

CITIZEN »»» CONNECT

Illus. 0.1 Logo

Citizen Connect

shopfront for government services

by

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Submitted in fulfilment of the requirements for the degree of Masters in
Architecture (Professional)

in the

FACULTY OF ENGINEERING, BUILT ENVIRONMENT AND INFORMATION TECHNOLOGY

at the

UNIVERSITY OF PRETORIA

Study Leader: Karel Bakker (Prof)
Course coordinator: Jacques Laubscher (Dr)

PRETORIA
2011



Thank you to my Lord Jesus Christ
*Let's not get tired of doing what is good. At just the right time we will
reap a harvest of blessing if we don't give up.*

Galatians 6:9



For
My Parents



In accordance with Regulation 4(e) of the General Regulations (G.57) for dissertations and theses, I declare that this thesis, which I hereby submit for the degree Master of Architecture (Professional) at the University of Pretoria, is my own work and has not previously been submitted by me for a degree at this or any other tertiary institution.

I further state that no part of my thesis has already been, or is currently being, submitted for any such degree, diploma or other qualification.

I further declare that this thesis is substantially my own work. Where reference is made to the works of others, the extent to which that work has been used is indicated and fully acknowledged in the text and list of references.

Signature

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Citizen Connect

shopfront for government services

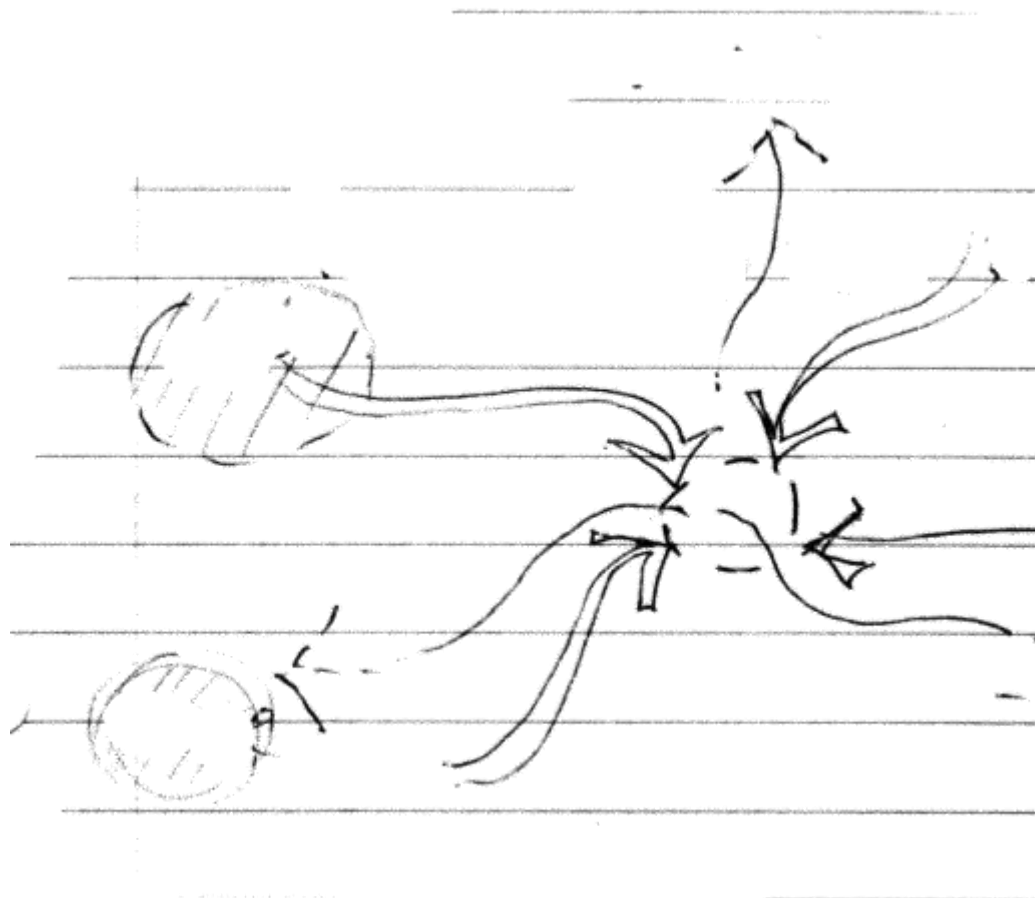
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Degree: Master of Architecture (Professional)
Department: Department of Architecture
Faculty: Faculty of Engineering, Built Environment and Information Technology
University: University of Pretoria

project summary

Programme: Civic + Retail development
Site description: Sammy Marks Development—Lewis & Marks building and the public domain
Client: Public Private Partnership, where both public and private bodies can work together for the benefit of the citizen.
Users: Citizens of Tshwane
Site location: Erf 1/3357 & 5/3357, Pretoria City centre
Address: c/o Prinsloo & Church Street, Pretoria City Centre, Pretoria South Africa
GPS Coordinate: S 25° 44' 45.96", E 28° 11' 35.16"
Research field: environmental potential + heritage and cultural landscapes



Illus. 0.2 Concept sketch



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foreword

South African's inhabit a country where at the heart of most popular protests is the frustration experienced with the lack of delivery of basic amenities, but there is also a more sinister side to this lack of service delivery. This is the delay of or inability of South African's to attain a South African identity document and as such a South African identity. I was recently watching an Australian reality television programme where one contestant was asked "how old are you?" To which he replies "Um well I'm not exactly sure. When I was originally found in Iraq, in an orphanage, I was born with no birth certificate." This gentleman was born without an identity in a conflict zone. Here in South Africa there are some of our fellow citizens that live without an identity and tragically die, taking their own life after not being able to attain one.

The reason for this dreadful trend is an identity document is not just a green book; it is often a passport to being part of the economically active elite in South Africa. With an unemployment rate pushing 25% an identity book can mean the difference between being able to attain work and having to join the informal economy or worse still, turning to a life of crime.

What I'm doing mom is because I love you. I couldn't afford to give you as much love as you expected because wherever I went, I was asked for my ID. This is an extract of a suicide note of a woman who took her own life because of the inability to attain an identity document. The heartbreaking breaking reality is that the ID has become the pass book of the apartheid years. An ID book effectively gives you a **pass to attain work. I have even seen security companies hold contractors ID's hostage when entering a security complexes.** Without one you are treated as if you are not a citizen of this country and you are denied the basic dignity that our constitution affords us.

The proposed Citizen Connect aims to attempt to address these administrative issues in a welcoming environment using an innovative programme. The proposed intervention will go a long way in re-branding the services offered by the South African Government in a centralised location with easy access. It is through these innovative ideas that we can begin to solve the challenges that our country faces.

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abstract

Citizen Connect: a shopfront for government services with the greatest public interface, is a civic centre for the users of Pretoria City Centre and serves as the headquarters for Citizen Connect branches to be implemented throughout the country.

Batho Pele principles: a better life for all South Africans by putting people first, have been put in place to address the service delivery challenges facing a democratic South Africa. *Batho Pele*, a Sotho translation for *people first*, and slogan being: *Together beating the drum for service delivery*, put forward principles such as increasing access, openness and transparency, value for money and providing information to name a few.

Citizen Connect brings together National, Provincial and Local government departments, which have traditionally been provided in dissipated locations, in a single location. By providing services that the citizen most frequently uses, the centre offers time saving opportunities but also aims to strengthen the ideals of citizenship when the user is in or around the centre.

Citizen Connect is located in the Sammy Marks precinct, a catchment node of movement, public space, business and government, to the east of Church Square, and placed in the Sammy Marks development. The Sammy Marks development occupies an entire block and is in an existing joint public and private development and a convenient location for the citizen. The development has an existing culture of inter-block movement and cross bridge connection.

The intervention takes place on the south and eastern portion taking into consideration the proposed hotel and the Lewis and Marks building, with its heritage significance. The intervention spreads into the public domain, creating and strengthening the public sphere by implementing urban quality criteria as space for people.

The aims of the intervention are to indicate a new direction for civic architecture, create an architecturally positive environment by exploring interface architecture.