianne: "It's clear that the neighbourhood is undergoing major changes. I noticed that the Kolenkit neighbourhood is becoming an extension of central Amsterdam, and that the mixture of people has changed a lot in the past two years. I believe the gentrification is well balanced at this moment. The neighbourhood offers a diverse housing stock due to the combination of newly built dwellings and preserved dwellings. This contributes to a mixed population, and it results in more tenants being involved in the neighbourhood, because negative and positive situations become more noticeable."

It is notable that one original household and one student household oppose above-mentioned opinion. They think the demographical mixture of tenants is out of balance. The original tenant experiences noise disturbance from the new student household next door. The student experiences a different problem: he finds the neighbourhood's demographical mixture too homogenous because of the many tenants with a Turkish or Moroccan background. Furthermore there is one specific wish regarding the living environment: one tenant would like to see a coffee place with a small terrace, as a pleasant addition to all of the facilities already offered by the neighbourhood.

SUMMARY

The tenants are very satisfied with the cultural characteristics of the neighbourhood. Merely on the topic of gentrification there are a few tenants with opposing opinions.

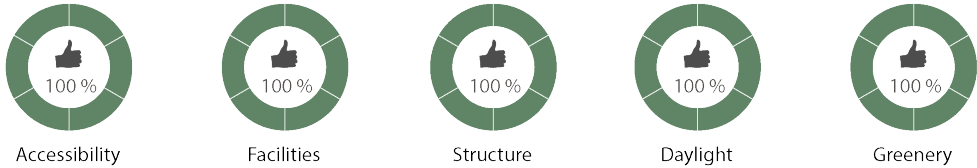


Figure 5.3: Feelings Kolenkit neighbourhood

5.3 TYPOLOGY

ARCHITECTURE

From the interviewed tenants 33% explicitly want to keep the porch dwellings on the Blauwvoetstraat. Only one tenant prefers the architecture of the post-war apartments. She prefers these over the newly built apartments. The other tenant prefers the preservation of the apartments not because of the aesthetics, but because she thinks it is more sustainable than demolition and rebuilding. Despite 66% of the tenants preferring newly built apartments, only one of those tenants gives the architecture as a reason to demolish and rebuild.

CLOSED FACADE GROUND FLOOR

The facade of the ground floor is non transparent (closed) because the storage rooms are located behind it. This closed facade is a typical element of post-war urban planning, and it often leads to a lack of social control on the ground level. However, the Blauwvoetstraat's tenants do not experience the closed facade as problematic. Merely the path leading to the storage spaces near Ernest Staesstraat 45 (Figure 5.5, and appendix G) is experienced as problematic, as it instigates criminal behaviour and vandalism by youth throwing stones through the windows of ground floor apartments.

STORAGE

All tenants are satisfied with the storage spaces on the ground floor, and would like to keep them. Despite the daily situation of many bicycles leaning against the facade instead of being parked in the storage spaces, it does not annoy a single tenant. The tenants think the storage space is large enough for parking their bicycles, but they prefer the convenience of parking their bicycles on the sidewalk. Still, the tenants would like to see more bicycle racks installed in the Blauwvoetstraat. The sidewalk is wide enough to accommodate bicycle racks, and some parts of the sidewalk are not in use. The researcher proposes the idea to create a shared bicycle rack on block level, similar to the wishes of the tenants.

COURTYARD

The courtyard's east side is enclosed by the building block on the Ernest Staesstraat, and its west side by the block Blauwvoetstraat. Between the building blocks on the north and south side the courtyard is closed by high gates. Also, the gardens of the ground level apartments are confined by thorny bushes, blocking any access to the shared space. Despite the positive attitude of all tenants towards the courtyard, none of them understand why it is not made accessible for them. The tenants think that the space of the courtyard should not stay unused. They would like to see a function assigned to the courtyard, and they would like for it to be made accessible. There is consensus among the tenants about the lack of purpose assigned to the courtyard. The following was said about the use of the courtyard:

- The courtyard should be accessible for the tenants. For this they should be given a key for the main gate.
- The housing association should show trust in the tenants' ability to maintain and use the courtyard
- Children could use it to play outside in a safe environment.
- It could be used for neighbourhood activities, which would help improve the contact between neighbours.
- Attributes like benches and a ping-pong table could be placed.

None of the tenants propose to remove the fences and make the courtyard public, because in the past years they suffered from burglaries committed from the courtyard (Figure 5.5). The high bushes and the defective lighting near the garden doors caused a lack of social control in the courtyard. For that reason the tenants want a better maintained courtyard.

SUMMARY

The architectural aesthetics of post-war apartments are no reason for the tenants to have the apartments either demolished or preserved. The closed facade on the ground level only causes problems on the Ernest Staesstraat, due to a lack of social control. The tenants want to preserve the courtyard, but they want access to it by getting keys for the entrance gate. The tenants want to keep the fences, because they think that removing them will lead to even more burglaries. The tenants also request proper maintenance of the courtyard to keep the bushes from blocking their view.

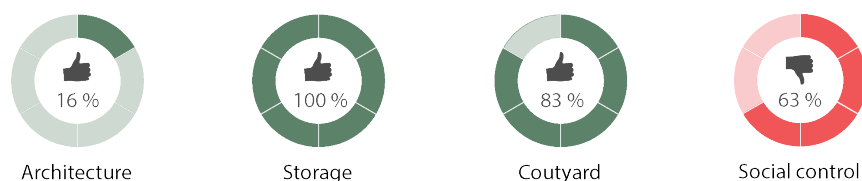


Figure 5.4: Feelings typology

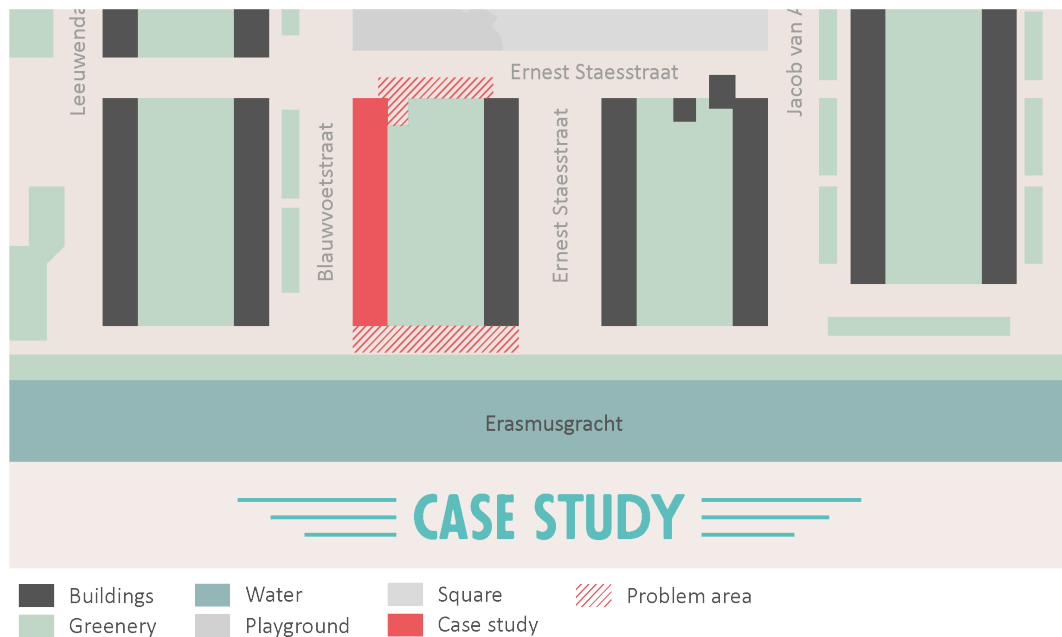


Figure 5.5: Problem field social control

5.4 BUILDING ELEMENTS

WINDOW FRAMES

The tenants have opposing opinions about the facade's windows frames, but they hardly have any opinion on the window frames' plane division. Only 33% of the tenant prefers the original plane division over the current plane division. However, all of the tenants are very satisfied with the closed strip at the bottom of the frames. This consensus exists because the tenants think that heatings can only be installed in front of the facades' windows frames. There is just one tenant who wants to lengthen the glass panels down to the floor. Due to the changes made to apartments' layouts during the participation process, the tenants primarily want to have influence on the transparent and non-transparent window parts, as well as on the parts that can be opened. However, because all of the tenants experience a lot of air draft, they agree that the physical parts of the window frames have to be improved.

BALCONY

All of the tenants indicate a high level of satisfaction about the balconies. However, one tenant would like to see the balcony fences heightened, to make it safe for children. Another tenant indicates that the colors used for the balcony fences do not fit with the aesthetic of the facade.

ENTRANCE DOOR

None of the tenants is satisfied with the appearance of the entrance doors. All agree that the entrance doors need to be replaced. A recurring argument for this is that the doors do not have an appropriate appearance, and that they are not properly maintained. All of the tenants wish for wooden entrance doors with small glass panels. This would make it possible for light to shine into the stairwell, without inciting more burglaries. The tenants often refer to the semi-transparent doors with glass panels on the Jan Schaffelaarplantsoen and in the Akbarstraat (Appendix G). One tenant adds a preference for the colors used in the Akbarstraat, where the dark color of the doors contrast

well with the color of the facades bricks. Among the tenants there is no acceptance for transparent doors, as they think it will be too prone to vandalism and will incite more burglaries.

Transparent doors would make the stairwell visible, which would conflict with the aesthetic of the building. It is notable that while the majority of the tenants have a strong opinion about the entrance doors, only one of them was open to find a common solution by attuning the different opinions of all neighbours.

STORAGE DOORS

The tenants think that the storage doors needs to be replaced, preferably by solid doors or doors with small windows. The tenants think that the storage doors won't be used very carefully, making the glass panels prone to breaking.

SUMMARY

The tenants generally do not have a strong opinion about the layout of the facade's window frames. They however want to have influence on the window's transparent, non-transparent and openable parts. To prevent draught, a renovation has to improve the quality of window frames substantially. The tenants are very contented with the balconies, they want to keep them. The current entrance doors have to be replaced by semi-transparent doors, colored according to the coloring of the facade's bricks. The doors of the storage space also have to be replaced, but by more solid doors than the entrance doors, because they will be used less carefully.

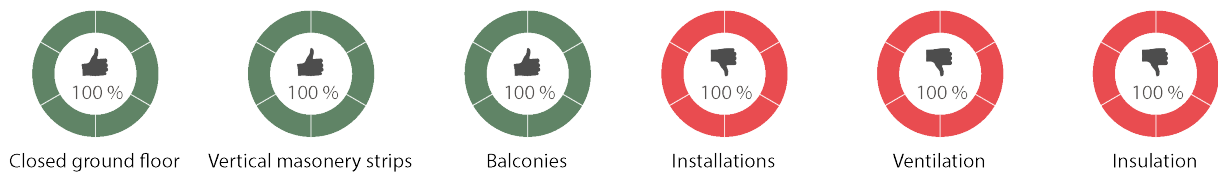


Figure 5.6: Feelings building elements

5.5 APARTMENT

One of the apartments is located on the front facade, enclosed by the Ernest Staesstraat. The layout of this apartment deviates strongly from the other apartments on the Blauwvoetstraat. Specific aspects of that apartment will therefore be described independently.

COMFORT

All tenants show a strong dissatisfaction with the physical state of the apartments. It is notable that the students have lower demands regarding the building's physical properties, resulting in a higher level of satisfaction. The tenants recurringly argue that the apartments are poorly insulated against cold. Moreover, heaters have not been installed in all of the apartments' rooms, and half of the apartments still have gas heatings. The tenants also indicate moisture problems in the apartments. This can be noticed by the layers of plaster that fell from the walls, and by the mold in the bathrooms. The original tenants also complain about noise disturbance as a result of the floors not absorbing enough sound. The students do not experience this. A renovation has to improve the physical state of the building and its installations. One tenant finds the physical state of the building too poor for renovation, preferring demolition of all apartments.

DIMENSIONS

The high level of satisfaction among the students could also be noticed in the fact that they do not wish for larger apartments. All of the original tenants, however, find their floor surface too small. Depending on the size of the family, they wish for an extra 25m² to 50m² of living space. It's notable that the original tenants request an extra bedroom for guests.

ACCESS TO SPACES

According to 50% of the tenants all of the spaces have to be accessible from the hall. One tenant adds the additional wish for the hall to be square, instead of rectangular.

KITCHEN

The current kitchen is too narrow. This complaint gets confirmed by the fact that all of the tenants placed their refrigerators in the hallway. The kitchen needs to be large enough to fit a refrigerator and a table. Other wishes about the kitchen's properties differ per household. 66% of the tenants want a closed kitchen, 33% want an open one. Different floor plans have been made according to the tenants' varying wishes, with the kitchen placed either in the front or the back of the building.

Chris & Dennis: "We want a wider kitchen, with enough space to attach cabinets to the walls. By adding the kitchen to the living room it can't be arranged in a practical way. That is why we want to add the bedroom to the living room, and move the kitchen to the back of the apartment. In that situation the kitchen has to be separated from the living room by a half-height wall. During the renovation, when the rooms are being attached to another, we would have one less room to use. Therefore, after the renovation, we would like to return to the apartment with only two persons, instead of the current three".

LIVING ROOM

Just one tenant wants a larger living room. To achieve that she wants to replace the current window frame, which separates the living room and the bedroom, with a brick wall. She fears that else playing children might fall through it. Another tenant wants to use the bedroom, which borders on the living room, as the living room. She wants to achieve this by replacing the current window frame by the original swing doors, which would shape an *en suite* room.

BATHROOM

83% of the apartments have a bathroom that can be accessed from two bedrooms. 33% of the tenants want to be able to access the bathroom from the hall, which would have to be achieved by interventions in the apartment. This would allow an enlargement of the bathroom, and the optional placement of a bath. The households are very contented with the dimensions of their bathrooms. 33% of the tenants don't want to make any changes to the bathroom. But another 33% thinks it is better to assign a different location to the washing machine, moving it out of the bathroom, and so allowing the bathroom's size to be decreased. Besides that, the original tenants stress that the bathroom and toilet have to be kept separated.

GROUND LEVEL MAISONETTE APARTMENTS

Two of the interviewed tenant households live in ground level maisonette apartments, which are accessed via the first floor. Both of these households indicate the absence of a water tap on the ground level. For this reason one of the tenants wants a toilet on the ground floor. The other tenant prefers a sink. Furthermore, both tenants want a tap outside.

EXTENSION

The original tenants indicated a wish for a larger apartment. Their primary preference goes out to an extension on the same floor. In case the tenants are allowed access to the roof, one tenant wants to extend the living space towards the roof, creating a roof terrace.

Habib: "If I'm allowed to walk on the roof then I want to extend my apartment to the roof. I would like to see it designed with a lot of glass, so I have a nice view. On the remaining part of the roof I want a roof terrace, on which I can place a table with chairs and a parasol, with plants on the side."

One of the students indicated that she didn't need a larger apartment, except if she would have children, then an extension towards the garden could be an option.

HEAD APARTMENT ERNEST STAESSTRAAT

The maisonette apartment on the second floor, which is accessed via the Ernest Staesstraat, has many more limitations for interventions (Appendix E) than the apartments on the Blauwvoetstraat. The apartment's structural wall divides it in two parts. This creates a very distinctive layout, but also an inflexible situation. Despite the tenant being very contented with her apartment's floor surface dimensions, she wants a renovation to include the removal of the wall between the kitchen and the living room. This would result in more sunlight shining into the kitchen. Moreover, she prefers an open living-kitchen. Next to that, the apartment's hallway is very dark. The hallway would become lighter by placing a ceiling light near the toilet. The apartment's bathroom consists of only a shower, therefore the tenant wants a larger bathroom. In case of an intensive renovation she would like to have a balcony on the west side of her apartment. Only the apartments on the Ernest Staesstraat do not have a balcony on that side.

SUMMARY

The tenants wish to make changes to the layout of their apartments to bring it closer to their wishes. These interventions have consequences to the construction. The individual tenants have differing opinions on which interventions they think are necessary, but the tenants show consensus about the size of the kitchen. It is notable that the students set lower standards to their homes than the original tenants.

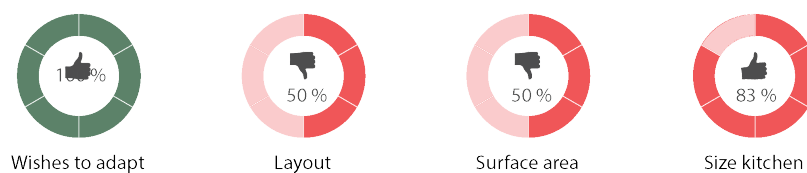
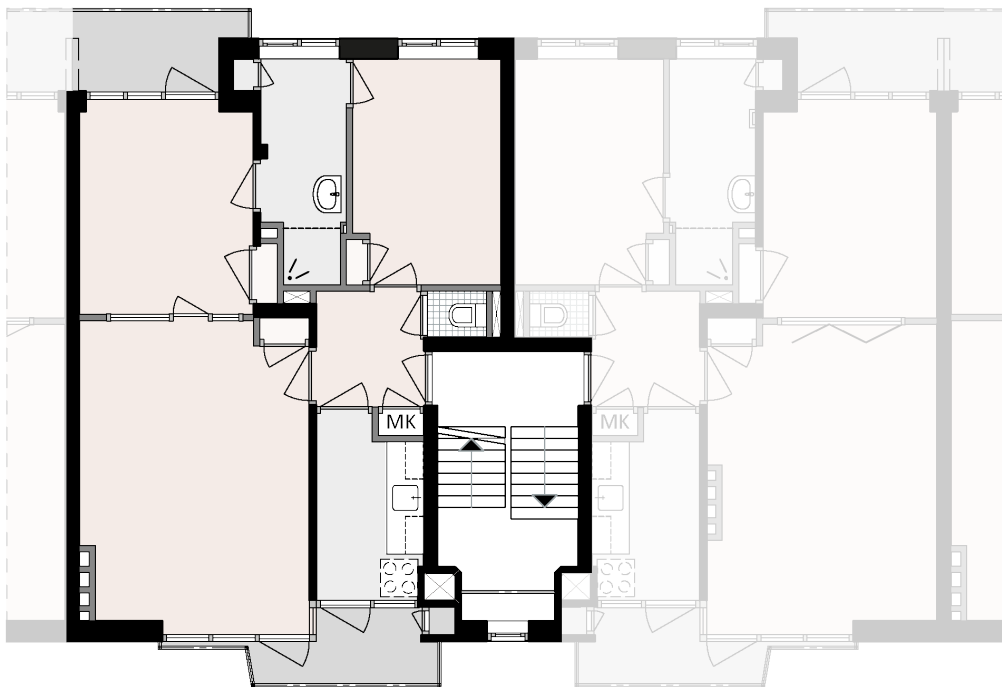
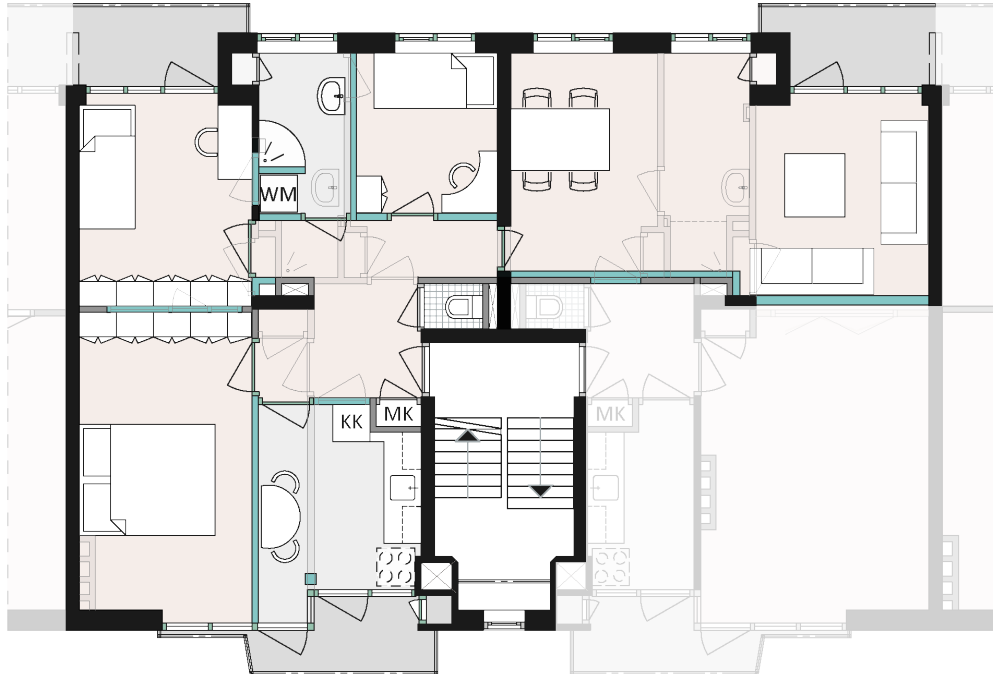


Figure 5.7: Feelings apartment



- Structural walls
- Non-structural walls

Figure 5.8: Current layout apartment



- Preserved structural walls
- Preserved walls
- Preserved frames
- New walls
- New frames
- Removed walls & frames

Figure 5.9: Co-produced design

The tenant wishes for a larger apartment. To meet the wishes of the tenant the apartment was enlarged from 53m² to 70m², by a break through on the same level.

5.6 INTERVENTION CHOICE PRE-SURVEY

Before the survey was taken, the intervention choices of the tenants were collected and classified according to the scale of intervention of Pereira Roders (2006). Students indicate that their living situation will change when they finish their studies. Therefore they consider their apartments a temporary accommodation, which causes them to have lower demands regarding the quality of the building. The original tenants, however, consider their apartments a permanent residence, resulting in higher demands.

Prior to the participation process the intervention choices of the students vary widely. Two students want the housing association to renovate the apartments, for they think this will be a more sustainable solution than demolishing and rebuilding. The contentedness of the students can be classified on the scale of intervention: one student wants the apartments to be renovated on the scale of passive preservation, another student prefers active restructuring. The third student prefers the looks of newly built apartments, and he thinks that the apartment's state is too deteriorated for renovation, though he does not mind living there now. He wants the apartments to be demolished and replaced by new buildings. He did not care about the waste pollution of demolishment.

It is notable that the intervention choices of the original tenants are identical. All tenants indicate their wish to move to newly built apartments (passive deprivation), because it was promised to them in the urban renewal process. They want to move because their trust in the policy makers has been violated. In their opinion there has been a great lack of communication in the past years. Promises have not been kept, and the constant changes of plans have put them in years of uncertainty. The original tenants would like to move within the same neighbourhood, or to somewhere within the areas of Amsterdam West or Amsterdam Nieuw-West. In that way they won't lose their current social contacts. The children would also like to stay in the neighbourhood, as they like to play on the playground on the Ernest Staesplein.

The acceptable scale of nuisance while remaining in the apartments during the renovations is closely linked to the participants' choice of intervention and personal situation. It can be stated that during the renovation, on the scale of intervention, the tenants wish to move to a temporary apartment. Prior to the survey, only two students wished to participate in the design process, in case that would be possible. It is also notable that none of the original tenants wish to participate in the design process in case they can move to newly built apartments.

SUMMARY

The students consider their apartments a temporary accommodation, while the original tenants consider their apartments a permanent residence. This causes their choices of intervention regarding renovations to differ strongly. The motivations of the original tenants are mainly shaped by experiences in the pre-process. Among the students, the choices of intervention mainly refer to the physical state of the building.

5.7 ATTITUDE SURVEY

The negative background of the urban renewal process and the poor physical state of the building created a distrust among the participants against policy makers and intervention possibilities. As a result, in the beginning of the survey most residents have a withdrawn and distrustful attitude. They also often express negative feelings towards the renovations. This negative attitude can be seen in the pre-survey results. During the participation process, the trust of the tenants is won by the pre-study of the cultural values and the study of the apartments' flexibility. This gives the tenants the

feeling that someone is showing involvement in their situation, and that they are being listened to in a serious way. One of the reasons for the tenants to feel heard is the researcher's ability to listen to their negative experiences. The trust is further strengthened by the use of a floor plan through which the tenants can communicate their wishes in a clean manner. This floor plan stimulates the tenants to think about their own apartments, to step out of their negative attitudes, and to think actively about solutions. Some tenants even get very enthusiastic about the possible design options and 'their' own designs.

SUMMARY

The negative pre-process has a large effect on the tenants' attitudes prior to the survey. This attitude is mainly characterized by suspicion. The applied method of surveying contributes to the process of stimulating the tenants to think about their living situation, and to get them into a positive spiral. This will lead to a more open attitude among the tenants in the design process.

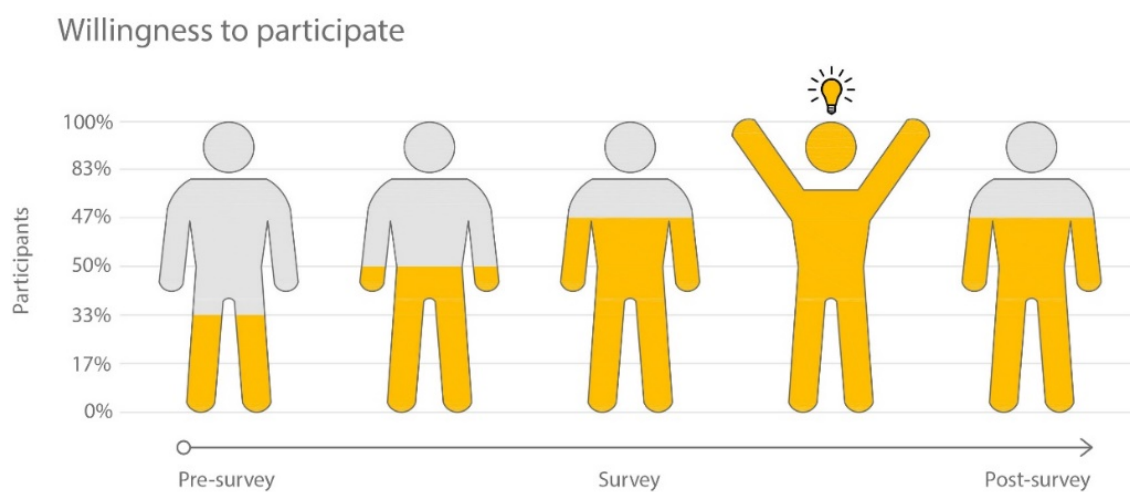


Figure 5.10: Willingness to participate during the research

5.8 INTERVENTION CHOICE POST-SURVEY

After the survey, the tenants were asked if their participation in the design process had changed their opinions about their choice of intervention made prior to the survey. At that moment the open attitude of the original tenants, which they had started to express during the design process, changes into a more defensive attitude. When the original tenants are asked to explain their choices of intervention they once again bring up the negative experiences they had in the pre-process, and they repeat the promises that had been made to them about urban renewal and newly built apartments. This causes their choices of intervention to remain unchanged. However, two of the tenants' choices of intervention do not seem absolute.

Mohamed & Saidea: "If we can get two apartments then we would also be contended, but we would prefer to move to a newly built apartment in this neighbourhood, because new buildings are always better."

Habib: "I want to move to a newly built apartment within this neighbourhood. But if that is not possible then I would like to stay and get this (co-produced) design. In that case the apartment has to improve a lot, doing away with its draft problems."

The choice of intervention of the other original tenant remains unaltered after the participation process. He has a clear motivation for this.

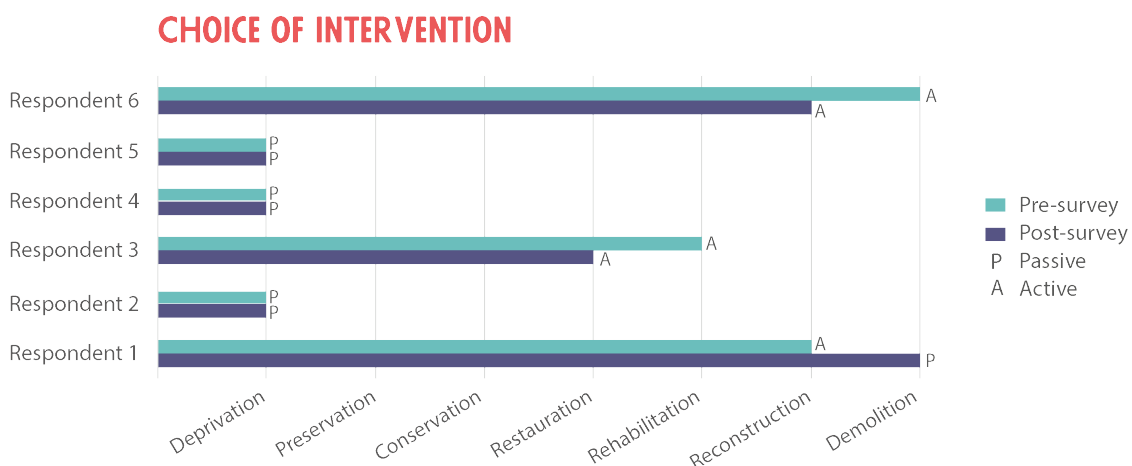
Omar: *“Because of the urban renewal process the plans have been through constant changes and postponements. This has caused us to lose our trust in the policy makers. We don’t want to stay in our apartments. We demand newly built apartments because they were promised to us in the urban renewal process. We want to be able to make individual appointments for viewing the newly built apartments, so we can base our choices on that.”*

Changes within the choices of intervention are noticeable among the students. The survey brought more consensus to their opinion as a group. The students want a renovation to improve the physical state of the building, and they wish to have influence on the layout. Two students had a notable change in their choice of intervention. Prior to the survey, one student with a flexible layout wished for demolition and rebuilding. After the survey his choice changed to active reconstruction. The other student, without a flexible layout, wished for active reconstruction prior to the survey. But after thinking about her apartment during the survey, she now holds the opinion that the apartments are too deteriorated for renovation. Therefore she prefers active demolition and rebuilding. She thinks this will guarantee higher quality apartments, and in this case also more sustainability. The choice of this last student could be related to the fact that her apartment does not have a flexible layout. It can be stated that a certain degree of flexibility is necessary to influence the decision of tenants within citizen participation. Through the experiences gained by the tenants during the co-producing of their apartments, 66% of them want to participate in a design process if that becomes a possibility, compared to 33% wanting this before the survey.

SUMMARY

After the survey it becomes apparent that the original tenants’ choices of intervention are less based on the influence they can have on their apartments, and more on the negative pre-process with its unfulfilled promises made by the policy makers. Among the students, the trust in the building itself plays a much bigger role. The flexibility of the apartments, and thereto relating amount of possible influence by the tenants, is of importance to the choice of intervention. As a result of the tenants’ experiences during the survey, 66% wants to participate in a design process when it becomes a possibility. This is a 33% increase.

Table 5.1: Design criteria



5.9 DESIGN CRITERIA

A number of design criteria can be defined from the participation process. Design criteria regarding the levels of neighbourhood, typology and structural elements are defined at the threshold of four identical responses. On the level of the apartment this threshold is placed at 6 identical responses.

Table 5.2: Design criteria

NEIGHBOURHOOD	description	BUILDING ELEMENTS	description
Accessability	Preserve	Vertical masonry strips	Preserve
Facilities	Preserve or add a coffeecorner on the square	Balconies	Preserve
Greenery	Preserve	Entrance door	Semi transparant door: wooden door with small windows to let the light invade into the stairway and solid enough for the feeling of safety
Liveliness	Preserve the wide pavements and the playgrounds	Storage door	Closed door with(out) a small window
Light	Preserve	Storage	Preserve
Social controle (crime)	Improve the ally at the Ernest Staesstraat close near no. 45	Window frames	Optional location and type of door and windows
		Glazing	Optional transparant or opaque windows (eg. bottom panels)
TYPOLOGY	description	Building fysics	Improve insulation, decrease ventilation, remove gas combustions, improve heating installation, decrease sound transmission
Closed facade ground floor	Preserve	Construction	Interventions to create a flexible layout
Storage	Preserve		
Shared courtyard	Change function; semi-public, make it accessible for residents	DWELLING	description
		Surface	Optional: preserve / expand (equal/upper/lower level) / relocate
		Living room	Optional: layout / expand / relocate
		Bedrooms	Preserve size
		Kitchen	Expand; Optional: layout / relocate / device
		Bathroom	Optional: layout / expand / reduce / relocate washer stabling / relocate / device
		Kitchen	Optional: expand / relocate / open / separate
		Toilet	Optional: separate / in the bathroom / increase the amount
		Basin	Optional: add / location
		Outdoor lighting	Optional: add / location
		Outdoor faucet	Optional: add / location
		Doors	Optional: relocate / type

6 DISCUSSION

It is expected that citizen participation in the design process contributes to the preservation of cultural attributes, and that it is capable of renewing the obsolete post-war housing stock. *But in which manner can citizen participation increase the acceptance of renovation?*

To test above mentioned hypothesis and to answer its related question, tenants were involved in the design process of their own apartments. To be able to analyze the results, the tenants' choices of intervention were collected prior to the survey. Subsequently, the choices were categorized according to Pereira Roders' scale of intervention (2006). The cultural attributes of the apartments were explained to the tenants through the execution of a comparative research between the apartments in their current state and their original state. During the survey, the tenants worked together with the researcher on a new design for their apartments. During this process the tenants could adapt their apartments to their own wishes, though within the structural limitations of the apartment. After the survey, to confirm or disprove the hypothesis, the participants were asked to state their choices of interventions once again.

Because of the long-lasting negative pre-process, in which the urban renewal plans were repeatedly altered and postponed, the tenants' trust has been damaged. This makes the results of this research too inconclusive to tell whether citizen participation contributes to the preservation of cultural value. However, this research does conclude that citizen participation is capable of adjusting the obsolete housing stock towards the wishes of the current tenants, and that the acceptance for renovations can be increased.

6.1 THE LIVING ENVIRONMENT IN RELATION TO THE CULTURAL SIGNIFICANCE

The tenants have a very positive attitude towards the body of thought regarding the reconstruction period, with its focus on accessibility, and attention to light, space and green in the neighbourhood. According to the tenants, and shown in many researches, the lack of social control is a recurring problem in the neighbourhood (Dekker & Van Kempen, 2004). In post-war neighbourhoods this problem is often caused by closed facades on the apartments' ground levels. Closed facades cover the storage spaces and thus limit the amount of possible social control. Research concludes that the tenants do not experience the closed facade on the ground level as problematic, because the ground level apartments on the opposite side provide social control. A lack of social control problem is however often a problem on the heads of the buildings on the Ernest Staesstraat and on the Erasmusgracht. No apartments have a view on these locations, and the greenery planted in the courtyard blocks the view. Therefore the majority of the burglaries take place from the courtyard. Despite the courtyard's problems, it is experienced very positively. 83% of the respondents want to keep the courtyard and make it accessible for its tenants. Most of the tenants have a neutral attitude towards the architecture. Although they generally prefer new buildings the aesthetic of the building was a reason for it to be demolished. Regarding the potential influence of the tenants on the aesthetics of the building, the tenants primarily wish for influence on: the transparent and non-transparent parts of the window frames and which part of it can open. It was notable that the new design of the shared entrance, as presented during the residents' meeting, which would replace the current door with an aluminum-framed transparent door, did not find acceptance among the tenants. This can be noticed in the participation process, when the tenants indicate their wish for a semi-transparent door. Reasons given for this are the safety and the aesthetics of the building. Many of the original elements have disappeared from the insides of the apartments. The built-in cabinets are generally the only preserved elements, and they are experienced positively by the tenants. The majority of these elements have unfortunately disappeared during the restructurings of the apartments. At that point the cabinets had been taken out to increase the apartments' flexibility. It is

notable that as a part of the new design one tenant wants to reconstruct the original separation doors, which would separate the living room and the bedroom.

The results in a nutshell:

- Proper accessibility, enough light, spaciousness and green spaces are experienced positively by the tenants.
- A closed facade on the ground level leads to insufficient social control
Solution: housing with ground level apartments on the opposite side of the flat.
- The closed courtyard leads to insufficient visibility because of the height of the planted vegetation.
Solution: to trim the plants and install garden lights.
- Preservation of the building's aesthetics
Solution, let the tenants choose:
 - Which parts of the window frames are transparent, semi-transparent or intransparent.
 - The plane division of the window frame
 - Which parts of the window frames can open
- Built-in cabinets are strongly appreciated by the tenants, but are mostly removed in the co-produced design.
Cause: flexible layout of the apartment

After the survey the original tenants (50% of total) indicate their wish to leave their buildings and move to newly built apartments. The reasons for this are mainly rooted in the negative pre-process, caused by the policy makers. Unfulfilled promises and repeatedly changing plans, plus a lack of maintenance, caused the tenants to mistrust the policy makers, the building and therefore also the possibilities for intervention. For this reason, their choices of intervention are not related to the cultural values of the apartments. Likewise, according to the scale of intervention of Pereira Roders (2006), the scale 'deprivation' contributes to the decay of the apartments. In this research the residents are tenants, not the legal owners of the apartments. For this reason the tenants' choice of abandonment would not directly contribute to decay or preservation of the apartments. For this research, the scale deprivation should be further specified for tenants, because they can choose to move to other apartments and thereby come to accept renovations, which would contribute to preservation of the apartments. Alternatively, they could resist renovations and remain in their apartments, which would contribute to the decay of the apartments. However, none of the tenants want to actively resist renovations.

From the total of 35 apartments, 3 have a different, less flexible, layout. One of the participants lives in one of these three apartments. Regarding this tenant (student), it is notable that after the survey she wishes for the apartments to be demolished and rebuilt, while before the survey she wanted to keep the apartments because of their cultural value. After the survey she expresses the opinion that the physical state of the apartments is too bad for renovation. This suggests a link between her choice of intervention and the poor physical state of the building, as well as a link with her apartment's less flexible layout.

The choice of intervention of the other two students, who had less negative experiences in the pre-process, because they only lived in the apartments for two to three years, do contribute to the preservation of the apartments. This can be seen in their wish for large-scale renovation of the building. It is notable that, regarding the renovations, the tenants expect less necessity for aesthetic interventions than the decision-makers. It is also notable that many tenants come up with similar design solutions, and that some tenants want to comply with the opinions of other tenants.

Choice of intervention post-survey:

- 50% want of the participants want to leave the apartment. Cause: mistrust in the building and the decision-makers.
- 33% want preservation. Cause: influence on the design process and preservation of culture value.
- 17% want demolition and rebuilding. Cause: presumably because the apartment does not have a flexible layout

6.2 IMPACT ON THE PHYSICAL STATE OF THE BUILDING

The on-hold status of the renewal plans from 2003 caused a nearly complete stagnation of maintenance, causing the buildings to decay into a poor state. The tenants want to see their buildings' physical state improve. Living comfort can be improved substantially through the improvement of physical elements such as facade insulation, roof insulation, ventilation, installations and the reduction of sound transmission. But 83% of the tenants are unsure if the living comfort can improve up to a satisfactory level. The poor state of the building contributes to the tenants' mistrust in methods of intervention. Eventually 66% of the participants admit to have no trust in the buildings' physical state and thereto relating methods of intervention. In a participation process, the specialist should have the competence to take away the tenants' objections against the physical issues. However, during the design process, it became apparent to the researcher that it is difficult to explain the tenants about the benefits of a well working indoor climate control. It also proved to be challenging to explain how systems, installations and re-insulation can improve the living comfort.

Besides the physical state of the buildings, their current layout also does not match with the wishes of the tenants. The analysis carried out regarding the flexibility of the apartments turns out to be important, for the researches as well as for the tenants, to reveal the possibilities of the building. It can be stated that not all the buildings are suitable for citizen participation in the design process. A certain level of flexibility is necessary to enable the tenants to have influence on the final design. This research concludes that this flexibility is influential on the tenants' choices of intervention. To generate a certain level of flexibility in the apartments that are accessed via the Blauwvoetstraat, interventions have to be made in the current construction. One option was to replace the structural walls, running straight through the apartment, with load bearing beams - and then to place columns that lead the load of the floors towards the foundation.

Because there are no less than 3 shafts present in the apartments, and because the structural walls can be removed, it is possible to enlarge the spaces of apartments, and to change their layouts efficiently. The constructive interventions necessary to adapt the apartments to the wishes of the tenants turn out to reach beyond the inside of the apartments: vertical and horizontal breakthroughs are also necessary, as they would allow an expansion of the apartments' surface areas. This can be noticed in the fact that all of the tenants whose apartments are accessed via the Blauwvoetstraat wish for a larger kitchen. The tenant of the apartment with an alternate layout finds a breakthrough of the kitchen necessary to let daylight in. By enlarging the surface area of the apartments, which were 53 m², they got transformed into apartments with an average of 70m², with one exception of 106 m². In the case of one apartment, extra surface size was created by extension onto the rooftop.

From the results of this research it can be stated that citizen participation contributes to the improvement of a building's physical state, and that it also contributes to the process of adapting the current housing stock to the tenants' wishes. One of the conditions to achieve this is that the apartment has a flexible plan.

Table 6.1: Increase of surface area

SURFACE AREA

RESPONDENT 1	RESPONDENT 1	RESPONDENT 2	RESPONDENT3	RESPONDENT 1	RESPONDENT 2	RESPONDENT3
Pre-survey Post Survey	70m2 70m2	35m2 73m2	70m2 70m2	53m2 73m2	53m2 73m2	70m2 70m2
Increased		X		X	X	

Reasons for interventions on the physical state are:

- Creation of a flexible layout
- Enlargement of the floor surface dimensions
- Increase of daylight exposure
- Enlargement of the kitchen
- Additional rooms
- Improvement of the physical properties

One of the biggest factors of resistance against renovations is the lack of trust in the policy makers and the lack of trust in the physical state of the building. But is it possible to explain the tenants, within such a short time span, about the benefits of having a well working indoor climate control? To decrease the resistance, without delving into technical details, the toolbox could be supplemented with a portfolio of exemplary projects of successful renovations. Also, an exemplary apartment could be created, or an excursion could be organized to visit a successful project or organisation that could explain it in a simple way.

6.3 IMPACT ON THE ACCEPTANCE

In the past 12 years, the opinions of the tenants have not been considered to be very important, as they were hardly heard. This causes the tenants to start the survey with a withdrawn attitude and a certain level of rigidity. Also, they first of all want to express their discontent about the urban renewal process and the policy makers. By conversating about these issues with tenants, the researcher shows her involvement and interest in them, and that she takes their opinions seriously. The researcher expresses her expertise through the execution of research methods like a preliminary research of the original and the current state of building, an analysis of the physical state, and the use of a scale model. By informing the tenants through understandable language, their trust is gained. The research method creates the opportunity for the researcher to show the tenants the potentials of their apartments. By allowing the tenants to express their wishes by drawing on the floor plans, they gain more and more involvement and understanding of their cases. As a result, the tenants start to think about which changes to the apartments would fit with their wishes. This incites enthusiasm among the tenants, with some of the tenants bringing forward references and proposals on their own initiative. The tenants always search for confirmation from the researcher about the feasibility of their proposed options. The scale models are made to be as identical as possible to the apartments, giving the tenants a clear image and creating a direct visualisation of their wishes. This causes an important change of attitude among the tenants. They move away from the rigidity expressed prior to the survey. During the conversation, the tenants let go of their negative thoughts about the urban renewal process, in favor of a more positive mindset. The results of this research show the importance of a having certain level of flexibility in the apartments layouts. After the participation, the tenants of the apartments accessed via the Blauwvoetstraat are very contented with their co-produced floor plans.

The method brought the layout of the apartments closer to the tenants' wishes, giving them a

contented feeling. But, after the participation process (post-survey), these results are not visible in the outcomes of the scale of intervention.

Changes made to the layout of the apartments, and the expansion of the surface areas, are apparently of no decisive influence on the tenants' choices of intervention. The mistrust appears to play a significantly larger role. The mistrust arises from:

- Neglectance of building and apartment maintenance
- Poor physical state of the apartments
- Lack of transparent, open communication
- Policy makers not fulfilling their promises (about newly built apartments)
- Lack of interest in the tenants
- Not allowing the tenants to influence the plans
- Poorly timed communication, causing unclear information

Prior to the survey (pre-survey), 33% of the tenants wanted to participate in the design process in case the housing association would renovate or replace the buildings. After the survey, 66% indicate a wish to participate in case they could design their own apartments. This increase of 33% is caused by the tenants' positive experience in the design process. However, all of the participants of this research did not expect anything in return, other than the experience itself.

In case the tenants can participate in a real design process, and can have real influence on their direct environment, then the policy makers should aim for the highest possible level of participation, that is accessible to all target groups. This means that the policy makers have put extra effort into reaching specific target groups, like those who were affected by the negative pre-process. By winning the trust of the tenants they will be more willing to participate in the processes. In this research, three of the tenants indicated a wish to move to newly built apartments. Two of these tenants do not want to participate in a design process. This does however not rule out the willingness of these tenants to participate in case they could stay in their current apartments and have them renovated.

The acceptance can be increased by:

- Taking the tenants seriously
- Being well informed
- Not constantly changing or postponing plans
- Not running far behind on maintenance
- Allowing participation in the renovation plans
- Clearly defining the possibilities and impossibilities of the apartments
- Allowing questions and giving answers

To increase the acceptance for renovations, the policy makers need to take on a different attitude, one with a strong focus on social aspects. For that reason, the acquisitions of urban renewal plans should focus on the ambitions of the involved actors, and how their methods aim strongly towards the social aspects of existing structures. In the follow-up trajectory there should be clear agreements between the corporate actors. This would clearly define the architect's limitations and rule out the possibility of damaging the tenants' trust. These limitations, which are partly defined by the apartments' flexibility, need to be defined during the participation process. Transparency about the process, but also about the depending factors, is a key requirement for successful participation. This method still allows a high level of ambition, if the communication is done transparently, and if clarifications are made in case of deviations from the participation process.

6.4 REFLECTION ON THE METHODOLOGY

Due to the difficult to reach target groups and their diversity, the applied method of participation is particularly suitable for citizen participation. The trust of the tenants has been gained by sending them an informative letter about the goals, method, amount of influence and corporate actors. It is also of great importance that the conversations take place in the familiar environment of the tenants' homes, as this further increases the level of trust. Through one-on-one dialogues, the method of communication can be adjusted to each individual tenant. Prior to the survey, the researcher can verify the clarity of communication by once again explaining the research while referring to the letter. This also functions as a way to once again explain the tenants about the research goals and what is expected of them. It also gives the tenants an opportunity to ask questions.

A toolbox is used during the participation process. It consists of:

- A comparative study between the original state and the current state of the buildings
- A scale model showing the structural elements
- Floor plans with the apartment's structural and non-structural elements
- Drawing materials
- Audio recording equipment
- Scale models of interior elements

The toolbox is a method to streamline communication. The tenants are situated in their own apartments, so that matters can be pointed out and made clear directly. This includes the use of a scale model, which can be used as a one on one comparison. To test the tenants' influence on the cultural characteristics, the applied method starts with an explanation about the differences between the original state and the current state of the apartments, and by mentioning the cultural attributes. During this explanation, the tenants are allowed to express their opinions regarding these attributes.

A critical note to this method

Employing a step-by-step scheme would allow the tenants to choose between variations in which the attributes would either be preserved or removed. This would make the method's outcomes easier to analyse. And it would make the results more complete and more nuanced. However, this method focus more on the step-by-step scheme, which allows the tenants less influence, and invests less time in building up a personal relationship with the tenants. This may impact the tenant's trust.

A pre-study of the structure of the building and the flexibility of the apartments appear to be necessary as well. The apartment's flexibility is illustrated in a scale model, which shows the essential elements of the load bearing construction. Through this method the possibilities and impossibilities of the apartment can be explained to the tenant. Additionally, the apartment itself can be used as a 1:1 scale model that refers to the elements in the small scale model. Subsequently, it is possible to make the step from the scale model towards the floor plan. The floor plan also refer back to the constructive walls of the scale model. The non-load-bearing elements are colored light-grey, showing a clear hierarchy in the floor plan. This explains the tenants which elements they can or can not change in the new design. Scale models of interior elements are used to give the tenants a direct visual representation of their design decisions.

The application of this method proved to be effective in practice, making it possible to co-produce new floor plans with the tenants in one hour.

The researcher's attitude is crucial to the research. A dedicated attitude shows the tenants that their opinions are being taken seriously and regarded as important for the research. Next to that, the researcher expresses her knowledge and experience by executing the pre-studies. The toolbox is important for transferring this knowledge and experience, and to make it more accessible. To generate factual outcomes, researcher should lead the process in which she uses her knowledge.

Unfortunately, the negative pre-process made it a complex matter to win back the trust of the policy makers. Additional time and energy are needed, a single research is not enough. During the participation process, the tenants show a willingness to restore the trust. Also, some of the tenant's request to be kept up to date about the outcomes of the research. Not only during the participation process the positive effects are noticeable. On the streets, the researcher repeatedly receives warm-hearted reactions from participants inquiring about the developments of the research and the plans of the policy makers.

To draw nuanced conclusions about the cultural attributes, the research method should be adjusted in order to allow a better analysis of the results. This would allow the development of a step-by-step plan, through which the tenants can choose whether to preserve or remove the cultural attributes. The applied method also offers the tenants insufficient insight into their choices of intervention regarding the building's physical state, which makes it impossible to take away their mistrust in the building's physical state. Furthermore, the availability of the tenants determines the speed of the process.

METHOD 'FERF JENTINK'

The applied research method, about citizen participation as a method to increase the acceptance of renovations among tenants, by bringing the apartments' designs closer to the wishes of the tenants, is referred to as method 'Ferf Jentink' within this research.

This research consists of the following elements:

Pre-process:

- Letter explaining the approach, written in understandable Dutch
- Contact details of the researcher
- Photo of the researcher
- Researcher has personal contact with tenant within one week

Pre-survey

- Inventarisation choice of intervention
- Inventarisation willingness to participate in a design process

Design (survey)

- Personal conversation in the tenant's home
- Inquiring about the clarity of the preliminary information, answering questions
- Explaining the research goals
- Explaining what is expected from the tenant
- Explaining the building's cultural characteristics
- Using the toolbox to explain the structural elements of the apartment
- Conversation about the apartment's possibilities and limitations
- Collecting and defining the tenant's wishes
- Using the toolbox to work together with the tenant on designing an ideal layout for the apartment, primarily based on the tenant's wishes

Post-survey

- Inventarisation choice of intervention
- Inventarisation willingness to participate in a design process

Toolbox, content:

- Study comparing the original state of the building with its current state
- Scale model with the constructive elements
- Floor plans with the structural and non-structural elements
- Drawing material
- Audio recording equipment
- Scale models of interior elements

Advantages of the method:

- Visit duration 1 hour
- Realistic expectations
- Personal contact leading to trust
- One fixed contact person

To increase the acceptance of renovations /Kolenkit neighbourhood

Disadvantages of the method:

- Specified results if citizen participation contributes to the preservation of the cultural attributes. By making use of a scheme, with the possible interventions (from which the tenants could choose), maybe would have been possible to give a more detailed answer to the question if citizen participation contributes to the preservation of the cultural attributes.
- The tenants have insufficient insight into the possibilities of physical interventions
- The availability of the tenants influences the speed of the speed of the process

Strong points of the researcher:

- Open attitude
- Accessible style of communication
- Taking the tenants seriously
- Knowledgeable and professional
- Investment of time: 1 hours per conversation, 8 hours for preparation and completion
- Toolbox giving insight into the (im)possibilities of the apartments

KOLENKIT

BUILDING ELEMENTS



- 100 % CLOSED GROUND FLOOR
- 100 % VERTICAL MASONRY STRIPS
- 100 % BALCONIES
- 100 % INSTALLATIONS
- 100 % VENTILATION
- 100 % INSULATION



APARTMENT



- 100% WISHES TO ADJUST
- 50 % LAYOUT
- 50 % SURFACE AREA
- 83 % SIZE KITCHEN



TYOPOLOGY



- 16 % ARCHITECTURE
- 100% STORAGE
- 83 % COURTYARD



63 % SOCIAL CONTROL

URBAN RENEWAL

- 100 % MISTRUST DECISION MAKERS
- 100 % COMMUNICATION
- 100 % MISTRUST PHYSICAL STATE BUILDING



NEIGHBOURHOOD



- 100 % ACCESSIBILITY
- 100 % FACILITIES

- 100 % STRUCTURE
- 100 % LIGHT
- 100 % GREENERY



7 CONCLUSIONS AND RECOMMENDATIONS

This final chapter will describe the most important conclusions and recommendations. It aims to systematically answer the central problem and the goals of the research.

7.1 CONCLUSIONS

The central question of this research is: *How can citizen participation increase the acceptance of renovations by having residents participate in the design process?*

By referring to the relevant chapters, the survey and the discussion, insight will be given into the characteristics of the citizen participation, with a specific focus on co-producing and how that affects the current housing stock. Additionally, solutions to increase the acceptance of renovations will be put forward.

CITIZEN PARTICIPATION CONTRIBUTES TO THE PRESERVATION OF THE CULTURAL VALUES

This research can neither confirm or disprove the hypothesis that citizen participation contributes to the preservation of the cultural values. The research demonstrates that the mistrust in the policy makers and the building play a large role in the tenants' choices of intervention. A clear difference can be seen between the choices of intervention of the original tenants (50%) and the students (50%). The original tenants, who all lived in the apartments of the Blauwvoetstraat for 6 to 20 years, are more influenced by mistrust in the policy makers than the students, who have been living there for an average of 2 years. Next to that, both target groups mistrust the physical state of the building. This demonstrates that the motivations for the tenants' choices of intervention are not related to the cultural values of the apartments.

During the survey, it appears that the tenants are primarily interested in adjusting the layout of their apartments and the courtyard, which they believe need the most interventions. Regarding the aesthetics of the apartments, the tenants' requests for interventions remain limited to minor details. They for example want to decide which parts of the window frame can be opened, and which parts should be transparent or intransparent. It is notable that the tenants consider interventions to the aesthetics of the apartments less necessary than the policy makers. In case this research would base the preservation of post-war apartments on the tenants' choices of interventions, participation would contribute to the decay of the apartments. However, the participation process demonstrated that the scale of intervention does not entirely match with the tenants' wishes. The original tenants (50%) indicate their wish to leave their apartments, because they want to move to newly built apartments, which were promised to them in the urban renewal process. However, possibilities of intervention are not ruled by tenants deciding to leave. Therefore this neither contribute to the decay or the preservation of the historical heritage.

The primary motivation for choosing not to renovate is a lack of trust in the policy makers and the physical state of the building. This shows there is a large potential in increasing the tenants' level of acceptance of renovations, by winning back their trust in both the policy makers and the physical state of the building.

CITIZEN PARTICIPATION CONTRIBUTES TO THE ADJUSTMENT OF THE EXISTING HOUSING STOCK TOWARDS THE WISHES OF THE CURRENT TENANTS.

In case the tenants' mistrust of the building's physical state can be taken away, citizen participation contributes to the transformation of the current housing stock, thereby adjusting the apartments closer towards the tenants' wishes. However, for that to work, the apartments' layouts require a

certain level of flexibility. This flexibility appears to have a strong influence on the choices of intervention. The constructive interventions mentioned in this research turn out to be essential to generate sufficient flexibility.

The tenants' influence has a positive side effect on the improvement of the buildings' physical qualities. Next to that, transformations of the apartments' layouts and dimensions are stimulated. Motivations for this are: allowing more light into the apartments, enlarging the spaces, and expanding the floor surface dimensions. The tenants' influences caused the breakthroughs of the apartments' vertical and horizontal separations walls, resulting in partial and complete mergings of apartments. Extra living space is also generated by extension to the roof. As a result of the merging of the apartments in the participation process, the apartments got an average new size of 70 m², with one exception of 106 m².

CITIZEN PARTICIPATION CONTRIBUTES TO THE ACCEPTANCE OF RENOVATIONS?

The tenants' acceptance is necessary to realize renovation processes. Citizen participation by itself does not contribute to the acceptance of renovations, but it does form a part of increasing the acceptance. Negative pre-processes can severely damage the trust of the tenants and thereby result in a lower level of acceptance. To reinstate stagnated process, tenants can be involved in the design process. The attitudes of the policy makers and the architects are of crucial importance to the progress of the process. In case interventions in the housing stock are deemed necessary, the initial focus should be aimed at winning the tenants' trust. With that it is important to make the tenants feel heard. This can be achieved by first giving the tenants the opportunity to express their experiences, discontent, frustrations and ideas regarding the pre-process, and subsequently by communicating with them openly and transparently. This also means that in the case of mistakes made in the past, or promises that remain unfulfilled, these issues have to be communicated with honesty. Involving tenants in the design process is possible by making the tenants an important element of the process. To help achieve this, the toolbox can serve as a means of communication. By directly visualizing the wishes of the tenants, they see that their input is of essential importance to the process, and they realize that they're being listened to. This process can be executed in the tenants' homes, allowing their apartments to be used as a 1:1 scale models. This direct result contributes to the tenants' wish to participate. The feasibility of the plans need to be tested after the all the tenants have made their co-produced designs. And the results should be motivated and sent back as feedback to the tenants.

HOW CAN THE ACCEPTANCE OF RENOVATIONS BE INCREASED BY CITIZEN PARTICIPATION?

To preserve our post-war cultural heritage, interventions are needed in the current housing stock, as most of it has decayed into a poor physical state (Dekker & Van Kempen, 2004) and does no longer meet the demands of the current tenants (Beckhoven, 2007). Already in 1982, John Habraken questioned the attitude of the architect. He stated that architects had to be open for the knowledge and experience of other experts, as well as users. This research shows that the attitude of the researcher is of essential importance to the progress of the project and the willingness of the tenants to participate in a research, which thereby can increase the acceptance for renovations.

To preserve our heritage, it is important to achieve an integral co-operation, in which the roles have to be re-defined. For that reason, the acquisitions of urban renewal plans should focus on the ambitions of the involved actors, and how their methods aim strongly towards social aspects within existing structures. In citizen participation, the trust in the policy makers and the building's physical state play a large role in the acceptance of renovations, and thus has a strong influence on the progress of the process. Even in the case of negative pre-processes, the potential to win the trust of the tenants exists. However, more time needs to be invested besides the one hour surveys. Winning the trust of

the tenants increases the vertical cohesion. This means that the architect's role takes on a more service oriented character, with a strong focus on social forms. Another challenge lies in the knowledge transfer of the renovation's physical interventions that ask for further research. It is difficult to say if citizen participation by itself contributes to the preservation of the cultural heritage, because the attitude and roles of the involved professionals add a significant contribution.

7.2 RECOMMENDATIONS

7.2.1.1 METHODOLOGY

CULTURAL SIGNIFICANCE

- To improve the ability to analyse the influence of tenants on the cultural values, it is advisable to do a repre-survey analysis of the cultural attributes of the case study. Subsequently, a step-by-step sequence can be made in which the tenants can choose from various interventions that would preserve or remove the cultural attributes.
- By giving the cultural attributes a different color on the scale model and in the floorplan, the results of certain design decisions become visible during the design process.

BUILDING PHYSICS

- The toolbox could be supplemented with examples of successful renovations done in the area. This can give the tenants a better image of the possibilities of interventions, which can take away a part of the tenants' mistrust against the physical state of the building. Also, an excursion to an exemplary renovation project or apartment could increase the trust of interventions.
- Scale of intervention
To allow a better analysis of the tenants' choices of interventions, Pereira Roders' intervention scale '*deprivation*' (2006) can to be specified to the following:
To withdraw from the intervention:
 - Actively: resist interventions, thereby stopping any further decay of the building.
 - Passively: abandoning the building, withdrawing from the situation.

7.2.1.2 PRE-SURVEY

AIMS AND OBJECTIVES

- Prior to a participation process the aims and objectives, the criteria, and the target group must be known, and must be deemed suitable for citizen participation (Loyens and Van de Walle, 2006).
- The tenants feel less related to abstract processes. It is advisable to make the subjects concrete (Van Marrissing, 2008).

ADDED VALUE

- Participation must be considered as a method of adding value to the decision-making process, to for example gain new insights and information from experience-experts, or to increase the acceptance of new plans (Loyens and Van de Walle, 2006).
- Tenants do not wish to be involved in everything. Asking too much of the tenants can cause participation fatigue (Loyens & Van de Walle, 2006).

TIMING

- Participation done early in the process can have a positive influence on the success of citizen participation. However, decision-makers should keep in mind that costs can increase when residents are involved in the early stages of the process. Residents might withdraw from the process if processes are time-consuming and have a long time expand. Therefore, the intensity of the participation process must be clearly communicated before the process takes place (Loyens & Van de Walle, 2006).

FORM OF PARTICIPATION

- The chosen form of participation has to be suitable for the aims and objectives (Loyens & Van de Walle, 2006).
- Citizen participation has no fixed formula, it has to be adjusted to the case study. This can mean that it employs a mix of forms, as described in paragraph 3.4.3. (Loyens & Van de Walle, 2006).
- To collect the widest possible diversity of needs and experiences it is necessary to approach a diverse group of residents.

DEGREE OF INFLUENCE

- Before citizens are approached to participate in processes, the degree of influence on political, legal, and social aspects have to be clear (Baeten, 2003 in Loyens and Van de Walle, 2006).

INFORMATION

- Address the topic with clear and sufficient information, and address it from the perspective of the residents (Van Marissing, 2008).
- Be transparent about the actors who are involved in the process (Van Marrissing, 2008).

FEASIBILITY RESEARCH

- Flexibility of the building
- Physical state
- Development plan
- Financial feasibility

7.2.1.3 SURVEY

COMMUNICATION

- Transparent and adequate/fitting communication.
- The form of communication, and the use of language must be adapted to the residents (Loyens & Van de Walle, 2006). The researcher/architect should be able to convey information, not just orally, but also by means of body language, the toolbox, games, videos, images, examples, and by pointing and depicting.

TIMING

- In case the tenants are not allowed to participate in the design process, it is advisable to wait with informing them until the contents of the plan (such as budget, planning and possible nuisances) are defined.

- The timeframe and the intensity of the participation process need to be known beforehand, to make sure as few as possible tenants quit the process. Therefore it is important that the citizens are involved in the correct moment of the process.
- It is important that all involved actors cooperate. Any link of the chain can cause a delay of the process. Make this clear to the tenants.
- Do not make the time frame too long, think about which subjects need to be addressed.
- Tenants need time to process information and express their recommendations. For this reason they could be given information to study at home.
- To keep the planning under control, a time limit can be set to the activity of citizens bringing in their suggestions.
- Set a certain amount of meetings.

REALISTIC OUTCOMES

- Express realistic expectations towards the citizens. This limits the level of potential disappointment.
- It is important that the plan's criteria are continuously checked during the process.
- For realistic outcomes, the following issues have to be included in the design process:
 - Finances
 - Advice of the aesthetic committee (welstand)
 - Factual time span of the activities
 - Factual amount of nuisance
 - Engineering calculations

TRUST

- Give the residents respect and make them feel that their input is essential for the decision-making process
- Trust should not only be won from the tenants, the decision-makers should also show trust in the tenants
- Transparent, clear and adequate communication and information
- Transparent decision-making
- Transparent corporate actors
- Fulfil promises

7.2.1.4 POST-SURVEY

OUTCOMES

- The influence of the residents must be clearly visible in final decisions (Loyens & Van de Walle, 2006).

INFORMATION

- Keeping the tenants up to date and inform them about the outcomes of the research. When the tenants are kept up to date, they will show more tendency to participate in a research.
- Decisions that deviate from the participation process should be motivated. (Loyens & Van de Walle, 2006).

7.2.1.5 CASE STUDY – BLAUWVOETSTRAAT

IMPROVE THE SENSE OF SAFETY AROUND THE HEAD FACADES.

- Remove the path on Ernest Staesstraat.
Options:
 - Lengthen the fence and facilitate access to the storage rooms via the central staircase.
 - Creation of an extension, with an entrance on the street side, through which the storage rooms can be accessed.
 - Better maintenance of the courtyard and prevention of plants growing too high.
 - Lights near the garden doors.

PHYSICAL STATE:

- Replace the window frames to increase their thermal resistance
- Improve the possibilities of ventilation (eg. place a mechanical ventilation system)
- Improve the heating installations. Remove the gas heatings.
- Replace rotten floor parts.
- Re-insulation of the inside or the outside of the facade. Insulation on inner side is preferred as it would preserve the original facade bricks.
- Interventions in the structural elements, giving the apartments a flexible layout.
- (Partial) merging of the apartments.

7.2.1.6 ATTITUDE PROFESSIONALS

ATTITUDE ARCHITECT-POLICY MAKERS

- The architect should be able to co-operate with other disciplines, so that the skills and knowledge of others can be used to achieve a successful participation process.
- Clear agreements between the corporate actors are necessary to define the leeway.

ATTITUDE ARCHITECT-TENANTS

- The architect needs to have the competence to win the tenants' trusts, by transferring knowledge to the tenants and by leading them into the process. To achieve that, the researcher needs to have communicative skills and abilities to employ alternative methods to achieve goals. The architect should take on a guiding role in the design process.

8 REFERENCES

- Agricola, E., Ouwehand, A., & Velde, G. (1997). *De Naoorlogse Wijk Centraal*. Rotterdam: Uitgeverij 010.
- Arnstein, S.R. (1969). *A ladder of citizen participation*. *Journal of the American Institute of Planners*, (35-4), pp. 216-224.
- Beckhoven E. van, Kempen R. van, (2010), *Social effects of urban restructuring: a case study in Amsterdam and Utrecht, the Netherlands*. *Housing studies No. 16 (6)*, pp.853-875.
- Beckhoven, E. van & Kempen, R. van (2007). *Herstructurering succesvol? Factoren die bijdragen aan het succesvol verlopen van herstructureringsprojecten*. Stade Advies BV: Utrecht.
- Beveren, P. van (2014). *Bewonersparticipatie in de Bijlmermeer: Inbreng en invloed bij stedelijke vernieuwing*. Amsterdam: IOS press.
- Blom, A., Jansen, B., Van den Heide, M. (2004). *De Typologie van de Vroeg-Naoorlogse Woonwijken*. Zeist: Rijksdienst voor de Monumentenzorg.
- Blom, A. (2013). Naoorlogse opgaven en ambities in de ruimtelijke ontwikkeling. In A. Blom, *Atlas van de wederopbouw Nederland 1940-1965: Ontwerpen aan stad en land*. Rotterdam: Rijksdienst voor het Cultureel Erfgoed & Nai010 uitgevers.
- Carp, J.C. (1986). *Design participation: new roles, new tools*. *Design Studies No.7(3)*, pp.125-132.
- Dekker, K. and Bolt, G. (2005), *Social Cohesion in Post-war Estates in the Netherlands: Differences between Socioeconomic and Ethnic Groups*. *Urban Studies*, 42, No. 13 (42), pp. 2447–2470.
- Dekker, K. and Van Kempen, R. (2004), Large housing estates in Europe: current situation and developments. *Tijdschrift voor Economische en Sociale Geografie*, No. 95 (5), pp. 570-577.
- Dekker, K. (2006). *Governance as glue, urban governance and social cohesion in post-WWII neighbourhoods in the Netherlands*. Utrecht: Proefschrift Universiteit Utrecht.
- Edelenbos, J. & Monnikhof, R.A.H. (2001). *Locale interactieve beleidvorming*. Utrecht: Lemma. pp.117-144.
- Edelenbos, J. & Monnikhof, R.A.H. (1998). Begeleiding van complexe projecten. *Stedebouw & Ruimtelijke Ordening, No.1*, pp.22-27.
- Edelenbos, J. (2000). *Proces in Vorm, Procesbegeleiding van interactieve beleidsvorming over lokale ruimtelijke projecten*. Delft: Proefschrift Technische Universiteit Delft.
- EU (Commission of) Communities (2009). *Design as a driver of user-centred innovation*. Retrieved on 10, April from: ec.europa.eu/enterprise/policies/innovation/files/design_swd_sec501_en.pdf.
- Ferrante, A., & Cascella, M. T. (2011). *Sustainable Cities and Society, Journal Elsevier, No.13*, pp.237–253.
- Fortuin, K. & Ouwehand, A. (2003) *Leidraad sociale wijkvisie*. Den Haag: Ministerie van VROM en Ministerie van VWS.
- Gemeente Amsterdam. (2011). *Samen werken aan een mooie Kolenkitbuurt*. Retrieved on 10, May from: <https://amsterdamwest.pvda.nl/2012/12/politiek-van-de-nabijheid>.
- Habraken, N.J. (1982) *Towards a new professional role*. Awater Press. Cambridge Massachussetts
- Heeger, H. & Smid, I. (1992). *Verval en herstel van naoorlogse woningcomplexen*. Delftse Universitaire Pers, Onderzoeksinstituut Delft.

To increase the acceptance of renovations /Kolenkit neighbourhood

- Heer, C. (2012). *Politiek van de nabijheid 2012*. Retrieved on 10, May from: <https://amsterdamwest.pvda.nl/2012/12/politiek-van-de-nabijheid>.
- Kempen, R. van & Zwiers, M. & Bolt, G. & Ham, M. van (2015). *Lessen over buurtontwikkeling en buurtverval*. Platform 31.
- Kleinbans, R (2005). *Sociale implicaties van herstructurering en herhuisvesting*. Delft: Proefschrift Technische Universiteit Delft, Onderzoeksinstituut otb.
- Lekkerkerker, J. & De Vries, S. (2012). *Ruimtevolk: Nieuw eigenaarschap in de ruimtelijke ordening*. Eindhoven: Ruimtevolk pp. 9-12.
- Loyens, K. & Walle, S. van de (2006). *Methoden en technieken van burgerparticipatie: Strategieën voor betrokkenheid van burgers bij het Federaal Plan Duurzame Ontwikkeling*. Leuven: Instituut voor de Overheid.
- Marissing, E. van (2008). *Buurten bij beleidsmakers*. Utrecht: Nederlandse Geografische Studies Netherlands Geographical Studies.
- Marissing, E. van (2005). *Citizens participation in the Netherlands, Motives to involve citizens in planning processes*. Paper presented at the ENHR conference "Housing: New Challenges and Innovations in Tomorrow's Cities", Reykjavik, Iceland, 29th June - 3rd July 2005.
- Marissing, E. van, Bolt, G. & Kempen, R van (2005). *Onbedoelde vormen van sociale cohesie*. *Rooilijn* 38(5), pp. 123-128
- Marissing, E. van, Bolt, G., Kempen, R van (2004). *Stedelijk Beleid en Sociale Cohesie in twee herstructureringswijken Nieuw-Hoograven (Utrecht) en Bouwlust (Den Haag)*. Habiforum Onderzoeksprogramma
- Ministerie van Volkshuisvesting, Ruimtelijke Ordening en Milieu (2004). *De zeven uitdagingen van bewonersparticipatie in herstructureringsoperaties: Een handreiking voor uitvoerende professionals*. Den Haag.
- Mitchell, W.J. (1975). *Techniques of automated design in architecture: a survey and evaluation*. Elsevier *Computers & Urban Society*, No. 1, pp. 49-76.
- Peattie, K. (2010). *Green consumption: Behaviour and norms*. *Annual Review of Environment and Resources*, No.35, pp.195–228.
- Pereira Roders, A. Post, P. Erkels, P. (2006). *A tool for architects*. Eindhoven: Eindhoven University of technology.
- Pröpper, I.M.A.M., Steenbeek, D.A. (1999). *Evaluatie van interactieve methoden*. Ministerie van VROM, Den Haag.
- Sanoff, H. (2003). *Community participation in riverfront development*. *CoDesign*, No.1 (1), pp. 61-78.
- Teijmant, I., Sorgedragter, B. (2008). *De Kolenkitbuurt: Verdwijnde buurten in Amsterdam*. Amsterdam: Bas Lubberhuizen
- Thor Andersen, H. & Kempen, R. van (2003). *New trends in urban policies in Europe: evidence from the Netherlands and Denmark*. Elsevier Science Ltd. *Cities*, No.20 (2), pp. 77–86.
- VROM-raad (2010). *Duurzame verstedelijking*. Den Haag: VROM-raad

Wassenberg, F. (2011). *Demolition in the Bijlmermeer: lessons from transforming a large housing estate. Building research & Information. No.39 (4) pp.363-379.*

Wassenberg, F. (2007). *Strategies for upgrading the physical environment in deprived urban areas: Examples of good practise in Europe.* European Urban Knowledge Network (EUKN) Nicis Institute.

To increase the acceptance of renovations /Kolenkit neighbourhood