Empower people to make the city

Mental ownership as the base for a social sustainable neighbourhood

Ruben van Etten
Studynumber 1197614
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First mentor:
A.J. Franzen
Assistant professor Urban Area Development TU Delft
Program manager Urban Area Development

Second mentor:
J. D. M. van Hal MSc PhD
Professor Sustainable Housing Transformation TU Delft

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I. Foreword

As final closing of my period as a student I wrote this master thesis. As a lot of my (old-) colleague students before me, it was not the easiest assignment of my study. In urban area development I looked for a connection with sustainability. As an exponent of the people who thinks that sustainability is about using sustainable materials (ecological), my first exploration was focused at the ecological side of sustainability. During my search this slowly changed to sustainability seen from a people point of view, social sustainable. Although it was not always easy, I am very happy with broadening my view of sustainability, changing my point of view towards a more integral approach in which people and planet are central. Besides finishing my master thesis, it also helps me in the search for a job. Sustainability is interesting and will become more and more important, with a broader view more different working fields will be interesting. Now it is up to me to find a job in which I can find the combination between my study and sustainability, especially the fields which interesting me the most: ecological and social sustainability.

Before going to the thesis, I have to thank a lot of people for their support. First of all I would like to thank Agnes (ass-prof. A.J. Franzen) and Anke (prof. J.D.M. van Hal), my mentors, to help me through the process and sharing their knowledge and extensive network with me. Every meeting helped me to make a new step which finally resulted in this paper. I would also like to thank housing corporation de Alliantie for facilitating me during the last practical part of my graduation. A working environment which stimulates me to finish this research. De Alliantie did not only bring me in contact to people who add value to my research through interviews, but also provided me with a desk and people around me who are working daily on the questions which come forward in this paper. The input for this research was gained through interviews and a workshop, different people with a tight schedule made time for me, I can not thank them enough. Of course a foreword can not end without a thanks to the people at home, Ellen, my family and all who are not named yet, thanks for the support!

Well, it is time to continue with the report itself, for a short version, you can read the abstract, which can be found on the following pages, otherwise the full version is waiting for you!

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II. Abstract

The subject of this research is a logical consequence of a changing world. Building new housing means building sustainable, or at least a mention of sustainability somewhere. And although this does not always means that the building is really sustainable, on the road towards a fully sustainable new dwelling large steps are made. One of the principles behind cradle to cradle (waste = food) is getting closer towards this building, an emission free, healthy, cheap and fully self supporting dwelling. But in the Netherlands we have a unique situation, around 1 % of the houses is replaced every year, the average life cycle of a dwelling is therefore around a 100 years. This means that the new, healthy buildings will have replaced the current stock in 100 years, so there is a second part of the question, what to do with these houses and the neighbourhoods in which these houses are build. These neighbourhoods in which people are living, in which people grow up, are central in this research. Together with the people who are living in these neighbourhoods. An actual question which plays everywhere in the Netherlands, also in Almere, one of the cities which have, until recently, always been focusing at expanding. Also today it is the city with the largest expansion area in the Netherlands. But it is also a city which is now 35 years old, the first neighbourhoods have changed during these decades and the first large city problems occur. To guide the new expansions and the urban renewal Principles are made for a good growth, the Almere Principles.

The aim of this research is to connect these aspects, people, the Almere Principles and urban renewal. To understand how these inhabitants can be more central and how they can lead or play an important role in the renewal. To prevent a complete change, but to realise an upgrade of the neighbourhood and the situation of the inhabitants. This makes this research fitting in the playing field of urban area development and sustainable development. The main question which will be answered:

How can the Almere Principles be used (translated to concepts) to achieve a successful urban redevelopment in which the basis of this development is formed by the inhabitants, as participants and active users of the area?

This question can be divided in different research questions. First a theoretical framework which focuses at the following points:
1. Urban area development
2. Sustainable development
3. Users

The Almere Principles are researched through a practical study,
4. Almere Principles in (re)development

In the following part conclusions are made and tested through different case analysis:
5. Conclusions first part
6. Case studies
7. Conclusions research

1. Urban area development

Urban area development is the art of connecting functions, disciplines, actors and streams of money, with the eye at developing an area (de Zeeuw, 2007). In urban area development different types of developments can be defined. Within these developments different steps are made, from initiative towards planning, via realisation towards management. This research focuses at renewal of after war living areas and how the first phases can be used to influence the role of the actors in the management phase. By taking the users as the most important actor, the character of the redevelopment changes from demolition and rebuilding to renewal with respect for the existing housing and inhabitants. The other important actors in this process are found through analysis of the discussed neighbourhoods, these are municipality, the housing corporations and the welfare organisations. As stated, the inhabitants are the starting point. The creation of an attractive, safe and nice living environment for the inhabitants is central, this asks for a change in approach, from top down to a combination with bottom up. Both social-economical as physical conditions should be improved. The credit crunch gives the opportunity to realise this changes, the prevention of delays and saving money makes the user an important actor, also for the corporate actors.

2. Sustainable development

This research has been triggered through the Almere Principles, in this chapter these are set in a sustainable context. With the focus at a good growth, similarities can be found with the definition of people, planet and profit. Within a sustainable development the start should be at creating a base with people, to create support for changes. This support should be found at the current and future users. This lead to the following definition of a sustainable urban development: *A sustainable urban development is the aim for a combination of people, planet and profit in which the current needs are optimally fulfilled without damaging the possibilities for future generations. The combination of people, planet and profit can be ordered in which people the starting point, followed by planet and then profit is. In this ordering the focus is at creating a positive result for all angles.* In this definition inhabitants are an integral part of sustainable development. Therefore it is not a question of connecting the wishes of inhabitants to sustainable development, but to understand the importance of inhabitants for sustainable urban development. The thoughts behind the 'merger of interests' is that the inhabitants are the starting point to reach a sustainable development. With setting inhabitants and their wishes as beginning it is about realising a social sustainable development. Social sustainable means the creation of places were people want to live and work, now and in the future. Places in which inhabitants, new and existing, rich and poor, want to live. To create these places it is important to know why people want to live somewhere and stay there when there economical position changes. In existing areas the current inhabitants are important because they live already in the area and are therefore experts of their own living environment. They can point out the stronger and weaker points of the neighbourhood. In different approaches there is a focus at diversity in housing, functions and mobility. In this focus the user plays an important role. To connect these aspects to the wishes of the user, process innovation is needed. The solutions are there, the next step is to use them in the best way.

3. Users

To understand the position of the inhabitant and to understand the motives of participation and use of an area research is done about the user. The answer to the question what people want of their living environment is rather easy: a place where they feel at home, safe, which is lively and interesting with a safe and lively public area and social and economical circumstances in which people have good foresights. Although the answer is simple, the road is difficult, J. Jacobs and the commission Bos argue both in favour of one type of living environment, J. Jacobs for the urban, diverse and cultural living environment, Bos for a familiair, more quite environment. Existing neighbourhoods do not fit with one of both, the urban renewal is done with physical, social and economical measures to move to one of these sides. But besides changing the area it is also important to get people involved with/in these changes.

In the literature research different connections are mentioned. The most important one is to create commitment, mental ownership: *Mental ownership is defined as the commitment of the user with something, someone, which is not physically owned but is treated, used and maintained as it is his/her own and is created through an optimal balance between participation, vertical cohesion and creating a place.* To create mental ownership, three different aspects play a role. Vertical cohesion is here seen as the cohesion between the corporate actors (municipality, housing association) and the inhabitants, often a large distrust exists between both sides, this prevents the growing of mental ownership. Another aspect is the creation of a place, people should be able to feel at home, not a childrens glide, when there are only 80 year and older people living in that block, or if there are only blind walls. The third aspect is participation, if people participate in the process, in initiation, planning and, if possible in realisation, this helps creating a place.
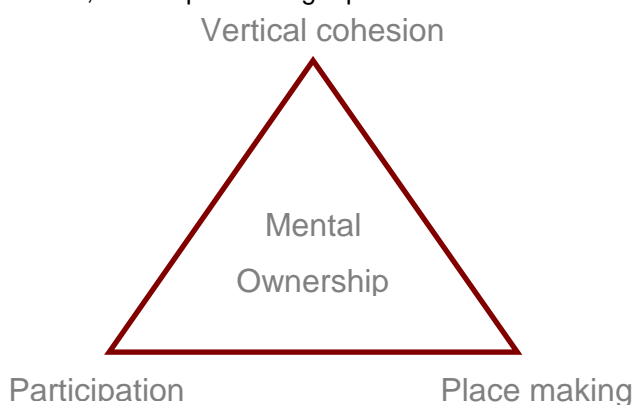
Vertical cohesion

Mental
Ownership

Participation   Place making

Figure 13 mental ownership

4. Almere Principles in redevelopment

Parallel with the exploration of the inhabitants and their motives a practical study was made of the Almere Principles. In a workshop, interviews and literature analysis different cases were analysed and different knowledge was entered. This has lead to a wide variation of possible measures which can be taken to create a kind of mental ownership, but more important, in the workshop the importance of the public space is emphasized. A large part of the measures was placed in this public space, but also connections were made between a not well working public space and a not well working

neighbourhood. Besides this attention for the public space, also the municipality as facilitar is discussed, for example in the new development Almere Hout Noord, a whole infrastructure is created to stimulate the future inhabitants to think about their neighbourhood and how they want it to become. With the public space as main playing field for inhabitants to make the city and create mental ownership, the public space is theoretically researched. Forward came the difference between the public space and place. The space which is formed through the walls and the space, with different elements, such as green, water, materialisation, traffic etc. and the physical spaces at different levels, city, neighbourhood, quarter and block and the place, which is formed through more softer characteristics, as the use, linkage, safety, image and meeting function.

5. Conclusions first part

In the first part of the research different important points came forward which lead to conclusions which will be tested in the practical research. These conclusions are:

1. The most important playing field for a successful urban renewal is the public space
2. The Almere Principles are about sustainability, in sustainability the focus should be at social sustainability, which is creating a neighbourhood in which inhabitants can social and economical improve themselves and do not move out of the neighbourhood if this improvement is taking place.
3. Social sustainability can be created through the creation of mental ownership in the public space, which is focused at individuals, fulfilling the wishes of different groups.
4. Mental ownership is created through an optimal balance between participation, vertical cohesion and the creation of a place, in the creation of mental ownership different ways are used to activate (the different groups of) inhabitants.

Besides these conclusions also the connection of the public space and mental ownership is researched. If there is a connection and how this connection looks like. The conclusions of the first part and the search for the connection are described in the following figure:
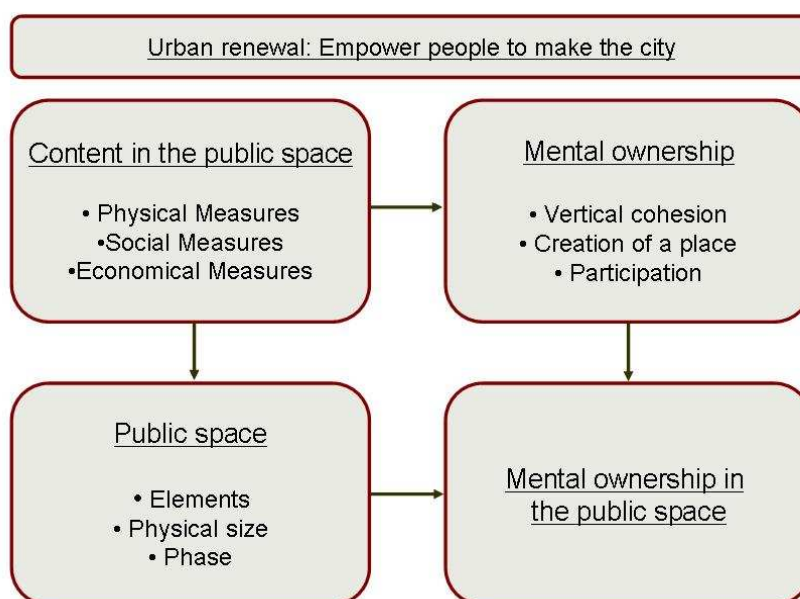

Figure 21 Analysis model

The steps of this analysis model are followed through the infill of different tables in which the indicators are described through different qualitative interviews with involved experts from all four main actors as described in the paragraph urban area development, the municipality, housing association, inhabitants and welfare organisations. The different indicators of mental ownership are as follows: Vertical cohesion is about the trust between corporate actors and inhabitants and is about: communication, focus at problems, continuity and leadership. Creation of a place is described as use & activity, access & linkage, sociability, comfort & image and maintenance. Participation is divided in different types, no participation, participation after invitation, active participation and participation at own initiative. The second step about public space is described as elements as water, green, traffic, materials and waste, physical size is about the influence of the measure, at city level, neighbourhood, quarter or block level. Phase is when the users became part of the measure, design, use and/or maintenance. Finally these two steps are combined and analyzed is if mental ownership is created and if it can be connected to the physical space.

6. Case studies

With the analysis model the conclusions of the first part are tested in case studies. The different cases are located in Almere, de Wierden and de Werven in Almere Haven and the Bouwmeesterbuurt in Almere Buiten. In all three neighbourhoods a vicious, negative development is turned around through a renewal. In de Werven this renewal is already finished, while in both other cases the renewal will end after 2015 and some large changes still have to be made. In de Werven there was hardly no attention for mental ownership, therefore it is not possible to make a connection between mental ownership and the physical place. The focus was at improving the place and activate people. In different indicators the scores improved, but in interviews, inhabitants did not feel more commitment with the area or an urgency to actively participate in the neighbourhood. In De Wierden different problems occur related to mental ownership. Participation has been a focus point, but especially in the long term developments, the inhabitants experience it otherwise, for those who are not involved in the social/economical measures, it create a feeling of distance between them and the corporate actors. However, the whole spatial vision is focused at creating quality, the quantity of public space is already present, now the quality (meeting, use, activities and safety) is focused.

Finally in the Bouwmeesterbuurt, a similar division can be seen between long and short term measures, in which the distance between corporate actors and inhabitants is increasing when the period is longer. In the analysis different points came forward for each aspect. The most important:

1. The focus should be at regaining the trust of inhabitants, in the possibilities of the neighbourhood and in the corporate actors. For this intensive maintenance can be an answer.

2. Participation, stimulate and approach the inhabitants to actively participate. Not only in the traditional ways, which is focused at informing people who are not interested and at the people who are against the plans, but with the help of all actors who are already active in

the neighbourhood, like the police, the schools and the welfare organisations. Not only in social economical measures, but also in the physical measures.

3. Before starting with the creation of places, the focus should be at safety and maintenance, often the first priority of inhabitants, after that the focus should be at creating places, in Almere especially the use and activities needs attention, through more and better street furniture and the education of children in the public space.

4. In all cases the public space is an essential part of the renewal, the housing stock is changed, but the focus is at improving and stimulate activities the public space.

7. Conclusions

To answer the main question, the different research questions are answered, these answers resulted in a step by step answer of the main question, which is as follows:

> *How can the Almere Principles be used (translated to concepts) to achieve a successful urban redevelopment in which the basis of this development is formed by the inhabitants, as participants and active users of the area?*

For successful sustainable concepts in urban redevelopment in which the basis is formed by the inhabitants the focus should be at social sustainable. For this mental ownership needs to be created. Another aspect is the importance of the public space. In this research the different aspects to create mental ownership are pointed out and tested in cases, one important aspect is that mental ownership can not be created without vertical cohesion, trust between the corporate actors and the inhabitants. The second point is that mental ownership is dependent of the creation of places and finally the level of participation is part of creating mental ownership. If all these aspects are optimal, the conditions for mental ownership are optimal. The second step is to see in which element of the space, which step and which size the current practise is focused. Different experts bring forward that the sooner the better, and that the size in which people are involved, should start at the size where inhabitants have a connections with, the neighbourhood. In the practical research is seen that the involvement started after the spatial vision was made, when there are large changes (as building housing), this has lead to resistance, in which the result was a disturbed trust and vertical cohesion.

When the Almere Principles, especially the 7th principle, empower people to make the city, are the basis to create a successful renewal, the inhabitants should be actively participate in the process, in the neighbourhoods of the urban renewal came forward that participation at own initiative is difficult, but with the help of welfare organisations it should be possible to increase the active participation. This should be in the own interest of people, the corporate actors should also change their attitude, besides giving decision space, it is also necessary to focus at problems and to show that they will be solved. This does not mean, talk till everything is sorted out, but start as soon as possible. In the creation of places can be said that all actors understand the problems, the solution space is not the same, but the need of creating meeting places, more diversity and more activities in the area is shared.

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1 Introduction

1.1 Background information: motivation and relevance

1.1.1 Personal motivation for sustainability in urban area development

The decision to focus the research at a combination of urban area development and sustainability has different reasons. Following different master courses made me realize that the complex process of urban area development is a challenge to me. I enjoyed working in groups, creating solutions for a whole area and paying attention to different aspects (actors, finance, maintenance, design etc.). Another aspect of urban area development which I really like is the fact that research in urban area (re)development is about the challenges of the future. More and more attention will be given to redevelopment of the older parts of cities, more and more there is attention for improving more then only the physical conditions (housing). Another challenge for the world in the future is the change towards a more sustainable world. I strongly believe in the necessity of this change. From the start of my life I was educated to respect my living environment. This is probably the main reason for this interest, besides that I have always been surrounded by people with whom I shared this interest. In the last years this focus became more and more important, as a kind of reaction at our 'weggooi maatschappij'. The importance of sustainability for me also came to appearance in the choices I have made in my education. First I did different courses, for example in landscape ecology, a course with a focus at a profitable connection of red and green/blue, profitable for all actors. My bachelor thesis was focused at sustainable building and during my internship I was part of an architect firm which was specialized in building sustainable architectural housing. So the decision to deepen my knowledge and focus at sustainability in my master thesis was easy to make. The decision to focus at redevelopment has not such a strong background as the focus at sustainability. During meetings with different experts and studying different literature I noticed a lot of attention for sustainability, especially in future developments, while I could find less about redevelopment. This, in combination with the cradle to cradle approach of Braungart and McDonough and the translation of this approach to the Almere Principles, where the starting point for this research. After studying more literature and having follow up meetings I realised that this area is something where a lot is done, but there is still a lot to discover.

1.1.2 Scientific motivation of sustainable urban area development

In the previous paragraph I have clarified my personal motivation, in this paragraph I would like to clarify the relevance of this subject. Because of the complexity of the subject I will start with sustainability and will then focus at redevelopment. At this moment a large, worldwide, discussion is going on about global warming and climate change. The average temperature is raising (IPCC, 2006), the see level is raising etc. The main cause can be found in the CO2 emissions, which are rising due to land-use change (deforestation, growing desserts) and burning of fossil fuels. Different causes which can be closely related to human behaviour. But not only can the causes be found in human behaviour, also the solutions. Targets and protocols are made, on worldwide level: in 1997 the Kyoto protocol, in the start of 2009 a follow up is made in Denmark and at a European level in Poznan, 2008,

but also on National levels between the municipalities and the national government in 2006. All these protocols have one main target: reduce the influence of human behaviour and repair the damage
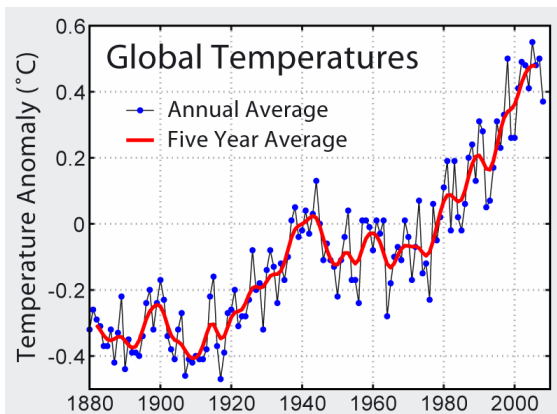

Figure 1 Global temperatures (Global Warming Act, 2006)

already done. In Almere the agreement between municipalities and National government is translated to the Almere Principles, guidelines for a good growth of the city of Almere. The basis of the Almere Principles is cradle to cradle and the focus of the Principles is at the enlargement of Almere to a city of around 300.000 inhabitants with large projects like Almere Oost, Almere Pampus and Almere Hout. Besides this large scale projects there is a large, existing part of the city in which transitions are even more urgent.

In the Netherlands approximately 1% of the existing stock of dwellings is replaced every year. This means that a dwelling has to stay for more than 100 years. The average energy label of these dwellings is far below the aimed labelling; more than 50% of the dwellings have an energy label which is between E and G (van Hal, 2008). This energy label is not only affecting the energy usage, but there is also a strong correlation found between the human health (mental and physical) and insulated housing (Howden-Chapman, 2005). So there is a need to focus at redevelopment of existing housing.
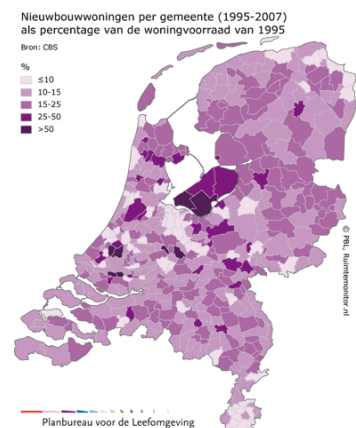

Figure 2 Replacement of housing in % (PBL, 2007)

Most of the existing housing stock is build in the after war period (>1945-1970) in larger extension areas. The redevelopment of existing housing is therefore not only an assignment on housing scale, but also an assignment on a larger scale (neighbourhood), mainly because there is a strong relation between the type of housing and social problems in these areas. Therefore it is important to see sustainability as definition which includes more than only sustainable as good for the environment, but as caring for people, planet and profit. Van Hal (van Hal, 2009) brings an order in the people, planet and profit approach in which people is the starting point. With looking at the above mentioned areas it becomes clear that the existing inhabitants of this area are one of the most important actors, as people who live there and who like there housings and the surroundings. These people should be the starting point of a sustainable redevelopment.

1.1.3 Vision about the research project

In the last couple of years, more or less since 'an inconvenient truth', a film of Al Gore, there is an increasing attention for sustainability, not only professionals, but also the main 'crowd' is now a day interested in this subject. With the credit crunch at this moment, different governments are investing in the economy, especially in sustainable development. This money in combination with the growing

amount of actors which are interested in the area also results in fading of the definition of sustainability. Instead of a sustainable development sometimes an 'old-fashion' development gets a sustainability sauce on top of it and then it is called sustainable. I strongly believe in the necessity to change our behaviour and I hope I can help realising real changes. Although I know that this is something really difficult, I am pragmatic enough to realise that people will not easily change their behaviour. With this research I hope to add something to the constantly developing knowledge about sustainability, especially at the field of redevelopment. This, in combination with the current research about the use of cradle to cradle in urban development, makes this research very interesting. Sustainability, which is in middle of the picture right now, in combination with a new theory for (re)development is in my opinion research at the frontline.

1.1.4 Relevance of the research project

Urban area redevelopment is an area in which a lot of research is done and in which a lot of initiatives are taken. On National level, with the 40 'krachtwijken', on local level, with municipalities in combination with other actors, like the housing associations, who stimulate the redevelopment of older/problematic neighbourhoods. Together with an increasing attention for sustainable development this creates a scientific field, of sustainable urban redevelopment, in which there is still a lack of knowledge. The main focus is at energetic measures, while sustainability includes more than only technical. The Almere Principles can form a bridge between these two different playing fields and can lead to a complete infill of sustainability.

Within the University of Delft, department Real Estate & Housing, urban area development is one of the research areas. Within this area an integral approach is necessary in which there is attention for the combination of social, spatial and economical aspects to realise a sustainable and qualitative urban context. With this research the Almere Principles are analysed as a tool for the realisation of this sustainable city, the focus within this research will be at the user, or the 7th principle 'empower people to make the city' as starting point.

1.2   Research question

1.2.1   Problem analysis

At this moment there is a lot of attention for sustainable development of real estate, the focus is not at urban area development, but at the smaller scale of individual houses and smaller scale adjustments (van der Leij, 2007). This attention and these adjustments are a first step in the right direction, but there are still a lot of big environmental problems left, which can be directly linked to the build environment (van Bueren en de Jong, 2007). This problem is acknowledged by the Dutch government and at the start of 2007 an agreement was reached between the government and the municipalities which resulted in the report: 'Klimaatakkoord, Gemeenten en Rijk, 2007 – 2011'. In this report several objectives are set which all have in common that they want to reduce the decrease pollution and increase the health and welfare of all, planet and people. Already there are some guidelines for sustainable housing, for example the DCBA method, but there is no similar method for urban area

development. Therefore the different municipalities create their own translation of the policy agreed on in the earlier mentioned report. In Almere alderman Duivesteijn and advisor McDonough, who wrote, together with Braungart, 'cradle to cradle' in 2002, translated the ideas of cradle to cradle to the Almere principles. The Almere principles are created in a way that they are useful for the enlargement of the A6 highway, but also for urban area development etc (municipality of Almere, 2008). Because of their broad, general use, the Almere principles are at this moment not more than a vision. A vision which can lead to a sustainable urban development, but using the principles does not immediately mean that a sustainable development is created.

1.2.2 Problem statement

The Almere principles are used in the development of future expansions. Besides these new future expansions, also older parts of Almere will be redeveloped. Although these older parts were not designed with the principles as starting point, the principles should be a guideline during this redevelopment. There is an important difference between the old and the new city, in the old city there are already people living, who play an important role in the redevelopment. Therefore it is important to see if and in what way the Almere Principles can be used to redevelop these districts in a sustainable way and how the interests of new and existing inhabitants can be protected and used to strengthen the sustainable development with the principles.

1.2.3 Research question

The Almere Principles, based at the ideas of cradle to cradle, are used for the creation of a conceptual framework that should lead to sustainable redevelopment in which the interests of the new and existing inhabitants are central, or more in general with respect for the past and the future of an area, including its inhabitants. The research question which can be formulated:

How can the Almere Principles be used (translated to concepts) to achieve a successful urban redevelopment in which the basis of this development is formed by the inhabitants, as participants and active users of the area?

To formulate an answer to this question, the following research questions have to be answered:
1   *What is urban area redevelopment and what is the role of inhabitants in urban area development?*
2   *What is sustainable development and what is the role of inhabitants in sustainable development?*
3   *What do inhabitants, as participants and users, want of their neighbourhood?*
With these first questions a theoretical context is given which will be used as a theoretical framework for the research. It also provides this research with starting points to determine definitions and a position towards sustainable urban redevelopment.
4   *What is de opinion of experts about the possibilities of the Principles, with the user as starting point and how can the Principles be translated to concepts?*
5   *How are the Almere Principles in current development plans translated to concepts and what is the position of the inhabitants in this translation?*

6   What are the learning points from the literature study and the analysis of the conceptual approach of the Almere Principles?

7   How can the knowledge gained be used to strengthen future redevelopments in Almere.

1.2.4   Research objectives

1.2.4.1   Aim of the research

The aim is to research if the Almere Principles can lead to a sustainable urban area redevelopment. The main focus in this research is at people, therefore the starting point in using the Almere Principles is the 7th principle: empower people to make the city. The aim is to research how people can be empowered to make the city, with a focus at a sustainable development.

1.2.4.2   Target groups

The research will focus at different cases in Almere. Because the location is in Almere, the municipality and housing associations are important target groups. But the main goal is to gain knowledge about the Almere Principles in urban redevelopment and how the principles can be used to strengthen the position and interests of the current and new inhabitants. With this research also other professionals are a potential target group.

1.2.4.3   Result

The results of this research will be a critical appraisal of the use of the Almere Principles in urban area redevelopment with the users as starting point. This will result in recommendations about how to use the principles in urban area redevelopment and what the principles can add to existing knowledge to fulfil the needs of the inhabitants of the area.

1.2.5   Research methods

The research can be separated in different phases. The first phase is focused at exploring, in this phase the research question is formed. This is done through a combination of literature research and interviews. The final result of this first phase can be found in chapter 1 and in chapter 2, in which Almere and the Almere Principles are explored. In the second phase the focus changed from exploring to deepen the research. The methods used in this phase are literature research, analysis of cases and a workshop with different experts in the field of redevelopment and sustainability. The focus was at deepening the knowledge of sustainable urban area development. The results of this phase can be found in chapter 3, 4 and 5. The third phase exists out of the creation of hypotheses and testing them. The results of the deepening of the research are combined and analysed. The result of this leads to different recommendations and conclusions. The fourth phase existed out of different case studies. Analysis of the location in combination with the list leads to a new approach which differs from the original approach. To methods used are: location visits, literature research and interviews. The locations are current renewal areas in Almere. Finally conclusions and recommendations can be made out of the whole research, this is done in the last chapter.

1.2.6   Research design

The research will start with a focus at the users. Through literature study and practical study (workshop) the position of the user is linked to urban area development and sustainable development. Sustainable development is further explored with ordering in people, planet and profit (the merger of interests, van Hal, 2009) and an infill is given how the Almere Principles can be used in redevelopment. For redevelopment and to empower people to make the city the central focus is researched. This focus point is the starting point of the second part, to deepen the research. The infill can be separated in hard and soft, hard in the way of playing fields, spots to sit/talk, waterways, routing etc., soft in the way
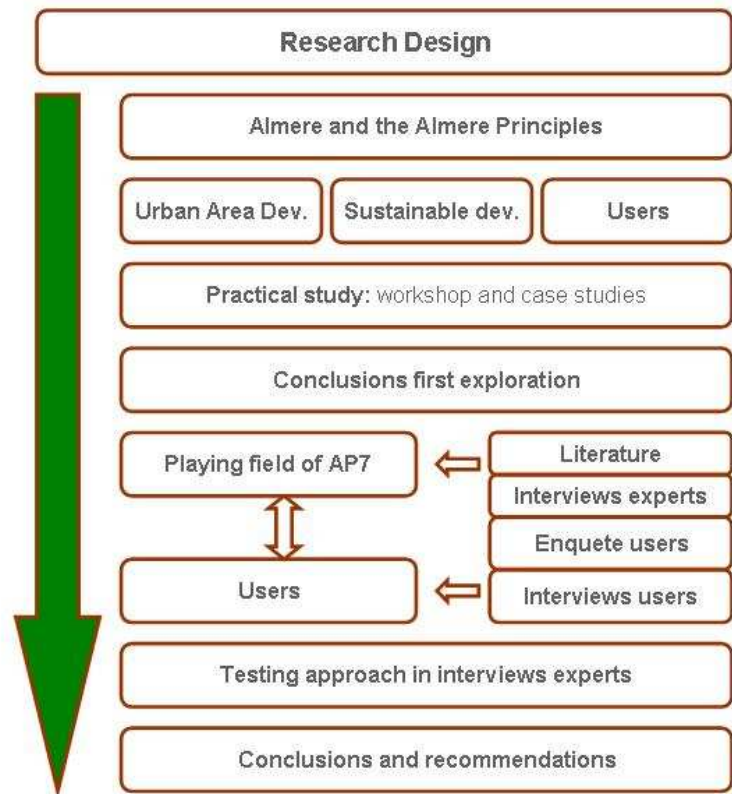

Figure 3 Research Design

of organising (supervision, neighbourhood bbq's etc.). The 7th Almere Principle; 'empower people to make the city', is the guiding line which can be used to give shape to this development, what do people want of the public space and how can it be stimulated that the users organise it themselves. For the physical interventions literature and existing cases will be analysed (Western garden cities, etc.), for the soft interventions the users will be used, as well as literature and other cases, in the softer interventions also other findings out of the workshop will be connected to the public space. This will lead to hypotheses which are tested in the case studies. In this way more understanding will be created about how people can make the city, with a little help from professional parties.

1.2.7   How to read this document

This is the final paragraph of this first chapter, which introduced my graduation subject. In the following chapter, chapter 2 Almere and the Almere Principles are introduced. In chapter 3 the literature study is described, the results are used in chapter 4, in which the practical site is clarified through a workshop and different cases. Chapter 3, 4 and 5 are the input for chapter 6 in which the theory analysis and practice lead to this chapter with hypotheses. Through interviews and literature the base is strengthened. In chapter 7 is illustrated what the experiences with the hypotheses in a case study in Almere are. In chapter 8 conclusions are made from all previous chapters and recommendations are made.

2 Context: Almere

2.1 Introduction

In this chapter Almere will be introduced. The municipality of Almere introduced with the Almere Principles a strong vision for a sustainable city. In this chapter Almere and the Principles will be shortly introduced as the starting point of this research.

2.2 Almere

Around 1960 the first time was spoken about a city in the Flevopolder. This polder was not impoldered yet. In 1966 the time frame for the start of building the "IJmeersteden" (IJmeercities) was set for 1975 (2e nota ruimtelijke ordening). In this document already the most important characteristic of the future city, Almere, was mentioned, the multi-kernel city. The name was for the first time mentioned in an exploration document in 1970.

The most important characteristics of Almere are developed between 1966 and 1981, after 1981 Almere as a city was not finished, but the basic layer was. Almere is designed for middle class families, the families who want to change their living environment from an overcrowded city to a more quite city in the polder, with a lot of comfort (central heating, a garden etc.).

Because Almere is build in new land, the city started with a clean sheet. Therefore the ideal city could be designed and build. Because the most important decision came from the 'Rijksdienst voor de IJsselmeerpolders', which was specialized in creating new land for agriculture, Almere had a strong connection with agriculture. The main planners, van Duin and Otto, were educated in Wageningen at Wageningen University, and saw the green/agriculture as the starting point for a new city. There was a high uncertainty of the future amount of inhabitants (100.000-250.000), therefore this uncertainty was adapted in the design, which existed out of different fields of farm land in a green framework. A concept which is still used for future expansions and appreciated by inhabitants of Almere.

This framework is still actual and educated as the three layer approach, with a basic layer (the land, mountains, see), a framework of lines (roads, rail tracks, water) The human use of these layers can be seen as a third layer, the occupiers. It is possible to make changes in each layer, but this is the easiest in the last layer and the most difficult in the basic layer. In the Netherlands the first layer is mainly shaped through water systems and height differents. (min. van LNV, 2009)

Figure 4 Layer approach (Mirup)

During the design process of Almere, two important things were not under discussion, the multi kernel design and that most of the houses would be 2 or 3 floors. The multi kernel approach of Almere has different advantages; a change in the number of

inhabitants could lead to the building of a new kernel, there is a lot of green close to the dwellings and more advantages can be described. Parallel with this, the public transport was developed. A free bus lane is taking care of fast transport in Almere, while there is a frequent train connection between Almere and Amsterdam.
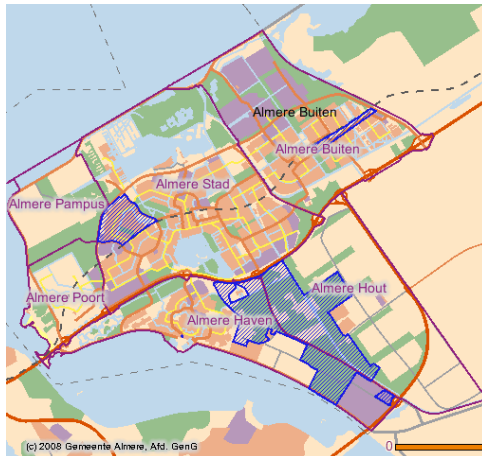

Figure 5 Almere (Municipality of Almere, 2006)

Another important aspect of Almere is the way it is designed as a part of a fast growing urban area in the west of the Netherlands. Almere became a place for people who did not find a house, or did not want to live in Utrecht or Amsterdam. The consequences are still visible in the people who work in Amsterdam or Utrecht and move daily from their home in Almere to these cities. A problem which was already foreseen in the 1980's, and which is still actual. Almere is a large city, but is still not as diverse as other cities. A part of these problems will solve it selves when Almere becomes older (already changes can be seen in the composition of the income groups). (Feddes, 2008)

Today Almere is 30 years old, but already more than 180.000 people live in Almere. These people live in three different kernels: Almere Stad, Almere Buiten en Almere Haven. A fourth kernel is currently build, Almere Poort. Each of these kernels have their own identity, Almere Stad is the city centre, while Almere Poort will be the centre for recreation and sport. The growth of Almere to the city of today comes together with the growth of 'urban' problems in the existing city, low incomes, an under representation of higher knowledge, 55+ people and students, a large part of the inhabitants works elsewhere etc. These developments are a threat for the healthy development of the growth of the city Almere. The municipality has written a report with some general attention points which should lead to prevention or solutions for a part of the problems and which should lead to Almere as a complete city, the main points:

- Higher education (university)
- Housing for students, 55+ and higher educated.
- A city centre were different kind of cultural activities take place (dance, acting, music)
- The identity of Almere should be expressed outside the city (image through a museum, attraction)
- Physical connection Amsterdam-Almere
- More work in Almere
- Action plans for the current, weaker districts, people will move to the newly build districts
- A sustainable city through innovation (less rules)
- Attention for the connection of red with blue and green, a slow overflow instead of hard borders (like Almere was originally designed)
- Flexibility and participation from the inhabitants

2.2.1 Expansion Almere

In the near future Almere will face two important assignments. The future expansion of Almere and the redevelopment of the current city. Both are dealt with in the 'Schaalsprong Almere 2030'. The main goals of the 'Schaalsprong' are to grow to a complete city and to develop the social economical structure of the city. Sustainability and ecology should be the leading principles in this development of attractive live, work and recreational areas, not only for the new housing but also for the existing city. From different sides there are critics about the 'schaalsprong'. Especially about the attention for the existing city. In this research the attention will be put at this playing field.

2.2.2 Sustainability in Almere

As a city Almere is more sustainable compared to other cities. The method used to plan Almere is a method in which a lot of attention is paid to the landscape. Although Almere started as a tabula rasa, a flat piece of empty land, the design is based through first shaping the slowest layer (underground), after that the water/trees etc. and at last the buildings/roads etcetera. The welthought planning of Almere can be found in the aims from the report *Almere 1985:*

1. Almere should deliver a direct contribution to the solution of current, regional problems
2. Almere should keep expansion possibilities for the future
3. Almere should be open to anybody
4. Almere should emphasize individual development of all people in Almere
5. Almere should contribute to a healthy and sustainable environment
6. Almere should contribute to the development of an urban culture.

6 statements which are still actual and could almost directly be linked to the 'new' principles. It is therefore not surprising to see that the attention for sustainability is still there and will be used in the future expansions. Because the assignment has changed, it is also necessary to change the view and the aims. This is done in 2007 and 2008, with a focus at sustainability, ecological, economical and social through the Almere principles.

2.2.2.1 Almere Principles background: cradle 2 cradle

Although there are different approaches for sustainable development, the focus in this paragraph will be at cradle to cradle, a philosophy created by Braungart and McDonough. There is a growing attention for cradle to cradle, Almere is often seen as one of the examples of cradle to cradle in the Netherlands. Cradle to cradle is an approach originally designed for products, the production process and for buildings, not for urban area development. For the translation of this concept to a usable concept for urban area development it is necessary to take into account the complexity of urban area development.

Cradle to cradle is a philosophy which is based on thinking in cycles and in which the human is part of the system. A product should be, at the end of its life, food for another product, or should be completely striped down. The different parts can then be reused. Implementation of the philosophy changes the whole culture in a company and creates a positive flow. Besides this culture change, cradle to cradle is also a strong selling point (Kranendijk, CEO Desso Group BV, 2009). The main

reason to make this change should be the prevention of the exhaustion of natural sources, it combines the thoughts behind people, planet and profit in the most sustainable way.

According to Braungart (lecture Braungart, 2009) cradle to cradle is about effectiveness, doing the right thing, instead of efficiency, which is *"rearranging the deck of the Titanic, just before it sinks"* *(Braungart, 2009).*

In the same lecture cradle to cradle is explained as:

1.   Waste equals food (nutrients are nutrients)

2.   Use current solar income

3.   Celebrate diversity

Another important point, which influenced the marketing, is that if a product is completely cradle to cradle, it is not necessary to

afval

= voedsel

Figure 6 Waste = Food (Groot, W. 2009)

reduce the use of the product, this is also called 'good growth'. Besides the above, cradle to cradle is also a strong marketing tool, a clear goal is set, which makes it easy for people to identify themselves with this goal and to generate a shared vision.

In urban area development sustainable development is often quite static because of the many rules and standards. These standards are often seen as a quality instead of looking at quality as the standard. Cradle to cradle returns to the basic principles of sustainable development. The cradle to cradle concept tries to discover new roads towards a sustainable environment. Cradle to cradle should no be seen as a technical concept, but as a challenge to the different professionals to see waste as food, to create diversity, to create a band between people and their environment and to design for future use (Boone, 2009).

Rotmans and Boone give a few suggestions for a cradle to cradle development:

1.   Analysis of the historical identity

2.   Analysis of the sustainable potential of the area

3.   Design sustainability principles

4.   Design a sustainability vision (Rotmans, 2009)

And from the sustainable vision on

1.   Design clean cycles in time and space (try to see cycles at the scale of urban area development)

2.   Added value of public private partnership and cooperation (include a long pay-back time)

3.   Development process is strategic and operational (formulating and realising of long term goals).

4.   Use existing capital, the landscape and people (recover three layer approaches, listen to the economy of the kitchen table).

5.   Urban area development as sustainable evolution. (Boone, 2009)

In Almere the cradle to cradle thoughts has led to the Almere Principles, which are further explained in the next paragraph.

2.2.2.2 Almere Principles

The seven Almere principles are designed as visionary principles, not only for housing, but for every change in Almere, for example the rail track, the A6 highway, but also for the development of Almere coast (housing). The principles should be used as a starting point of thinking, an intention for the creation of closed cycles which do not harm the nature, but where the development is part of nature. With the 'Schaalsprong Almere 2030', already a translation is made for the further infill of these principles.

In the Almere Principles there is attention for cooperation, as shown in principle 7, 'empower people to make the city'. This attention for cooperation is also shown in the making of the principles, the cooperation with Braungart and McDonough is organised by the municipality, especially by alderman Duijvestein, but the realisation is a cooperation of different stakeholders, members of the city council and experts. In group discussions the advantages and disadvantages were discussed and ideas were developed. In these sessions the principles were developed and used as guidance. The basis of the Almere Principles can be found in the Hannover Principles of 2002. The Almere principles exist out of seven starting points which lead to a sustainable development of Almere:

1. Cultivate diversity (ecological, social and economical)
2. Connect place and context (identity, ALZIJDIGHEID, accessibility)
3. Combine city and nature (maintain, make use of and combine)
4. Anticipate at change (maintaining of spacious surplus, changing effects, mental surplus)
5. Keep innovating (innovation and sustainability, concentration and accumulation of knowledge, institutional innovation)
6. Design healthy systems (mentality, hardware, maintain direction)
7. Empower people to make the city (planning, self organisation and sustainability, knowledge and care) (Municipality of Almere, 2008)

The main goal of the use of cradle to cradle is to create a wide enthusiasm for a sustainable development and a good growth of the city, which is not only supported by the 'innovation champion' (Duijvestein, 2002), but in the whole city. The Almere Principles are therefore also a strong communication tool.

3 Literature study

3.1 Introduction

In this chapter the different terms will be explored, in 3.2 urban area development, in 3.3 sustainable development and in 3.4 the users. The conclusions made in this chapter are the foundation for the further research in chapter 5 and further.

3.2 Urban area development

3.2.1 Introduction

In this paragraph a theoretical research is done around the conception of urban area redevelopment. First the notions urban area redevelopment is introduced, after the introduction the context is further explored and the connection is made with users and Almere. With this information an answer can be formulated to the following research questions: *What is urban area redevelopment?* and *In what way is it possible to connect the wishes of inhabitants to urban area redevelopment?*

3.2.2 Definition

Urban area development is a definition which is used since 2004. Comparing urban area development with spatial planning, which was used before, is comparing a complex question with a search for an answer to a social and spatial assignment with solving mainly a spatial assignment (Vrom, 2006, Verlaat, 2006). The difference can be explained with the integral approach of urban area development. The process and results are closely correlated and therefore it is important that all actors participate from as early as possible in an urban area development(de Zeeuw, 2007). Characteristics of urban area development are that it is integral because it includes more than one function and there is an interdisciplinary cooperation. The primarily focus is on more than only the physical development of an area. At the Technical University of Delft, at the practical department urban area development the definition is as follows: the combined action of cooperation connections: a bundling of ambitions, actors, interests, disciplines and streams of money for the development of an area. Or in the words of the professor:

Urban area development is the art of connecting functions, disciplines, actors and streams of money, with the eye at developing an area (de Zeeuw, 2007).

Verlaat created the following figure of urban area development, in this figure there is a central role for the process, this leads to an increasing role for the process manager.
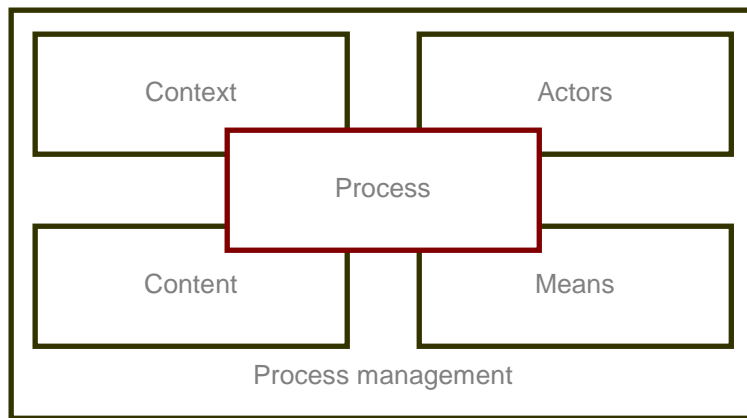
Figure 7 Schematic overview urban area development (Verlaat, 2006)

3.2.3 Process management

In this research special attention is paid to the content of an urban renewal from the point of view of the user. In the schedule of Verlaat is shown that the connection is made in the process, the process manager plays an essential role in this. To understand this role, it is important to understand the difference between the process and a project. Characteristics of process management is that it is an ongoing process in which multiple activities are deployed, different goals are set and it is also a search to where the steering/power is shared between different actors. Because the process of an urban area development is long, heterogeneous and dynamic, the starting points are changing during the process with high insecurity about costs, reached targets and time. It is also a search towards new habits and demands flexibility from all participants. Because of the different goals and problems and the strong relation between them, a possible solution will have to be integral and flexible (Teisman et al, 2001).

Although the process of urban area development has an integral character, decisiveness sometimes benefits from a partial approach, cutting the question into parts. In process management often an extern process manager is used for this. The process manager has different tasks:

1. he/she is the connection between intern and extern environment.
2. he/she is the connection between decision-making and the composition, the process manager signals the need for analyses and translate these to concrete instructions
3. he/she is the person with the overview of actors, activities and motives.

Part of the responsibility of a process manager is to search for common targets, internal and external (Wolting, 2006). This central role of the process manager is crucial, especially in urban renewal the role is complex with not only different groups, but also individual inhabitants. The main actors which the process manager has to deal with in urban renewal are the inhabitants and the different corporate actors as the municipality, housing associations and welfare organisations.

3.2.4 Types of urban area development

3.2.4.1 Types

Different types of urban area development can be described, a possible way to divide urban area development in six different types is given by Daamen (2005) and Verlaat (in Wigmans, 2003):

1.   City expansion

City expansion is a development in which new, often agricultural land, is used for the expansion of the city. Examples of city expansions are the VINEX location. In the near future a large expansion is planned for Almere, in the rest of the Netherlands the focus is changed to renewal and transformations.

2.   City renewal old style

The city renewals of pre-war districts. The need for renewal came because the dwellings were outdated. The renewal was stimulated with subsidies and therefore the government decided about the future destination of the areas. These districts are often completely monofunctional (dwellings)

3.   Renewal of inner cities

The renewal of inner cities is a complex process, because different parties have land positions and the original function was variated. For a good development the focus is at the cooperation between private and public actors, examples are the area south of the central station of 's Hertogenbosch and around train station The Hague Central.

4.   Renewal of business areas

Monofunctional business areas become more and more physical and economical outdated. Different cooperation models are possible. The business areas are often replaced by new areas (around Zwolle) and need a new function. Because of the location (close to highways), housing is sometimes not possible, Amsterdam Zuidoost is an example of this kind of area.

5.   Renewal of after-war living areas

Monofunctional areas need an update, the demand is more focused at a diversification, more functions (working, shopping, recreational) are needed to keep these areas attractive in the future. Examples can be found through out the Netherlands; The Hague Southwest, the 52 'prachtwijken', 'beautiful' districts.

6.   Transformations

Transformation areas are complex areas in which the function has to change completely. For example the harbours of Amsterdam and Rotterdam moved (from inside the city to closer to the sea), these areas are located in the city centre, but polluted. The area development is complex, cost like, spatial and social.

This research project focuses at the fifth point, renewal of after-war living areas. In these monofunctional areas a big part of the housing is in the possession of housing associations. Currently the main goal is to change the monofunctional character of the area into an area with more functions (shopping, working, recreation, and living). The creativity needed for these kinds of changes makes it a difficult process with slow progress (Daamen, 2005).

3.2.4.2 Renewal of after war living areas

Urban renewal is in practise often used as definition for a physical transformation of after war living areas, including large changes in the existing housing. Also non-housing is often included (shopping etc.). The main goal is to create a new long term perspective for the neighbourhood. A second goal:

> *'The physical change in urban renewal neighbourhoods aims for the creation of an attractive living environment for the middle class users' (de Zeeuw, 2007).*

Besides changes in the physical environment it is important to increase the social-economical and cultural differentiation. Urban renewal is focused at the solution of two connected problems (Vrom, 1997):

1. The relatively low percentage of inhabitants of large cities with a middle or higher income
2. The concentration of inhabitants with bad forecast in their social-economical position

In the same report different physical solutions are mentioned:

1. improve the variation and quality in housing (demolish and new housing, renovation etc.)
2. increase the sphere, safety and attractiveness of the living environment
3. adaptation of commercial and social facilities

There is a high expectation of urban renewal, but the current practise exists often out of demolition of housing at a large scale and replacing these for housing for middle and high incomes, or in the words of Oosterling (translation of Kaspori and Oosterling, 2006): 'the current housing policy is like a commercial for a cleaner:

'Quick & Brite' ….. there is a standard solution for all housing problems in the Netherlands: build for middle and high incomes! …. Build for high incomes and all problems disappear in a second, quick & brite….' Or in the words of Vanstiphout (p7 of de Wit et al, 2006):

'Like it is a chemical installation, the different classes and cultures which form the Netherlands are distributed over the territory in a calculated blending, concentration and PH value.'

The mentioned strategy of demolition and rebuilding is also not realistic because the current housing stock in Almere is only 25-35 years old. Instead of the above mentioned strategy the alternatives can be based at the current inhabitants. In this approach the qualities of the neighbourhood are recognised and the starting point for improvement. This approach included a change from a top down to a bottom up approach and respect for the existing qualities, for example: the quite and green environment.

In urban area redevelopment there should be a focus at the living environment and improvement of existing housing, instead of replacing housing. In the second place the focus should be at the economical position and changes for inhabitants. This does not mean that there is no room for new housing, especially in the after war areas there is a surplus of public space in which there is space for new housing, which can get an infill with housing for the middle class. But when looking at the current users, this is not prioritized and building new housing should be done with reserves.

'Upgrading' is then seen as positive, filtering has been described as a normal ecological process: cities grow and each newly built housing scheme starts at the top'. (Ouwehand, 2006)

3.2.5 Actors

Urban area (re)development is a complex process in which a lot of actors and interests come together. Already in the early '90's this process became more and more complex, mainly because of a government who reduced their influence in this process and the market parties who got a stronger position. The different actors can be divided in two groups, public and private actors (de Zeeuw, 2007). In these groups, different actors find their place. In redevelopment of housing areas the main public actor is the municipality, who also represent the government. The main private actors are the housing associations, welfare organisations and the users. Next to these private actors, smaller actors can be described (shop owners, different pressure groups, developers etc.), but because the focus is in this research at the users and the relation between them and the actors which are currently steering, the municipality and the housing association, only these actors are described.

3.2.5.1 Public parties

3.2.5.1.1 Municipalities

The municipality is one of the leading actors in urban renewal programs. Together with the housing cooperation's, the municipality plays an important role. The role of the municipality is dual, at one hand the municipality has a formal role, and on the other hand the municipality is responsible for the functioning of the city and areas.

The formal role of the municipality is seen in for example zoning plans, building permits etc. The municipality is then facilitating the new development, which is, according to de Zeeuw not always done in the most easy way. The other role of the municipality is more seen in the social and ecological corner, the municipality wants the city to be vital and working like one big cycle. For these reasons other departments (department existing city, social department) are often part of the renewal of existing housing areas.

3.2.5.2 Private parties

3.2.5.2.1 Housing associations

In the last two decades the position of housing cooperation's has changed from a public actor to a private actor which have to create profitable developments. The side effect of this change is that housing cooperation's focus more on an integral area development (Verlaat, 2006). This change is seen in negotiations between municipality and cooperation's. The main part of the stock of the housing associations is build between 1946-1974 (49%) and 1975-1991 (33%). This is also the period in which the mono-functional living and working areas are mainly developed. This is the reason why housing cooperation's have such an important role in renewal (Ouwehand, 2002). The role of the housing associations can be separated in three scales, the scale of the dwelling, the scale of the shared facilities (shared entrance) and the scale of the neighbourhood.

3.2.5.2.2   Welfare organisations

In urban renewal areas a larger than average part of the inhabitants are not in the position in which they can take care of them selves (and there children). Social isolation and more problems occur daily. These problems have often a strong correlation with each other. Different welfare organisations are trying to help people to improve their situation. This is done in different ways, education, inviting people to join activities etcetera are different examples of the work this actor does. In an integral approach this actor cannot be missed as a strong social actor.

3.2.5.2.3   (Current) Inhabitants

In urban area development the users are of essential importance. In monofunctional living areas the main users are the residents. The residents of an area can be dividend in different groups, this differentiation is often according to income. The current residents of transformation areas often belong to a social and economical weaker group. Although there is not found a statistical strong relation between income and housing build in the seventies (WOon 2006), in certain areas these two factors can be linked. The main goal of redevelopment/transformation is to prevent a vicious circle in which the housing is getting older and the residents of the area are getting socially and economically weaker. To improve the situation of the existing inhabitants it is not enough to only build new dwellings, the position of the current residents needs also to be improved. Needed changes can be found in the creation of jobs in the neighbourhood, improvement of education possibilities, but also help in the raising of their children (van Beckhoven, 2008).

Next to the current residents new users will be introduced, new residents (buyers) with the aim that they will have a stronger economical position, but also other users like working people (shops), especially in a renewal project it is important to give attention to all users, because the new district has to be attractive for new users to reach the goal of a more diverse area.

3.2.6   Phasing

Urban area development is described as a process. This process can be separated in different phases (Verlaat, 2006):

1. Initiative
2. Planning/preparation
3. Realisation
4. Management/use
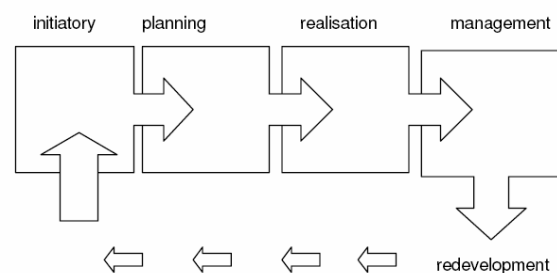
Figure 8 phasing of urban area development (Verlaat, 2006)

1. Initiatory phase is the phase when ideas arise in a certain area of urban area development. This idea can arise from public or/and private parties and can be based on problems, opportunities etc. In this phase it is important to determine a realistic ambition for the future situation within the existing context. The framework for the development is laid down and all actors have to find themselves in the shared ambitions.

2. The planning phase is the follow up of the initiative phase. In this phase the ambition has to be translated to a feasible plan with optimal qualities.

3. In the realisation phase the plan has to be realised. Urban area development often takes many years and therefore it is important how flexible the plan is and to take care of thoughtful changes during the process.

4. In the management phase the development is used. The responsibilities are often shared between the actors (municipality takes care of the public space, private actors for the private space), but many creative ways can be thought about.

The first three phases can be described as urban area development, while the fourth phase, is more separately seen as urban management. This project is focused at the start of a new circle. In the management phase negative changes are found, or will occur in the next decades. To prevent this, a new circle for renewal is started. At the start of this circle ambitions are formulated and have to be translated to plans. The ambitions can be found in the Almere principles, while this project tries to help translating these ambitions to a plan. When starting with an active involvement of the user in the first phases, the idea is that in the phase of management and use this involvement is still there.

3.2.7 Credit crunch and urban area development

Since the start of the credit crunch a lot of changes took place in urban area development. The easy support (financial) has been replaced with a difficult process to finance and a smaller availability of money. This will lead to smaller projects, different types of financing, cooperation models and different strategies (van Randeraat, 2009, van Joolingen, Kersten and Franzen, 2009). Larger urban renewal projects will be stopped and new projects will be focused at reducing the risks, smart integrating of market knowledge and less use of capital (Franzen, 2009). In these smaller projects the place of the user will be different. De Zeeuw (2009) emphasises the importance of guarding the interests of the user, to know their position it is important to know them. If that is the case you can use this knowledge to give the user a role in the process. This is one of the main issues in the next period, because of the smaller amount of available money, long procedures and a strong resistance has to be avoided as much as possible. This can be done in smaller scale developments in which the users play an important role.

3.2.8 Almere and urban area development

Urban renewal in Almere fits closely to the described situations of monofunctional housing areas. Although the housing is in general of a good quality and the necessity of physical changes in housing is minimal, the living environment is often not attractive, and the housing is situated in areas in which one type of housing is prevailing. Where at national level 50 districts are chosen to improve, based at the following indicators: income, % working, education, housing (satisfaction and small/old/cheap), trouble (sound, social, safety), satisfaction with living environment, in Almere no neighbourhood is selected because the indicators did not score high enough. There are however, certain neighbourhoods which also need some improvement, especially of the living environment and social and commercial facilities as the start of a new development circle, with a new role for the users as active participants. These neighbourhoods and their users are the subject of this research.

3.2.9 Conclusions

With the exploring literature research in this chapter the first research questions can be answered.

What is urban area redevelopment?

In the first part of the literature study the meaning of urban area development is explored. Urban area development is: the combined action of cooperation connections: a bundling of ambitions, actors, interests, disciplines and streams of money for the development of an area.

Besides the definition of urban area development, also an answer is given to the position of this research. This research is positioned in one of the earlier stages of the development process, in the initiative phase at the front end of a renewal of after-war living areas. These areas are developed with a certain idea, but the development of the area did not fulfil the expectations. Therefore a renewal is started. Although the focus of renewal is in general at a physical upgrade of the housing supply, in this research the main focus is at increasing the attractiveness, sphere and safety of the living environment.

In what way is it possible to connect the wishes of inhabitants to urban area development?

To connect the wishes of inhabitants to urban area development a change in attitude is necessary. First of all the starting point should not be to demolish and replace for modal and higher incomes, but the creation of an attractive, safe and nice living environment. Secondly the wishes of inhabitants should be more central, which asks for a combination of a bottom up and top down approach. This would lead to a renewal in which the living environment instead of the housing is central, with attention to creating an improvement in social-economical position instead of creating diversity in income and creating a fitting neighbourhood instead of a copy of J. Jacobs. The credit crunch gives the opportunity to realise these changes, there is no free money available anymore and to prevent delays (which costs money) and a better fitting development the user should be an integral part of the process. To encourage the user, power should be shared and the scale should be understandable.

Molenbuurt, Wormer

The Molenbuurt is build after WW II. 120 houses do not fulfil to the current and future functional and technical demands. From the start of the process different actors, like Welsaen foundation and the housing association, are involved. Different scenarios are researched before choosing for demolition and new housing. This decision was the start of an intensive process in which a design festival was followed by a first sketch design (within a week). The planning is to start building within two years. The process is appreciated through all actors. Different critics are about the participants, how many do move back, the decision for demolition instead of renovation and the focus at communication. Positive critics are there for the open mind (there was no secret plan as back up) of the housing corporation and the involved of the inhabitants.

(Theunissen, 2009)

1. Structuur van de nieuwe buurt
2. Sociale structuur
3. Relatie Molenbuurt vroeger en nu
4. Een duurzame Molenbuurt
5. Relatie buurt en Eendracht
6. Groene openbare route langs water Rietvinkkade
7. Variatie in woningtypes
8. Sfeer van de buurt en architectuur
9. Parkeren
10. Spelen

Image 9 Molenbuurt (IS Maatwerk, 2009)

3.3 Sustainable development

3.3.1 Introduction

In this chapter sustainable development is researched. Different research questions will be answered: *What is sustainable development?* And *In what way is it possible to connect the wishes of inhabitants to sustainable development?* To answer these questions the chapter starts with a broad exploration, then focusing at the building environment and what sustainable means for urban area development. With the definition made in this paragraph the focus will be put at the process, concepts and measurement methods to conclude with the meaning for Almere and a focus in sustainable develoment.

3.3.2 Definition

First it is important to understand what sustainability means for this report, because sustainability is now a day used for every possible development which focuses at a better earth. A well known description is given in the report "*Our common Future*", a result of the commission Brundtland. In this report sustainable development is introduced:

"Sustainable development is defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs" (Brundtland, 1987).

Although there are different points of view, this definition is a clear starting point to use in this report. And although there is discussion about how and how much the climate is changing, more and more people admit that the world is changing and that it is necessary to change our behaviour as well, this change in thinking can be partly assigned to a recent movie made by Al Gore, *"An inconvenient truth"* 2006, in which there is a strong attention for the changing world and the cause of it (human behaviour). The human as (central) part of the ecosystem is central in this movie, but also in the definition of Brundtland, the second point which can be isolated from this definition is the *'the ability of future generations to meet their own needs'.* A sustainable development is a development which takes the future into account.

Another important point in the current science when looking at sustainability is the main aim of designing or planning with sustainability as starting point. This is to decrease the impact of the product at the environment. Primarily environmental problems are exhaustion, pollution and damaging of the environment which are caused by human behaviour. The effects of these problems can already be seen, but will increase in the near future (running out of oil, increase of CO_2 etc.). In a sustainable plan, the ambition is at least to minimise, but preferably to prevent these problems.

The consequences of living are made measurable by William Rees. In 1992 he released an article about the ecological footprint. An ecological footprint describes the land necessary for one person's consumption in a year and to process the waist in one year. The world is seen as a closed cycle; all individual ecological footprints can be added. The total amount of this makes clear how many earths

we need to live sustainable. The main causes of consumption, and therefore the causes which influences the ecological footprint the most, can be found in:

1. Food
2. Housing
3. Motorised transport
4. Consumption goods
5. Facility services.

Housing can be found in a second place. This means that housing can be an important factor to reduce the ecological footprint (Kristinsson, 2002).

As stated in the text above housing is an important factor to reduce our ecological footprint. Many designers and planners admit this, but often sustainability is not more then a side step of the designing process. When designers and planners approach sustainability, roughly 4 different attitudes can be perceived:

1. The environment as a problem, different laws, pollution etcetera, slows down the building process.
2. As an addition by others (solar power, low temperature heating etcetera). Not the urban designer, but the architect adds sustainability.
3. Sustainability is added, but hidden (environmental friendly paint, timber with a FSC quality mark).
4. Sustainability as a challenge which can lead to a new organisation, design with solar panels as roofing, neighbourhood supervision etcetera (Duijvestein, 2002).

The last option is the one which is the most interesting and challenging option and is seen as the way to deal with sustainability, it is also how in this report sustainability is seen, as a challenge which can lead to a new organisation and a better world.

3.3.3 Sustainability in the build environment

In paragraph 3.2 the focus is put at urban renewal, a scale which connects individual houses and the neighbourhood. Sustainability in urban renewal means more than building sustainable. In urban renewal the different social, economical and physical aspects needs to be taken into account, a an approach as the people, planet and profit is therefore important. This importance is not only seen at the scale of urban renewal, but at all scales. At world, European, national and at municipal level there is a growing attention for sustainability. This attention resulted in different policies. In this report the closest levels with an immediate connection with urban renewal are national and local policies. The most recent, national agreements are written down in a set of agreements made in 2007 in *'Klimaatakkoord gemeenten en Rijk 2008-2011'.* These agreements are further developed at the level of the municipalities. At urban area level sustainability is a complex conception; different actors have different definitions of sustainability. For instance: AM wonen, a large project developer, uses four columns: energy, climate prove, nature and culture (Westbeek, AM wonen, 2008). Another approach comes from the ministry of housing (VROM), where a sustainable urban area leads to a better environmental quality, social quality and quality of life. Besides different approaches, also different

measurement methods are developed, such as the DPL-method, a computer program which results in a mark for a neighbourhood, development, based on different social, ecological and economical variables. For a successful implementation of sustainability in urban development there are two important conditions which need to be fulfilled in the process organisation. First an innovation champion is needed, a stimulator who stands for sustainability and who can transfer his enthusiasm to the other participating actors. Secondly integral cooperation is needed, in which the different actors search together for solutions. In the following paragraphs different approaches of sustainable urban development will be introduced, leading to a definition of sustainable urban area development (Duijvestein, 2002).

3.3.3.1   Different approaches of sustainable urban development

In the 3.3.2 the definition of Brundtland is mentioned as an important starting point for the exploration of sustainable urban development. In the 3.3.3 the importance for a broader look at sustainability in the build environment is explained. In this paragraph the combination of these two is further explored and deepened to create a definition of sustainable urban development. Creating this definition makes also clear that there are important similarities between urban area development and sustainable development. Both are long term processes which are complex and approachable in different ways.

Elkington, 1994, John Elkington introduced 'people, planet and profit'; the idea behind people, planet and profit is that they should be combined in harmony. The triangle formed between people, planet and profit are also the starting points, the search for sustainability is the search for an optimal balance between these three (van Hal, 2008). Each of the functions (people, planet, and profit) is now further explained,

The people function is based on social quality, depending on inconvenience, safety, facilities, green and water, quality of housing and district and social cohesion (Kortman, 2007). Another important factor is that the people function is about the actors now and in the future of an area.

The profit function is about the economical value, at this moment the investor, who is able to invest in long term, sustainable development, is often not the actor who has the most profit of these investments (Leij, 2008). The profit function is not only about future value, but also about sustainable start-ups and economical vitality.

The planet function is based at ecological quality and can be optimalised through urban cycles, re- and up cycling. Indicators are local environment and stocks.

In most cases the approach of people, planet and profit is a technical one, in the merger of interests (van Hal, 2009) process innovation is central, from building as profitable as possible, the approach slowly changed towards a more environment friendly method. Van Hal emphasize the importance of the user, when the user is the first priority, the second aim is to build sustainable. The combination of these two will make the development in itself almost always profitable, which is complementary with the 'good growth' approach in cradle to cradle. This positioning of people at the front of the process creates a new view at sustainability, in which a sustainable urban development means: the demand of the user needs to be as good as possible be filled in the most environment friendly way. If this is done in the right way it will always be profitable, this is also called 'the merger of interests' (van Hal, 2009).

Tjallingii 1992, (Duijvestein, 2002) Already ten years before Braungart and McDonough introduced their cradle to cradle philosophy, Tjallingii introduced the 'ecopolis' strategy. This strategy existed out of three streams, partly comparable with the three starting points from people, planet and profit. The three streams environmental quality (comparable with planet), spatial quality and process- of social quality (people). Part of the streams is that the aim is to change them from streams to cycles via partly cycles. Through an integral development of the streams a sustainable urban development can be reached.

Braungart and McDonough (Braungart, 2002), introduced cradle to cradle, with an ecological starting point for sustainable development. Originally designed for products, currently there is a focus at a translation of cradle to cradle to an approach for urban area development. Cradle to cradle is based on a planet starting point and is aiming for perfect cycles, preferably up cycling instead of recycling. According to this philosophy the search for up cycling will be as profitable as doing it the way how it is done before possible changes. Besides a focus at cycles there is also a focus at 'good growth' which means that it is possible to increase the use of materials, a city etcetera, as long as it is a well thought growth (a family can have two cars, as long as the fuel is sustainable and do not increase the CO2).

These different approaches of sustainable urban area development are all closely related to each other. The small differences should not be ignored, but the different approaches can be combined to a definition in which sustainability is seen as more than only sustainable materials. In this research the definition is determined as followed:

A sustainable urban development is the aim for a combination of people, planet and profit in which the current needs are optimally fulfilled without damaging the possibilities for future generations. The combination of people, planet and profit can be ordered in which people the starting point, followed by planet and then profit is. In this ordering the focus is at creating a positive result for all angles.

With this starting point three different subjects should be taken into account. First the process, second the possible concepts, including the concrete implementation and finally the instruments to measure this. The process is shortly discussed in the definition of Elkington, in which the focus is at social sustainable. The second step is to look at approaches in which social sustainability is central and finally is looked at possible measurement instruments and the relation with social sustainability.

3.3.4 Social sustainability

In the previous paragraph the necessity of a process change is explained in which the people are the start of a sustainable urban development. The reason for this process innovation is that when starting with what drives people, the connection can be made between the subjects which creates enthusiasm and support and ecological sustainability. To understand what people motivate an important part of the process exists out of listening, listening instead of starting with ecoligcal and economical sustainable measures (van Bergeijk, et al, 2008). The people as starting point means social sustainability. In the previous paragraph different indicators are mentioned for social sustainability, it is important to realise

that this is only one part of social sustainability, the focus at content. The other part is a focus at process. To activate people and let them be part of the process. One of the first clear definitions of social sustainability for a society is: '*Development (and/or growth) that is compatible with the harmonious evolution of civil society, fostering an environment conducive to the compatible cohabitation of culturally and socially diverse groups while at the same time encouraging social integration with improvements in the quality of life for all segments of the population' (Stren and Polese, 2000).* Different aspects of social sustainability come forward, the importance of social integration and connections, diversity in groups, cultural and social and improving the quality of life through physical measures (van Bergeijk et al, 2008). In this report the focus will be at this social sustainability, especially at the physical measures and how these can be connected to meeting, social integration and improving the quality of life.

3.3.5 Concepts of sustainable urban development

The implementation to create a sustainable development is an important research subject. In different approaches of sustainable urban development the role of people, planet and profit is filled in different ways. Only a few of them use the people as starting point. In cradle to cradle the focus is at creating a connection with the living environment and the creation of a good growth, which means economical and social growing possibilities for inhabitants. Other approaches, from the United States there is the Neighborhood Development, in which the focus is at creating an open community, with transit possibilities, diversity in housing and use, the Neighbourhood Development is connected to a certification institute in the United States and can be seen as a follow up of the new urbanism movement (around 1980). In this movement the focus was at identity for a neighbourhood through variation in building, functions and facilities in the immediate surrounding. Important locations in a neighbourhood are used for public and local functions and the neighbourhood is self organised. In the Netherlands also an integral approach was developed, in which different aspects of sustainability are used, a combination of the thematic approach and the people, planet and profit thoughts. A combination of themes like energy, health and welfare, materials, garbage, transportation, landscape and social responsibility (Wijgert, 2008). These different approaches create a new playing field in which there is a search for a sustainable urban development. Different connections are made with social sustainability, which is about the inhabitants. Social sustainability is about identity, diversity in functions, buildings and facilities, social responsibility and health and welfare, which can be summarized as improving the self organising capacity of the neighbourhood, now and in the future.

3.3.6 Instruments for measurement of sustainable urban development

From the beginning of the plead for sustainability, there is a search for methods to measure the consequences of the implementation of sustainable concepts. The main reason behind the search for these instruments is to develop sustainability as an important parameter in urban development (van der Leij, 2008). In the instruments a development can be seen, comparable with the development in the definition of sustainable urban development. First the focus was at the financial consequences, what are the costs and how long is the pay back time (lighting, insulation etc.), at building level the term lifecycle analysis is introduced and at urban level the DPL method is developed. In this method

the focus is not at financial consequences but at comparing different districts, neighbourhoods etc at different sustainable parameters. These parameters are based at the more complex approach of sustainability as pointed out in 3.3.3. Social sustainability is measured in values like: safety, quality of facilities, access, green and water, social cohesion, quality of surrounding and housing and cultural historical value. Measurements are compared within different areas. In these measurements the different characteristics as identity, self organising neighbourhoods are taken into account. Van der Leij (2008) pleads for a more financial approach, how to create more value with an initial investment, with this plead he returns to the basic principles of sustainability: people will buy a saving lamp if the pay back time is not to long (if they can oversee it) and the price difference is not to large. In the different instruments it became clear that measurements are still difficult. In social sustainability it is about social values, which are difficult, almost impossible to measure.

3.3.7 Almere and sustainable urban development

In Almere sustainable urban development played an important role from the start of building the city. Most of the housing is situated in a lot of green, with a bus track through the whole city. In Almere the housing production was high, a consequence is that a lot of the housing look like mass production, rows and apartments with private space to seduce inhabitants from Amsterdam. Also the green is mono functional, with a lot of fast growing trees. The idea was to replace the green for more sustainable green, but this is never done. The maintenance was to expensive and there was no profit for replacement. Because the inhabitants were not yet known and the building speed high, the people side was based on assumptions, assumptions that were in the beginning good, but the wishes changed over time, while the city did not change in the same direction (municipality of Almere, 2008). The previous characteristics of social sustainability are hardly used, instead of social sustainability, economic (fast building, mass production) and ecological sustainability (kernels with a lot of green, bus track) were central. This can be seen as one of the causes which makes it necessary to preventive make changes.

3.3.8 Conclusions

With the literature research in this paragraph different research questions, focused at sustainability, can be answered. The focus is further developed towards social sustainable.

What is a sustainable urban development?
In 3.3.1, the relevance of sustainability is shown and also linked to the build environment. The focus is put at human, as the causer of environmental problems, but also as the starter of solutions. Besides these conclusions, another important conclusion is the importance of long-term thinking and creating long term solutions. The definition of a sustainable urban development is made as follows:

A sustainable urban development is the aim for a combination of people, planet and profit in which the current needs are optimally fulfilled without damaging the possibilities for future generations. The combination of people, planet and profit can be ordered in which people the starting point, followed by planet and then profit is. In this ordering the focus is at creating a positive result for all angles.

In this definition people are the start of a sustainable urban development, not only in the content, but also in the process. A development can be seen from sustainability as a physical subject towards sustainability as the base for a new process in which not only physical measures are central, but in which the human context is used as starting point.

In what way is it possible to connect the wishes of inhabitants to sustainable development?
A sustainable development can be separated in a process and a content part. The content part is about the wishes of the inhabitants. During the process these wishes needs to be found and used. In the 'merger of interests' people are central. The inhabitant as starting point for an urban renewal. In the process and in the content. With this starting point the first aim is to create a social sustainability, an area in which people want to work and life, now and in the future. In urban renewal the current inhabitants live in the area and are therefore experts of their own living environment. In different conceptual approaches the sketched image of social sustainable plays already an important role. The inhabitants are seen an important actor. Also in this research social sustainability is central, a first definition and exploration is given, to realise a further infill, the needs of the inhabitants has to be explored. Within this framework social sustainability can be seen as the optimal fulfil of the current needs of people without damaging the possibilities for future generations.

Amsterdam, renovation Het Breed, 2010

Housing corporations Ymere and Eigen Haard are the owners of apartment blocks Het Breed, 1150 apartments in different complexes, build around 1960. Large maintenance was planned to update the apartments and make them more sustainable. In 2009 a plan is presented with the support of the inhabitant corporation. This plan included different sustainable measurements (including insulation, double glazing etc.), the update would be good for the people (health and costs) and for the environment (co2 reduction). Due to different laws, the support of inhabitants is measured and 24% was against the plans, 48% supported the plans, 8% did not care, 14% did not participate and 5% could not be reached. To start the renovation, at least 70% of the people should have supported the plans. The plans for the whole renovation are now stopped. The reasons for voting against the plans were only for a small part because of the content, the vote against was mainly a vote against the lack of participation, the pressure of both corporation and inhabitant association and the slow process.
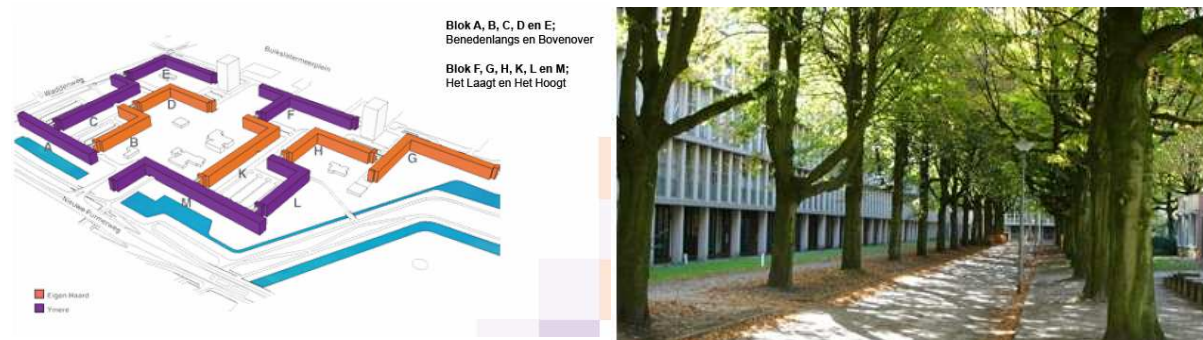

Figure 10 en 11 Het Breed (www.hetbreed.nl, 2010)

3.4 Users

3.4.1 Introduction

In this paragraph a selection is presented out of the extensive research done within the subject inhabitants and the wishes for their living environment. The aim of this literature research is to understand what inhabitants want of their environment. In 3.4.2 the living environment will be discussed, from a inhabitant point of view. This starts with J. Jacobs, who wrote in 1961 as one of the first about inhabitants and how they form the city. From this starting point the research will be further extended to the playing field in which the city is formed. From that point in paragraph 3.4.3 the position of the inhabitants in the current city and how to increase their commitment is discussed. In 3.4.4 the difference between social cohesion and mental ownership is mentioned, while in 3.4.5 mental ownership in Almere is analysed.

3.4.2 Context

In urban renewal the focus of the renewal is slowly changing from a physical approach to an approach in which there is a balance between physical and social and economical changes. Although it often stays at experimenting, a growing awareness can be seen that a successful renewal should be based at the existing inhabitants and existing social structures. Although this may seem like a new development, it is not. Already in 1961 Jane Jacobs published *The death and life of great American cities* in which these subjects are pointed out.

In *The death and life of great American cities,* Jane Jacobs sketches the perfect neighbourhood/city, with the main focus at diversity and the social networks, this sketch is still surprisingly actual. According to Jacobs a successful neighbourhood needs diversity. This diversity exists out of the following conditions:
- the blending of primarily user functions (housing, working, shopping and recreation)
- small building blocks
- a mixture of old and new buildings
- high concentration

An important part of the implementation of these conditions is space for unpredictable developments, which means that the planning of a neighbourhood can never be complete, but that a city, neighbourhood also has a vitality of its own, a way of regeneration which can not be described in municipality policy. Another important argument in Jacobs can be found in the plea for creating optimal circumstances for a well functioning public area. Eyes in the street are essential for this public area (Franke and Hospers, 2009), this will be discussed in the next paragraph. The above mentioned conditions are not a blueprint for a perfect district. A perfect district has a self organising capacity which should not be steered to much and which can not be completely planned.

Of course there was also criticism at the ideas presented by J. Jacobs, Gans (1962) named three important premises of Jacobs, which are important to take into account when looking at her findings:

- Human have a desire for diversity
- Diversity results in vitality, a lack of diversity results in unlivability
- Buildings, streets and planning principles determine the human behaviour

Another important argument which should be taken into account is that Jacobs is not analysing an ordinary city, but that she is also living in an area with a homogenous population of white working men and the upper middle class. The most important lesson which can be learned from Jacobs is that to see and understand the vitality and the self regulating capacities of the city it is important to watch and absorb the city.

Almost at the same time as Jacobs published her findings, the housing policy changed completely the other way. In the Netherlands the study group Bos (1946) reported:
'In every city a struggle exists between the negative forces of city life and the social urgings, which can be found in human nature; between the chaotic, the mechanic, the materialistic and the blunting, which is represented in modern cities, and the need for cooperation, intercourse, a familiar environment and the acceptance of responsibilities.' (translation of p. 154 in Franke and Hospers, 2009) In the neighbourhood in which people are living there is a search for this cooperation and for a familiar environment. It is the scale in which most people interact regularly and most naturally, were they feel at home, because that is the wish for most people, to have a home which is safe, lively, prosperous and interesting. (Walljasper, 2007 and Nio in Franke and Hospers, 2009).

In the theory of Jacobs there is no place for these suburban areas, in her opinion these areas are not liveable because of the lack of diversity. Currently the development of these areas is not the discussion, these suburban areas are already built, with different success, and it is not about if there is place or no place for suburban areas, but if these places have the capacity to become more urban, or if it is possible to increase the self regulating capacities of these areas. Where these areas started at the edge of the cities, these areas are now often part of the city. Not longer an edge, but in a more central position. In the Netherlands in different places it can be seen that this development causes problems. Reijndorp (Reijndorp in Franke and Hospers, 2009) gives three ways to approach this transition and to stimulate the social development (differentiation and economical):
- think in processes
- work indicative, point out the extraordinary of districts and move from those qualities to the more general characteristics.
- Search for 'not average' indications related to small qualities, which can show how larger and more average qualities are working.

Nio focuses at the districts build in the '70 on strengthening the quality of the public space through increasing activities, complexity and public functions (Nio in Franke and Hospers, 2009). Not by making an exact copy of Jacobs, but by using the same way of looking and analysing. According to Jacobs and Nio the vitality of a neighbourhood can be found through this. A good example is the study done in the Western Garden cities of Amsterdam, which will be discussed later. Vanstiphout (Vanstiphout in de Wit et al, 2006) argues that the city should be able to adept itself to a changing

population. The quality of a district can be found in the public space. This public space should be fit to the demands of the population, their culture and social ideas. Confrontations should not be avoided. Doing this, closed districts will change into intensively used, unpredictable developing urban areas. Linssen (Linssen in de Wit et al, 2006) added a list of demands in which the infill of the following demand is noticeable: users and their functional demands, which are: identification (art, symbols from different cultures), different type of meeting places (man/woman, young/old) and the possibility to meet and avoid.

Jacobs stated that the street (public space) is important. Nio and Linssen confirm this opinion. In research Ouwehand determines 3 necessary qualities to have a good functioning street (Ouwehand in Franke and Hospers, 2009):
- clear distinction between public and private area
- eyes on the street (from inside the house it is possible to see the street)
- A high amount of users

These qualities are important but the most important lesson is the way of looking at streets, to look with an open view: the street is the place for unforeseen meetings, but also to have the possibility to avoid people (de wit et al, 2006). In the mono functional after war living areas the function of the street has changed as people only use the street for movement. The street has lost its meeting function. The orientation of housing strengthen this effect, instead of eyes on the street, the focus of housing is often on the back/front yard. The sightlines of kitchen to street are often blocked by sheds etc. In these areas the street has lost its public function, due to a lack of density and facilities, but also because of the growing need for privacy and rest. For the success or failure of a redevelopment the street and public space seems to be crucial.

3.4.2.1 Research of the public space: Western Garden cities – focus at the use by people

The 'Westelijke Tuinsteden' in Amsterdam are redeveloped. The redevelopment of this part of Amsterdam is a combination of physical and social changes. Different experts are part of this redevelopment, all with their own experiences and own opinions about the best possible way to the best possible development. Three experts have tried to approach the case from a different angle. There research is mainly focused at social and cultural streams/dynamics. These streams can be experienced in the public area. Most of the outcomes are found in this area during daily use (shopping, visiting the dentist, walking around the water etcetera). This research resulted in the 'atlas Westelijke Tuinsteden Amsterdam' (Nio, 2008). The researchers divided the residents in three groups, the original residents, migrants (Turkish and Moroccan) and the new residents (well educated, focus at city life). The main conclusion of the research of the Westelijke Tuinsteden is important, the conclusion is that there are different groups which use the public space in different ways. The original residents use the green public space for cycling/walking (around the Sloterplas). The facilities they would like are couches at strategic locations, less activities on the water. Migrants use the green public space in another way, life is mostly orientated on the streets and squares in the city (where there is place for local self-employed people), where they also walk (recreational). The green public space is used, depending on the facilities. Sports and in summer barbecues. The swimming possibilities for the small

children is highly appreciated, just as couches, bars and playing grounds (preferably combined in a small distance). The last group uses the green public space also different, more like the first group. The green is used for transportation by bike. There is a lack of facilities for this group, especially compared to other groups. Also a combination (like a social/cultural building for all groups). In the public garden there is a lack of facilities, like playing grounds, a low profile bar, a place to rent boats (Nio, 2008)

So in the above mentioned analysis three different ways of using public areas are sketched. In the previous thinking and planning of public space, the sketched use of the original residents is leading. In new planning attention should be paid to all groups of users. These groups and the use of the public space is found through looking, analysing and questioning. Because people want to live in a neighbourhood which fits them and: '*who knows best what is necessary to realize such a neighbourhood as the people themselves?*' (Walljasper, 2007). A lot of research is done on this theme, in which people feel at home in and feel commitment with their neighbourhood. A long time participation in the planning process is seen as the way to create this commitment. But also self organisation, with professionals to facilitate, is becoming a more and more serious planning instrument to create commitment as can be seen in the next paragraph.

3.4.3   How to increase the commitment of the users of an area

In the previous paragraphs the changed use of the public space is mentioned in combination with the preferred use. In this discussion the focus was the more inside focus of the inhabitants and the misfit in design of the public space and the different groups of inhabitants. The conclusion is that people are less connected with their surroundings, the focus is at their house and there is no interest in the public space. The result is that the public space is hardly used and nobody feels responsible. An important question is if it is possible, and how, to improve this connection, to share the responsibility of the living environment between all involved actors. To create this interest in the public space, first an interesting public space is needed, secondly commitment and responsibility are needed (Colijn, 2006). Situations in which these aspects can be found are closely connected to ownership (Remmers, 2008, RLG, 2007). Different translations are made to create ownership, or at least the connected responsibility and commitment. In some neighbourhoods there is shared ownership of the public space. But although the goal of this concept is to create commitment and creating responsibility for the public area, the users of public space in renewal areas often do not have the financial possibilities to gain a position. Therefore real ownership is not the solution, it is important to look what is behind the ownership, what leads to this better situation. When these aspects can be steered the effects of ownership can be reached. Remmers describes it as cherish, and surrounding with love. Without the real ownership, but with the same characteristics it is better to speak about mental ownership. This means for the above mentioned concept of shared ownership that people can sign in to mental shares, in which people who like it can take responsibility for a part of the public area. This can be an example of stimulating mental ownership. Before going further it is important to understand how mental ownership is used in this paper:

Mental ownership is now first further explored. Two different types of mental ownership, intern and extern, can be seen (Thomas, R. 2010). Intern is spontaneous and coming from the person him/her selves, sometimes a small positive encouragement is needed, which can be in the form of a compliment (of neighbours, corporate actors). On the other hand, negative encouragement should be prevented, if a person likes gardening, maintains his front garden and a bit more, but there is no reaction or a negative reaction of the institutions, people will retrieve to their 'own' housing. The second form of mental ownership needs more encouragement, there is however a small line between stimulating mental ownership and 'working' for the reward. Stimulation should come from both institutions as neighbours. This means that mental ownership a differentiation can be made within intern and extern influences. Central in both is that the person is actively involved. In literature this involvement is further researched. There is a connection found between mental ownership, participation and vertical cohesion (van Marissing, 2008). With the earlier found aspect of creating a place which fits to the inhabitant, three different aspects of mental ownership can now be named: vertical cohesion, participation and creating a place.
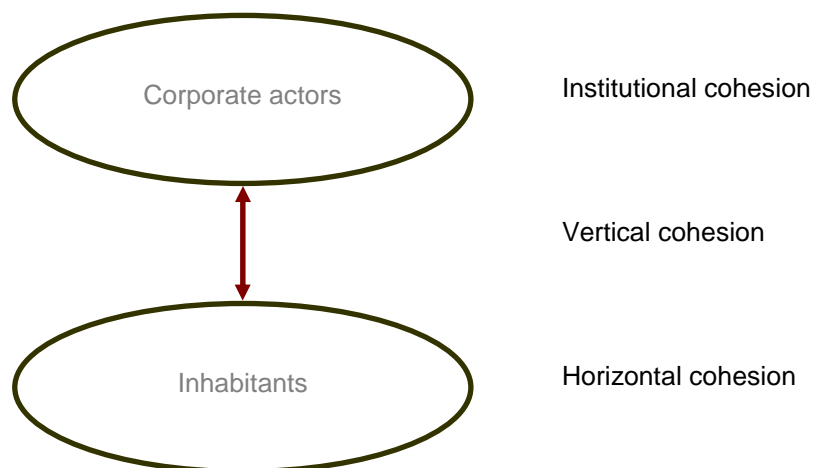

Figure 12 cohesion between the actors (van Marissing, 2008)

In the figure above the connection between corporate actors and inhabitants is shown as vertical cohesion. In the same study different characteristics are connected to the corporate actors which can have a positive/negative influence on the relationship with inhabitants: leadership, continuity in policy and people, focus at solving problems and clear communication. At this moment there is often a large distrust of the corporate actors (Reijndorp, 2008), Hirschman (van Marissing, 2008) connects this to two negative characteristics, neglect and exit, neglect is a passive reaction which means ignoring the corporate actors, not voting and a large distrust in the corporate actors and exit, which means not buying the products, which is, translated to a neighbourhood, that people move out of the neighbourhood. To prevent this attitude it is necessary to create a positive relation between corporate actors and inhabitants. This can be done through improving the above mentioned characteristics.

A relation can be found between neglect, communication, focus at solving problems and this (dis)trust, for a better communication it is necessary that inhabitants trust the corporate actors, this can be done by a more problem solving approach (Govier, 1998). In the acceptance speech of Nyenrode Van Hal (van Hal, 2009) mentioned creating quality at a short period through the introduction of sustainable products/services in a way which connect to the wishes of the target group. Translation of this means: More trust and a better communication through focus at solving the most urgent problems. With this the idea is that the relationship improves and that inhabitants will gain trust in the corporate actors, which will lead to a more active role.

Neighbourhood commitment is also described in the same study. Two different ways of showing mental ownership are in this study mentioned, as a feeling and as an act. The first is described as vertical cohesion, the second is shown in participation. The feeling can be strengthened through improving the vertical cohesion, while the acting can be shown in participation. To keep this mental ownership, people has to recognize themselves in the project (Kei, 2009). Neighbourhood commitment as used has a strong connection and similarities with mental ownership and is about the inhabitants, which often do not feel responsible for their living environment, especially in social housing areas. To create this responsibility, changes are needed. The aim should be to create or stimulate mental ownership, a commitment to the living area. To create mental ownership with the inhabitants different aspects come into play. First, a positive feeling has to be created, to create self esteem, a self esteem which is often missing with the average population of urban renewal neighbourhoods (Nio, 2009, Blokland, 2009). In the creation of self esteem, participation is an important instrument towards a complete self organising neighbourhood in which people are part of the neighbourhood and see it improve when they put effort in it. For this it is important to combine a bottom up approach with the current top down approach (Hulshof, 2009, Oosterling, 2006, van Heeswijk, 2005). This can be done in different ways, which all have in common that people feel themselves part of the process. Oosterling emphasizes the need of social cultural activities, central in his vision are interest and usefulness. To prevent an unsafe feeling, people has to know each other and has to know that they can add value to the community. Van Heeswijk is looking more at the start of the process. For example: she organises meetings to develop a new design for a public garden. In these meetings she let people use their own imagination, but she also confronts the participants with the ideas of other user groups. A draughtsman is immediately visualising the mentioned ideas, which help people in making the step from abstract talking to more concrete drawings. Both have in common that they start bottom up and with the existing qualities of the human and the area. Another common aspect, which is also shared by different others, is the position of the user, not only as criticaster of the end product, but also as a actor during the development process and possible as an user and maintainer of the area. This with the aim to create self esteem and a self supporting neighbourhood, a social sustainable neighbourhood.
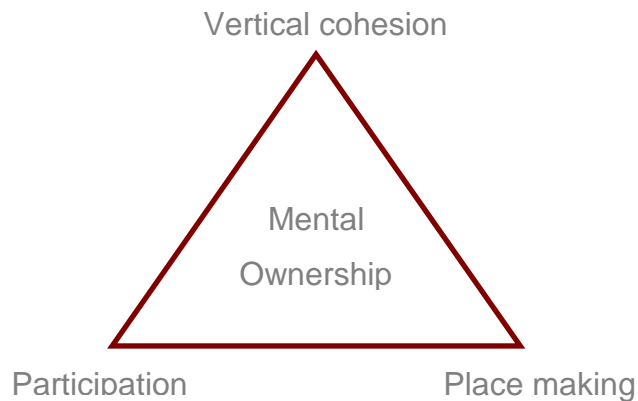
Figure 13 mental ownership (van Etten, 2010)

An important part of mental ownership is that people should feel at home, that people are able to create a place. Different criteria are connected to this, to feel at home, people should use the area and buildings for activities (for example: you sleep and eat in your house, you use your lease car for driving, children play in front of the houses). To realise this use, the public space should be save, comfortable and accessible. It is also necessary to have an identity (which house is yours: the one with blue flowers on the balcony) and that people meet people. Users can connect in different ways to these characteristics, sometimes they appreciate it when others (like the municipality) takes care for it, sometimes they want to do it their selves (PPS, 2007, Oranjewoud, 2010). It is important that even if these criteria are taken into account, the success of a place can fall if the maintenance is not done. If this is not done, the place can create unsafe feelings and these are, according to the pyramid of Maslow more important than the other aspects (Maslow, 2000).

In the previous text mental ownership is divided in different aspects and the importance of mental ownership is explained. In social sustainability came forward that it is important to focus at the current needs of inhabitants. Mental ownership leads to users and/or inhabitants who are willing to invest in their surroundings, sometimes with a kind of reward, but in a fully functioning social sustainable area this reward can be found in the neighbourhood itself (van Rooy, 2010)

3.4.3.1   Participation, from informing to decisionmaking

In the previous paragraph a complementing bottom up approach is emphasized to create mental ownership with the user. In Dutch participation processes (VNG, 2006) distinctions are made in how the influence of people can be arranged. For an internal motivation a small initiative is often enough to create a self organising process, however, most of the people do not have this internal motivation and need external input/steering. Here a role is found for the participation process. During long processes a development can be reached in which inhabitants increase their voice and climb on the participation scale from inhabitants which are only informed to inhabitants who are used as co-decision makers. (see also appendix 1)

One of the most often discussed subjects in urban area development is participation of the residents. Not only if they should participate in the renewal process, but also how and in which subjects. The necessity of participation is already recognised around 1970 as a logical consequence of the decreasing influence of society groupings. The first ideas of participation were expecting that if residents participate, they will also try to understand the thoughts behind the plans. Today the focus of participation has changed from the prevention of opposition against the plans to a more democratic approach in which all actors have a vote in the development process. One of the main advantages of participation is the realisation of commitment to and with the area.

'Residents are often forgotten in the process of value creation. They are often seen as difficult to handle, while they are the most important when adding value to an area. It is mainly about socially durable. (Hol, 2009)

One of the main disadvantages is that there is a change that participating residents are only representing a small part of the neighbourhood (van Kempen et al., 2008). When there is not enough attention for this disadvantage, the procedure can be longer, because after finishing the plans, the basis was to small. To prevent this a more individual approach can be used, in which residents are well informed, but their influence is small. (Haffner et al, 2008).

Key factors for a success full cooperation between residents and professionals is communication, imagination and the sharing of power, the participating parties all have to be able to decide. Communication is important, first to communicate in which stage the participation will take place, second to communicate what the different actors expect from each other and finally it is a way to discover the borders of the possible plans. Van der Pennen and van Marissing recognize three different types of participation:

1. participation to improve the living environment
2. social participation, individual participation to increase the social-economical position through education, job opportunities etc.
3. managerial participation, the planning and realisation through intensive contact/communication between professionals and residents.

The third type of participation is mostly used, but because of agreements between the professional actors, the space for participation of the residents is mostly small. To increase the participation of residents, but to prevent changing whole plans, the residents should be seduced. Another important aspect is that residents should have real influence (a budget for their own experts, a second opinion, alternative solutions). This also means that the professionals have less power because the power has to be shared with non-professionals, which is a difficult discussion for a lot of professionals. To realise a successful participation the above points should be taken into account or in the words of de Zeeuw:

'*With participation it is important that all actors understand that something has to change. When using participation, it is important to be at the same level and not act arrogant, in the current community the media plays an important role, a combination of arrogant professionals/government in combination with the fear of changes can create a platform of resistance, which only slow down the development'* *(de Zeeuw, 2009)*

Key points for a successful participation:

1.   Make problems concrete in a way that residents understand the importance of participation.

2.   Invite people and give them the power to decide

3.   Take care of all residents and not only certain groups

4.   Communicate, all the way.

5.   Other discussion platforms (not in the 'stadhuis', but in the living room of someone, during a game, in a challenging environment)

6.   Take residents seriously, residents are the experts of the neighbourhood, use this knowledge.

(van der Pennen and van Marissing, 2008). Van Marissing also brings in another definition of participation: participation after an invitation, active participation and participation at own initiative. Participation after an invitation stands for the typical participation/information/consulting meetings in a meeting room in the neighbourhood/in the city hall. Active participation is more as an advisor, with significant influence, while participation at own initiative, means that people organise them selves and are an official and serious partner.

In the previous part the focus is put at the process and success factors. The main motivator is not yet mentioned. The main motivator is, especially at the beginning of a process, the own benefits of the participant. These benefits can be better social contacts (increasing of the social cohesion) and higher pleasure of living in the neighbourhood (Ouwehand, 2008). There are also some possible problems which should be taken into account at the start of the project, participation is structural, people invest time and expect the corporate actors to do the same, changes in the corporate actors should therefore be carefully handled. Another important aspect is the vertical cohesion, especially the communication and the representation (1 person does not speak for the whole area). When the participation is not working, also some fallback options are needed. An option in the maintenance of public space is that when the district does not reach a certain quality the municipality takes over the maintenance and stops the budget. So it certain that the quality will always be at the minimal level pointed out by the municipality.

Participation is the start, the aim is to move from participating to self organising with a participating municipality. As argued in the previous paragraphs the public space is one of the main playing fields. Not designed for the users it often becomes a no mans land. As stated earlier there are different ways to improve the quality of public spaces. In *The great neighbourhood book* the focus is at self organisation. Instead of waiting, the initiative should be at the inhabitants and at place making, which is an important item to improve a neighbourhood. Place making is the creation of good places, which have a lot of advantages. They promote sociability, offer lots of things to do, are comfortable and attractive and are accessible. To create a good place with inhabitants several principles are used:

the community is the expert, you are creating a place, not a design, you can't do it alone, they'll always say "It can't be done" , you can see a lot by just observing, develop a vision, form supports function, make the connections, start with petunias, money is not the issue and yYou are never

finished. These principles can result in practical concepts, variations from putting a bench in front of your house to child save routing are possibilities to create saver places. The municipality or an extern partner is here facilitating and stimulating own initiative. It is a slow process, but because the initiative is at the inhabitants, these initiatives can be broadly supported and used. With this last part one edition can be made to the participation scale while also the creation of a place is shortly discussed.

6. Self organisation	Not involved, can facilitate through subsidies	Groups of users/inhabitants organise themselves to create and maintain facilities.

3.4.4 Mental ownership and social cohesion

It is important to understand that there is a difference between mental ownership and social cohesion. Where social cohesion is focusing at a better interaction between people through meeting, networks and contacts, mental ownership gives space to the different groups, but focuses more at a shared responsibility for the public space, an identification with the place. A consequence of mental ownership can be a better social cohesion, but it is not the main target. Reijndorp (2008) is not using 'social cohesion', but 'sustainable environment', which focus at the future value of the neighbourhood. Toenders and van Stokkum (2010) argue that social cohesion can even have exactly the opposite results, groups will be formed (ethnical) and the we-they contradiction can be enlarged. A shared feeling of incomprehension can lead to values which are different and not shared by the community. Also the idea of facilitating a budget and let people decide what to do with it, is not as useful as expected. Contacts made during these events are often not sustainable and the road to the budget is often only known in neighbourhoods which do not need them (Huisman, Volkskrant 26/09/2009). Therefore it is more logical to aim for a connection with the space as individual, described as mental ownership in paragraph 3.4.3.

3.4.5 Users in Almere

In the Almere Principles the 7th principle *'Empower people to make the city'* is especially focused at the user. In this chapter the J. Jacobs has been the starting point for a analysis of the user. The redevelopment projects in Almere are more or less the opposite of her picture of the perfect neighbourhood, these projects have more similarities with the neighbourhood of Bos, with a familiar environment. Despite the similarities the users in Almere often does not feel themselves at home and/or safe. This is confirmed by crime statistics (Gemeente Almere, 2008). In 3.4.3 mental ownership is introduced. The creation of mental ownership can be achieved through a better fitting design in which the user is involved. This involvement is earlier divided into different steps in which the role of the user is increasing, with a maximum involvement in which a user plan is made in which the municipality is only informed. To realise this in renewal areas the users need professional help, independent from the municipality or professionals hired by the municipality, and the steps should be taken one at a time. In urban renewal the inhabitants often have different problems, however the aim is to create a self organising neighbourhood, the inhabitants will need help (of a professional) for this (Stokkom & Toenders, 2010)

3.4.6   Conclusions

What do inhabitants want of their neighbourhood, as participants and users?

The answer to this question is rather simple, people want:

- a place where they feel at home, safe, which is lively and interesting.
- Safe, lively and interesting public area.
- Safe and economical position: stimulating commitment through social economical improvement which is not only interesting but what also is making a difference.

The way to these physical, social and economical conditions is the most difficult part, but the creation of this place is the first part of the answer. The second part is about the process. Before discussing the process, the conclusions about the content are further explained. First of all that the current design of neighbourhoods does not fit with the demand. Jacobs give four important attention points: blending of functions, small building blocks, a mixture of old and new buildings and a high concentration, In the redevelopment areas the current design is exactly the opposite, with the main focus at private area and the own house. This has leaded to a public space which is often neglected and badly maintained. The need for a familiar environment which is presented in the commission Bos is therefore also not present. This does not mean that there is no improvement possible, there are numerous different options to improve the neighbourhood. The key points of Jane Jacobs can not be directly copied, but in the modern neighbourhoods there are methods possible in which her ideas are translated to a more modern approach. The current small qualities of neighbourhoods are an important starting point in this, the vitality and creativity in a neighbourhood a continuation.

To prevent a repetition and create again a district in which people will only focus at their private area, it is important that mental ownership is created. This can be done in different ways. First it is important to give a definition of mental ownership. Ownership is clear, something belongs to someone, mental ownership is more difficult:

Mental ownership is defined as the commitment of the user with something, someone, which is not physically owned but is treated, used and maintained as it is his/her own and is created through an optimal balance between participation, vertical cohesion and creating a place.

In the last decades the position of the user has changed, mainly because of changes in the position of the owner and the other parties (public: municipality, private: housing associations). This resulted in a disturbed balance between both sides and in extremes to an absent of mental ownership. To try to reach a positive change and to get closer to an optimal balance changes are needed, focused at intern and extern aspects of mental ownership.

To realise mental ownership the physical environment and the attitude of the inhabitants has to be changed. The changes concern the process and the content. Searching for concepts for people using and creating the city is therefore not only a content search, but it is broader. In the process changes has to be made concerning participation and vertical cohesion. Participation should be an integral part of the renewal. Different kinds of participation are: invite inhabitants, active participation and participation at own initiative. Different target groups can be appointed and their opinions can be an

inspiration for change. To stimulate participation, but also the feeling of responsibility, vertical cohesion is also an important attention point. Improving the vertical cohesion through improving the trust in corporate actors can be done by changing: leadership, continuity (in policy and faces), focus at problems and communication. Although mental ownership is also about process changes, without a content result, a physical place, the connection will disappear again, to realise a physical place the focus should not be at making the surrounding as green as possible, but at changes in maintenance, image, comfort, access, linkage, activities, sociability and use.

The neighbourhood is one of the places in which people spend a lot of time. Changes in the public spaces can be seen immediately and will have influence at people. Therefore in communication and in focusing at problems the street is an important platform.

Amsterdam, August Allebeplein

Renewal of the square was central, after a turbulent period in 2005 a model in combination with plans for the renewal of the August Allebesquare were presented to the inhabitants. This design completely ignored the social functions of the square and focused at creating an urban square. The inhabitants and current shopowners worked together (with experts and the atelier urban renewal) to create a new plan. Central in their alternative plan is the place for facilities and the place for shopping with all facilities opening towards the new square. Another important aspect of this plan is the focus at maintenance, a square manager is responsible for the furniture, while at the other hand, inhabitants and shopowners are willing to clean the square. At this stage there are two alternatives for the square, one of the municipality and one made by the inhabitants. The alternative created with the inhabitants

is made because of the dissatisfaction with the current design and the lack of participation in the creation of that plan. The alternative is created with the help of different professionals and focuses at creating a place. Fully supported by the inhabitants this seems like a to create an optimal mental ownership, commitment of the inhabitants with the square. The biggest problem here is if vertical cohesion can be improved and if all actors are willing to work together.

Figure 14 cooperation in the planning process (www.pleinallebeja.nl, 2010)

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4 Almere Principles in urban practise

4.1 Introduction

In this chapter the analysis model will be used to make an analysis of different cases. The focus will be at the practical infill, which is given through case analysis and a workshop. In this practical infill the starting point was the 7th principle 'empower people to make the city'. In paragraph 4.2 a workshop with this principle as starting point for redevelopment is summarized. In paragraph 4.3 the position of this principle in new developments and redevelopments in Almere is discussed. Finally in paragraph 4.4 conclusions are made for the follow up research in chapter 5 and further.

The different cases are selected because of their relevance in Almere and the possible connections with the principles. With the 'Schaalsprong Almere 2030', already a translation is made for the a further infill of these principles, which can be seen in the design of Almere Kust (coast) in which Amvest and Vesteda put a lot of attention at sustainability. These two plans are shortly analysed at their sustainable view. In one of the expansion plans, Poldercity, in a business case the principles are used as guiding principles, therefore this case is also analyzed, just like Almere Hout-Noord which is probably one of the best examples of the 7th principle. Further some existing redevelopment projects are analysed how and if the current plans include the principles.

4.2 Workshop 'Translation Almere Principles to concepts for redevelopment'

4.2.1 Data workshop

Location: Stadhuis Almere, Stadhuisplein 1

Time: 9.30-12.30

Date: October 5 2009

Participants:

Etten, R. van	Ruben	Student
Franzen, A.J.	Agnes	Ass. Prof. Urban Area Development
Hal, J.D.M. van,	Anke	Prof. Sustainable Housing Transformation Prof. Sustainable Building & Development
Heezik, C. van	Christy	Urban area coordinator
Horst, J. van der	John	Urban area coördinator
Kiers, P.	Peter	Partner RnR Group Advisor Municipality of Almere
Koch, M.	Myrte	Energy consultant
Oranje, F.	Freek	CEO Oranje BV
Snep, R.P.H.,	Robbert	DLO researcher, urban

		(landscape)ecology
Tankink, M.	Marcel	Architect, CEO KAW architects
Weeber, L	Laura	Architect

The workshop was divided into three rounds. The first round existed out of an exploration of different concepts and the division towards the Almere Principles. The second round was to create a selection of these concepts which are discussed in the third round. The focus point was the 7th Principle 'People make the city'.

4.2.2 Concepts

The concepts which are found in the workshop can be found in appendix 3. The found concepts are a combination of economical, physical and social.

4.2.3 Discussion

In round 2 each participant made a selection of one or two concepts per principle. The concepts which were picked, were used to start a discussion.

First the main focus point of the day 'People make the city' is discussed. Especially private or shared development of real estate. In Almere examples of both can be found, successful or not successful at all (boring architecture with parking space at both sides of the dwelling). The main cause can be found in the lack of knowledge and the incapability to think outside the borders through (new) residents. This in combination with the lack of attention for the public space results in 'awful' results (Weeber, 2009). A solution for this can be found in a framework in which the municipality/developer is responsible for a well thought design for the public space in combination with private developing. For a shared development, the developer/architect should guide the new owners through unknown solutions. In this way the new owners are more or less guided through the process. In redevelopment there is already a building envelop, a framework. This creates space for private/shared developing.

A second discussion point is how to communicate with users, now a day the discussion is often about (the value of) the real estate, while the focus should be at the shared meanings, the quality of life. This creates a shared basis and a more integral user perspective. Examples can be: where would children want to play, and how do they want to play. But also what do users like, dislike in their neighbourhood. An informal/funny way to do this is for example the use of a ferris wheel, the only thing people have to do for a free ride is answering a question at the top of wheel, 'what do you like/do you dislike in your neighbourhood?' (Tankink, 2009).

The public space is another important point which is discussed. Public space is often a left over, not only spatial, but also in budget and design. There is a lack of useful equipment. A second problem are the strong demands from the municipality, which are not in line with the user demands (amount of m2 green without a clear user). The focus is more at quantity than at quality. The public space should be designed from the user and with quality standards (biodiversity instead of m2).

Besides the lack of demands to the quality of public space, there is also a lack of flexibility. In a development every spot has a (future) function, flexible options can also get a place. This can be in

the shape of a public garden in which people can realize there own ideas (sit corner, soccer field etc.) with accompaniment or just leave a spot open and see what will happen. Instead of a development plan, the alternative is to create a map of opportunities in which there is space for constantly changes ideas (Bruil, 2007). Another way to create more commitment from users with the public space is to create a sort of responsibility, the users have supervision over public space, or as sketched above, a public garden which is changing depending on what users want. To focus at Almere, the land policy is now often leading towards hesitatingly choices, the public garden is cut into several small green spots for dogs. Instead of cutting, the focus should be at concentration, concentration of dwellings, green, roads, parking.

The necessity for a focus at the public space is closely related with the necessity of 'contextual architecture'. Especially in redevelopment is new real estate often a stand alone project, while it should be a change of program which has to take into account the context, existing buildings and public space.

The last discussed point was focused at working. Different possibilities for working in the districts were pointed out. 'de wijk als speelplaats' in which the participating people (18-27 years) learn to be a neighbourhood worker or a sport event organiser, 'de cirkelstad', a project in which people get education, but also work in the recycling of existing building materials (concrete, timber etc.). Besides these concrete projects also attention was asked for the creation of a representative place which users/home-workers can use to organise meetings. An example is 'café de Tijd' in Utrecht central. Here you pay for the time you are in the bar, instead of paying for the drinks.

4.2.4 Results workshop

First the results of round 1, the exploration of concepts. Different interesting concepts are introduced which are starting points for the exploration of combinations. The positioning of user participation is sometimes a bit unclear, instead of participation it is therefore sometimes better to talk about user importance. The conditions of successful participation are further explored in the discussion.

'People make the city', the principle which is central in this research was also discussed. On one hand about how to gain useful information and on the other hand about processing this information. During the gaining and analysing of information it is important to search for this information at the locations, a successful method is to search with unorthodox ways, not starting with meetings for interested people, but with something strange at the weekly market. When approaching people in a relax way, the information is less negatively coloured and more broadly shared among the users. This includes a focus at the mental maps of people, understanding what is important for them.

In the initiative phase the users can get a vote in the realisation. There is space for shared development. Important is that users are participating in the process, but that there is a professional actor who guides the users towards an end product. Not only in real estate, but also in the public space.

The role of the municipality is discussed. On one hand more freedom should be possible (the decision for less parking, more green), on the other hand the quality of the public space should be better described (biodiversity, playing grounds).

Finally, working in the district. Besides the attention towards concepts for work in combination with schooling, also facilities for new users should get attention, an example of this is the café which is suitable for meetings etc.

4.3 Practical cases

4.3.1 Introduction

The practical cases will be used to made the first step from principles to concepts. These practical cases can be separated into different categories. First the use of the Almere principles in new developed will be introduced (Almere Oost, Almere Poort). Then current research and projects in sustainable urban development will be introduced. Both these subjects will lead to the table in 3.2.4.
'Empower people to make the city' in projects in Almere

4.3.2 Almere kust (Almere Poort)

Almere Kust is the part of Almere between Almere and Amsterdam. The development of this area

exist out of 2.600 houses, 80 ha of water, 31,5 ha of forest, 120.000 m2 offices and 90.000 m2 leisure and horeca. Almere Kust will become the face of Almere towards Amsterdam with apartments with a view over the IJmeer. The dyke which protect the Flevopolder will be the central line in the plans. The development needs to have two faces, towards the water and towards Almere.

Figure 15 Vision Almere Poort (Amvest, 2008)

For this project three different competitors were invited to enter their ideas, Amvest and Vesteda finally enter a proposal. The proposal of Amvest won the competition because Amvest want to commit themselves for a long period, which was the focus point of this competition.

4.3.2.1 Sustainability in Almere Kust

Vesteda

The plan of Vesteda has a separate chapter focused at sustainability. The infill of sustainability is focused at minimising (the use of energy, use of water). The Almere Principles are filled with different measures, a sustainable community is reached through education and measures. When zooming at the 7th principle there are 3 different connections made, with energy (by changing human behaviour), transport (increasing the use of public transport) and with social infrastructure (making sustainability visible). With the creation of a broad neighbourhoodcentre meetings are facilitated. With working with different groups of users, the diversity is found. But the role of new users as starting point is not mentioned.

Amvest

The plan of Amvest has also a separate chapter focused at sustainability. The sustainable plans are based at five starting points, diversity, a strong own identity, careful transition from existing to new,

connect with surroundings and create new qualities. In the plan there is attention for a closed cycle of water, a closed energycycle and the use of sustainable materials/design methods. There is also attention for an economical cycle at urban (Almere) level and for a social cycle with a caring street, self designing and building. As a proposal plan the social cycle is mentioned, including the importance, but a real infill is not given.

4.3.2.2 Conclusion

In both plans there is attention for the user, creating a feeling of ownership is mentioned, but the user there are no clear signals that the user will be involved in the development, besides the opportunities to build their own housing.

4.3.3 Almere Oost, poldercity

The area Almere Oost is around 6.700 ha. The strategy exists out of creating 15-40.000 houses and 40-60.000 workplaces until 2030. The part which will be discussed is the eastern part of the area, 4.400 ha. Around 30 years ago, already a plan was made for this area. A plan of small kernels of houses in an area with a lot of forest, until now different options are named. They all have in common that the planned density became higher and the focus at higher incomes.

4.3.3.1 Sustainability and use of the 7th principle in Almere Oost

In Almere Oost the Almere principles are transformed to the 'Oost principles' which are the Almere principles with a more concrete infill. The infill of the 7th principle exists out of creating physical space for future developments, self building of housing and education. The focus is at the creation of a public mowing field and self realisation for the individual land plots.

4.3.3.2 Conclusions

Because of the early stage of this development, it is difficult to say something about the position of the users. No concrete measures are yet taken and the focus is at this point at the creation of possible scenarios.

4.3.4 Almere Hout

A third expansion area is Almere Hout. The current image of Almere Hout is a luxury, green recreation and living area, in the future the green character should be kept, while Almere Hout-Noord should develop itself to a diverse living area. Around 18.000 houses will be build in the next decades. In Almere Hout flexibility is the keyword, the building speed will be dependent of the demand. In the layer approach the first and second layer are filled (ground and network layer), while the occupation layer has to be (partly) filled by the users.

Figure 16 Platform for inhabitants (www.wijkvoorinitiatieven.nl, 2010)

4.3.4.1 Sustainability

In Almere Hout a start is given to 'neighbourhood for initiatives', with a website, meeting(place)s and a foundation to stimulate initiatives. Together with the current green character is this one of the main pillars of a sustainable neighbourhood. The aim is to organise a community which will develop Almere Hout together and with an aim to ecological and economical sustainability.

4.3.5 Use of the 7th principle in Almere Kust, Oost and Hout-Noord

In all plans there is attention for people. But the main influence of the people is in Almere Kust and Oost at at their own housing. There is a possibility to build on their own or in collective. The infill of the 7th principle is therefore limited to the land of the user, while in Almere Hout-Noord a strong connection is made with changes in existing renewals in which the user is seen as the important factor which should not only have influence on their own land, but also in the neighbourhood. In the process the user is put in front, through different communication channels the user is challenged to bring in ideas and to develop together a sustainable neighbourhood.

4.4 Conclusions

The exploration of the position of the 7th principle within developments in Almere and in a workshop resulted in a wide variation of concepts. This list exists out of physical and social-economical themes. The different themes at physical level are the 'public space' and 'flexible building'. Strongly related with these physical themes was the attention for identity. At social-economical level the main theme was education. Also diversity is discussed intensively.

In the workshop a lot of measures are presented, in these measures the public area played an important role (around 25% of the answers could be linked to the public space), but also in the discussion came forward that the public area is an important subject. Together with the literature study in urban area development can be concluded that when aiming for a sustainable urban renewal in which the user is central, the starting point should be the mowing field, especially the public area, the living environment. Themes like identification, diversity, education and facilitating can be closely linked to the public area.

What are the Almere Principles, how are they currently used and what is the position of the inhabitants in the use of the 7th principle?
The Almere Principles are designed to organise and develop the city in a sustainable way. The 7 principles should guide every actor through the process. Because of this broad use, the infill has to be made with different projects. In this chapter the infill of the principles, and especially the position of the 7th principle, in Almere is analyzed. The position of the users is different in each analyzed example. In the new part Almere Hout-Noord the position of the user is important, 30% of the housing is available for own design/building, but also at mowing field level there is a lot of attention for users. Although the development is not finished, it looks like there is a bridge formed between redevelopment, in which the user is central towards new developments in which the user is normally approached like a consumer.

Besides the user, also the municipality played an important role through facilitating the users, through websites, but also through physical space and creating space for the users to have influence.

How the Almere Principles are in current development plans translated to concepts and what is the position of the inhabitants in this translation?
In the existing plans for Almere, the focus is mainly put at the concept 'build your own house', of which different variations exist. This means more commitment of people with there house, but as discussing renewal, this is not an option. In Almere Hout-Noord the approach is more integral, while in the other plans the main influence of the user is at the physical housing.

This is a strange starting point, because the main problems in existing housing are at mowing field level, in a non fitting public space. In the workshop and in the cases it became clear that this should be the focus point. At the mowing field the attention should be at improving the public space, by letting the user in, diversity and identification can be improved. For the experts there is a facilitating and educational role in this process.

5 Public space in mowing field

5.1 Introduction

In the first chapters the mowing field came forward as the most important area to create mental ownership. In this chapter the mowing field will be further researched. In 5.2 a connection will be made in the public area between the physical and mental characteristics, these characteristics will be described in 5.3. A process is already made for the process of creating a working public space, which are mentioned in 5.4. With this knowledge the focus will be put at the main question, and how the different cases will be analysed.

5.2 The public space as platform for Principle 7.

In the chapter of users a definition is made of mental ownership. The public space is seen as the most important physical body in which this mental ownership can be created. The condition of this body should be as optimal as possible for the creation of mental ownership. The aim is to make a transition from a space to a place. This transition will take place if a good quality is provided (Gemzoe, 2009),

then the public space will not only be used for necessary activities (transport) but also for other forms of use, such as recreational activities. Working at the level of public space indicates three different layers, the people who are using the space, the space itself and the edges, the buildings which form the public space. Van Heeswijk and Kaspori (2007) use the public space as the starting point for the social change. The place were different social groups can exchange and will exchange with each other. In this domain it is important that the current and future users will be part of the search to changes, the mowing field is the place for exchanging ideas. For a larger commitment of the users the transition from space to place is mentioned. This transition can be achieved through improving the physical quality, the social quality, the social characteristics and the safety in a neighbourhood.

Figure 18 Three dimensions of a square, the edge, the space and the people (Gemzoe, 2009)

5.2.1 The physical space

The public space is covering a large part of the Dutch cities, in Amsterdam 43%, in Utrecht 47% and in The Hague even 60% (Meyer et al, 2006). As a definition of public space is then used: all space within the urban boundaries which is not sold or leased. The public space is an essential part of the functioning of the city. Within the public space different networks can be distinguished: Green, water, traffic and underground networks (electricity). For users, the main visible networks

The physical environment

Block
• small streets
• collective/private
• small specific program
• only housing/sheds as walls
• intimate

Quarter
• small streets
• collective
• specific, plural use of space
• some facilities in walls
• common character

Neighbourhood
• main roads for disclosure
• public character
• specific, or unnamed program
• wall with urban facilities
• anonymous character

City
• main roads
• always open
• specific, or unnamed program
• wall with urban facilities
• seperation public/private
• anonymous character

Figure 19 different dimensions

are those of green, water (recreational, health) and traffic (necessary transport). Besides these networks also public spaces can be distinguished. These public spaces can be divided into different scales, in the following table these scales and their characteristics are mentioned (Stawon, 2009).

5.2.2 A functioning place

In the third chapter the wishes of users are described as a safe, lively and interesting public area. Improvements should not be only ethical and/or physical but mainly useful. An important way to reach this is through mental ownership. To increase this commitment of the user with the public area the redevelopment process offers a unique change, because the people living in the area already have a connection with the area and there are often already some known faces around. Through participation and stimulating of self realisation this connection can be increased into a positive direction. To do this it is necessary to understand why people would commit to the place. According to PPS a space needs to have the following values (PPS, 2007):

- **Access & linkage**; access for al user (groups), linkage with main neighbourhood roads, waterways, green etc.
- **Comfort&image**; comfortable to stay (benches, chairs etc.) and an own, positive image (flowers in the spring).
- **Users&activities**; it is important that the space is used, this can be done by organising activities (grass for playing soccer, flowers and other fauna for walking)
- **Sociability**, or in Dutch: 'gezellig', the space needs to let people feel well, it has to invite to talk, stay.

All four values are not objective, but similar values are also recognised by others. Lievense et al (Stawon, 2009) make a differentiation between: a clean, safe, accessible and comfortable place through the use of colour, materials, sight lines, prevention of nuisance (people, garbage, activities, sound and wind). Still it are difficult values to measure, the main input should come from the user, but the guiding expert should be able to isolate the main problems. The same research (Stawon, 2009) named identification, the possibility to meet and avoid, flexibility and transitions between private and public as important characteristics of a public space, while also maintenance is named as an important subject for feelings of safety. A recent research to the factors why people feel themselves at home resulted in two main factors, short, often occurring meetings in the public space and the quality of the public space (Blokland, 2009). In this last research different physical measures are also named to increase the creation and the quality of a place:
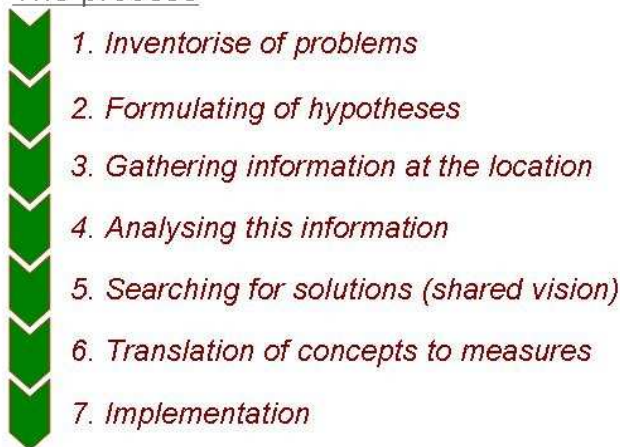
- Blending of functions ('brede schools, shops) facilitates the basic meetings, increases the trust and improves the perception of safety.
- Design and furnishing are of great importance for public familiarity and the safety feeling.
- An integral approach: getting rid of scary spaces, deterioration, creating a critical mass and robust identities are all necessary for a safe and healthy environment.
- Public familiarity increases the practice of social control, mistrust lead to a limited social control, even with eyes on the street. Without public familiarity, physical and social signals are left to read the space, a clean and pretty environment will result in a higher safety feeling.
- Broken windows theory: if broken furnishing is not replaced/repaired it will feel like 'given up'.

- A critical mass is crucial because of the contribution to the safety feeling and the difficulty of certain groups to become the mental owner of an area.
- Spatial design and routing should be focused at the above points.
- Robust identities (people who are not immediately intimidated through certain behaviour of others) are necessary for the safety and liveability of a neighbourhood.
- The neighbourhood will profit from a variated community.

5.2.3   Process of creating a place

In different publications (Urlings, 2005, Aalbers et al, 2006) the process of creating commitment from users starts with generating a shared vision. The development of a shared vision is a completely different method compared to traditional methods in which the user has the ability to give an opinion when the plans are made. The development of a shared vision is also not a stand alone process, during the whole process the position of the user needs to be respected and used, otherwise problems can occur later in the process (Aalbers et al, 2006), in the vertical cohesion and the willingness of inhabitants to participate in their living environment. The most important lesson in the process is that the leading actor (mostly the municipality, also corporations) does not analyze and solve the problem alone, but do it side by side with the users. In his master thesis 't Rot explained the process of solving the problem as follows (PPS in 't Rot, 2009):

The process

1. Inventorise of problems
2. Formulating of hypotheses
3. Gathering information at the location
4. Analysing this information
5. Searching for solutions (shared vision)
6. Translation of concepts to measures
7. Implementation

Figure 20 Process, ('t Rot, 2009)

Important in this process is to use the knowledge, the interests and physical power of the users. The aimed results of this process are a sustainable area which people enjoy living in. The close contact between public and private actors will prove itself worthy in the future, through easier communication and trust on all sites. Only with such an approach a base will be made for mental ownership. If the public space is then also a place like described in the previous chapter also the use part will add to creation of mental ownership. The last important aspect of public space is the maintenance, in maintenance it is important to make a clear distinction which actor maintains which part. In sharing maintenance also the realisation will help, if somebody creates something himself, he/she will maintain it way better. The cycle of public area exists out of design, maintenance and use (crow, 2004), in which the design and furnishing is only a small part, while the maintenance and the use are integrated in the same, long period.

5.3   Public space in Almere

In Almere the public space is large, designed as a city with different kernels it has a lot of public space between the kernels. As an addition to this public space, also in the neighbourhoods there is a lot of space. These spaces are mainly green. Because Almere started as a new city on new land, the

existing green is fast growing. In maintenance however is time consuming and therefore expensive. Because the same trees and plants are used throughout the whole city there is also hardly any diversification, which makes it unnecessary to bike from one part to the other part of the city to experience another green environment. On the site of public spaces as meeting places, also these are equal and not interesting. Typical characteristics of furnishing is that it is neglected and the materialisation is looking simple/cheap. To conclude: the quantity of the public space is large, the quality is not good enough to emphasize an active use of the public spaces.

5.4   Conclusions

In this chapter the public space is further researched as an important variable in empower people to make the city. The space characteristics, green, water, traffic, waste, etc. are important for the creation of a place, which exists out of an image, sociability, the use and activities, the maintenance and the linkage and access. For an integral approach it is important to keep the place characteristics in mind while creating and maintaining the space. This can be done through a more intense cooperation with the future/current users of the space. In Almere is chosen for a fast growing, green environment. After thirty years this environment is still fast growing and the maintenance budgets are not high enough to keep up with this growth and maintain the rest of the city to the desired level. This makes it important to use the public space as a focus point during the renewal of neighbourhoods. The focus should be at slower growing green, but also public space which is more than only walls and space.

6   Analysis model

6.1   Introduction

In this chapter the start for the case studies will be made. Before going to selection criteria for the case studies a short recapitulation of the earlier chapters will be made. This recapitulation leads towards an analytical frame for the case studies. After this analytical frame the selection criteria for the cases will be discussed.

6.2   Recapitulation

In the first three chapters an answer is given to the first research questions. The theoretical study puts the Almere Principles in a context. A context in which the user plays an important role. This lead to different conclusions. In chapter 2 an introduction is given of Almere and the Almere Principles, this is followed through a theoretical study is chapter 3. First is in chapter 3.2 urban area development described, including the necessity of a more bottom up approach and the focus at a safe and attractive living environment. New building should fit the users as well and should not primarily focus at diversity in income and attracting new groups. Also the attention for economical, social and physical changes is found in this chapter. Paragraph 3.3 connects sustainability to the Almere Principles. Sustainability in urban area development fits in the people, planet and profit philosophy. In literature a lot of attention is put at innovation in the technical side (planet, solar panels etc.), in this chapter it is argued that also process innovation plays an important role. To increase the influence and the valuation the focus should be first at the people, at social sustainability. Social sustainability is about creating a neighbourhood in which the needs of inhabitants are fulfilled, now and in the future. Creating a neighbourhood in which inhabitants want to live, now, but also when their social economical position improves. In 3.4 the study focused further at the user, the existence of and connections between different people and groups in an area. The position of social cohesion, which is not as important as people thought it was. Instead of social cohesion, the focus should be at creating mental ownership, a feeling of responsibility for the neighbourhood, which is all inhabitants can have. An important role is here for the institutional actors, because changes start with an improvement of the vertical cohesion, these start with trust between actors. This trust can lead to participating inhabitants who are interested in what happens in their living environment and wanted to create a place which they feel comfortable in. Also the difference between the homely, family living environment of Bos and the lively, busy living environment of Jacobs is described. The connection with the public space in Almere is that it has none of both. This is further explored in chapter 4, in which the different possible measures are explored in a workshop the public space as a functioning environment was appointed as an important part of a successful renewal which is supported by the inhabitants. Finally in the previous chapter this public space is further examined, the difference between the space and an actual place is explored and the process of creating a space and place is researched.

6.3 Analysis model

The main question, how can the Almere Principles be used to achieve a successful urban redevelopment in which the basis of this development is formed by the inhabitants, as participants and active users of the area, is divided in different aspects. In the previous chapters the first steps are made to answer his question. The most important conclusions out of the recapitulation:

1. The most important playing field for a successful urban renewal is the public space
2. The Almere Principles are about sustainability, in sustainability the focus should be at social sustainability, which is creating a neighbourhood in which inhabitants can social and economical improve themselves and do not move out of the neighbourhood if this improvement is taking place.
3. Social sustainability can be created through the creation of mental ownership in the public space, which is focused at individuals, fulfilling the wishes of different groups.
4. Mental ownership is created through an optimal balance between participation, vertical cohesion and the creation of a place, in the creation of mental ownership different ways are used to activate (the different groups of) inhabitants.
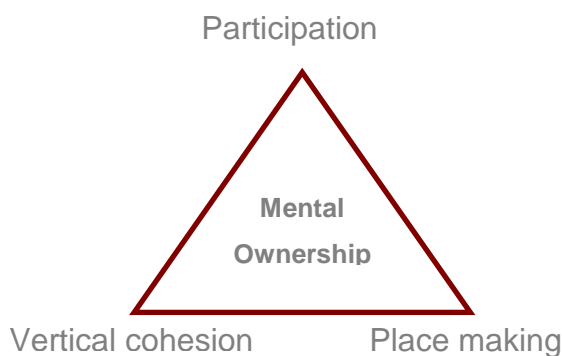

Figure 13 Mental ownership

In the following chapter different case studies and the used measures will be analysed at the points of mental ownership. This should lead to a conclusion if the circumstances for mental ownership are optimal. This conclusion is build with testing the hypotheses. In the case analysis is looked at the position of mental ownership, did it played a central role, or is it accidentally used. To understand the role of mental ownership in the process the most important measures in the public space are analyzed at different aspects: in which phase (design/furnishing, use and maintenance) do the inhabitant plays a role, is the relation between the inhabitants and the corporate actors improved, is a place created which can lead to a more intense use.

Besides mental ownership the public space is pointed as the most important place to create mental ownership. The public space exists out of different elements. In the case studies the different measures will be also divided to these elements. Besides these elements the measures will also be divided into size of the physical environment.

The table which is formed with this, will be crossed with the table for mental ownership, with connecting mental ownership to the space will be analyzed if different measures creating mental ownership can be connected to different elements and physical size/playing field.
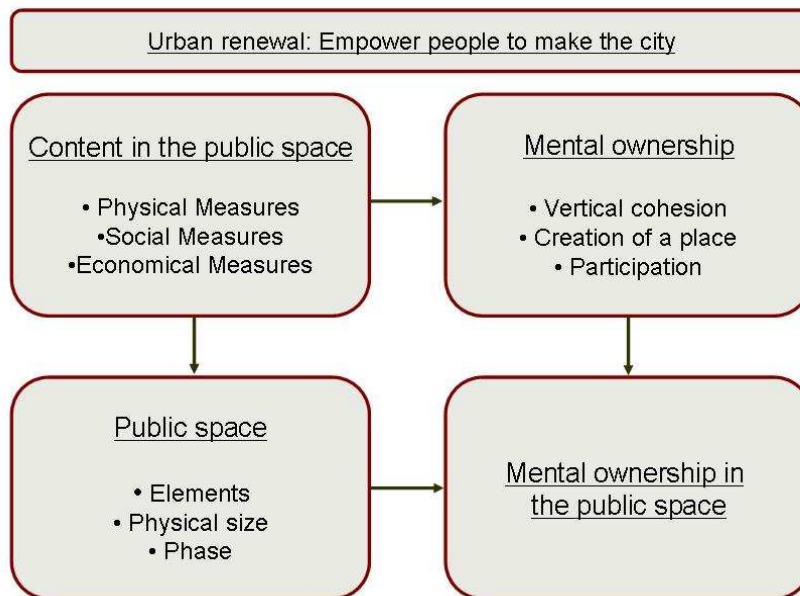
Empower people to make the city

Figure 21 Analysis model

In the above sketched analysis model the steps are sketched which are taken to reach the final conclusions. Each of the steps will be filled with different elements. These are also divided in different measurements.

In urban renewal the most important place to empower people to make the city is the public space. This is done with different measurements, physical, social and economical. These measurements can influence the public space. For example a florist shop is a economical measure, which can lead to image and safety (flowers give a place colour, a person constantly at the street who can 'guard' the place. These measurements are the basis for the following steps.

The second step exists out of creating two tables, one for connecting these measurements to the space and one to connect the measurements with mental ownership. For mental ownership three aspects are described. Placemaking, participation and vertical cohesion. Through expert interviews and literature study these are analyzed. Vertical cohesion is about the trust between corporate actors and inhabitants, different indicators play an important role, communication, leadership, focus at problems and continuity. These indicators are qualitatively tested. Participation is the second aspect, different types of participation are used: **no participation** (only information using basic channels), **participation after invitation**, the municipality send emails, letters, etcetera to invite the inhabitants for a meeting to tell them about what will be happening with the public space. The third type is participating in the process, **active participation**, people come to meetings, their opinion is used in the plans and finally the **participation at own initiative**, people organise themselves to get something to done, or gain influence in a renewal process. Often different types of participation take place at the same time, different groups react on a different base.

The information gained through case analysis is written in the table, through this information can be seen: what is done with active participation and participation at own initiative (both are types of participation in which people have a more internal drive), who is the main corporate actor and how is this actor seen and finally what type of place is created.

Almere Principle 7: Empower people to make the city						
Park de Vijf Werven: Mental ownership			Participation			
			No participation	Participation after invitation	Active participation	Participation at own initiative
Creation of a place	Use & Activities		Measures and main corporate actor			
	Sociability					
	Comfort & Image					
	Access & Linkage					
	Maintenance					

Table 1 Mental ownership

Besides the research towards mental ownership, also the connection between the measures and the public space is analyzed. In the public space the categories and the size are used. The categories exists out of green, water, traffic, waste and materials. The quantitative amount of green in Almere is large, the user quality is experienced as low. The same is experienced with the water, difficult accessible for playing in summer. The measures are selected towards the category which they influence most. For the physical size is analyzed which they influence most, is it at the level of one specific block (for example, a glide) or for the whole neighbourhood (a public garden with children farm etc.). The following table is used in the case analysis:

Almere Principle 7: Empower people to make the city						
Park de Vijf Werven: Public space			Physical size			
			City	Neighbourhood	Quarter	Block
Categories	Green		Measures and phase user			
	Water					
	Materialisation					
	Waste					
	Traffic					

Table 2 The public space

With these two tables a connection can made between the measures which create/improve mental ownership and the physical space which is influenced. The aim of this connection is to see if different measures are often used and if a connection can be made between public space and mental ownership, or not.

7 Case study

In the previous chapter the theoretical research is connected to a analysis model to use in different case studies. As the whole research is about the usefulness of the Almere Principles, the location of the cases is in Almere. Another reason to focus at cases in Almere is the limited time, which is better spend located in one city.

In Almere the following cases are studied:
1. De Wierden in Almere Haven, a 'bloemkoolwijk', a neighbourhood which is green and in which a complete renewal will take place, including new housing.
2. Park de Vijf Werven in Almere haven, A 'bloemkoolwijk', next to the centre. The public space in this neighbourhood has got a complete makeover in the last couple of years including a fast back up at complaints.
3. Bouwmeesterbuurt in Almere Buiten, a neighbourhood build at the end of the eighties in which the plans for a renewal are there since 2002.

The cases are studied in different ways, as much as possible (available) documentation is used to create an idea about what is done, is going to be done and what are the most important focus points. Secondly a series of interviews is held with the main actors, including inhabitants. The interviews were structured. The questions were send in front to the persons, but used as a guideline during the interviews (see appendix)

The different cases are described in the following ways:
1. A short description of the location, the history and the context
2. A short description of the reasons for and the content of the urban renewal
3. The process and the different involved actors are named and described.
4. As fourth subject the focus will be at vertical cohesion, did the corporate actor succeed in connecting to the inhabitants.
5. Followed by the participation, did the actions of the actor lead to the wanted participation.
6. The physical changes in the public area will be mentioned, the space and place characteristics.
7. Finally it is all summed and analyzed if mental ownership is reached or if a positive step is taken.

7.1 General characteristics of the neighborhoods

Before the analysis of the different cases, some general information is described to show the position of the cases in Almere. Social and physical information give a first impression of the neighbourhood.
The social conditions of the different neighbourhoods shows that the average income is significant lower than in Almere and also the percentage of poor (people with a low income) people is high. These are typical conditions which can be found in problem neighbourhoods.

Social	Inhabitants		Social		Low income
	Inhabitants	Non-western	Household income		Low income
De Wierden	3477	27%	€	23.500	56%
De Werven	2617	19%	€	23.300	55%
Bouwmeesterbuurt	4449	25%	€	26.300	47%
Almere Haven	22370	17%	€	29.600	42%
Almere Buiten	53364	27%	€	29.500	40%
Almere	183322	26%	€	30.500	38%

Table 3 Social characteristics cases (Municipality of Almere, 2008)

The physical conditions of the neighbourhoods are not bad, the amount of green is around average, the village character of Almere Haven can be seen in the surface of green. The reports about problems in the public space are lower than average, except for de Wierden, but this will probably change in the next measurements. Another aspect which is remarkable is the ownership of the dwellings, in de Werven this is around 60%, although there are plans to decrease this, through selling housing and building new. Also in de Wierden and in the Bouwmeesterbuurt there are plans to build new/sell older housing.

Physical	Living environment		House		
	Reports public space/100 inhabitants	Surface green	Owner: corporations	Own house	Average selling price
De Wierden	21	46%	69%	31%	€ 162.616
De Werven	15	34%	59%	39%	€ 155.863
Bouwmeesterbuurt	10	46%	35%	62%	€ 165.858
Almere Haven	25	70%	64%	27%	€ 211.966
Almere Buiten	18	50%	70%	26%	€ 208.544
Almere	18	40%	64%	28%	€ 214.005

Table 4 Physical characteristics (Municipality of Almere, 2008)

7.2   Comparison and conclusions

7.2.1   Introduction

In 7.2, 7.3 and 7.4 three different cases in Almere are analysed. The three cases have different similarities. These similarities make it easier to compare them. In Almere the different neighbourhoods are build with approximately the same number of housing. Every neighbourhood has the basic facilities and are close to the city district centre. Another strength of all cases is the location in a lot of green. Questions about why people live here are often answered with: because of the garden or because of the green environment. There are also differences, for example in the identity of the city district, in which Almere Haven is known as a green village and Almere Buiten is more known because of Doemere, a large mall for maintenance stores (Gamma, Praxis, Ikea etcetera).

Because of the building speed in the past, the maintenance is not performed how it should be. The different case study neighbourhoods have changed, in a negative direction; poverty, the movement of wealthier families, crime and nuisance has lead to a less positive identity. In all cases the housing corporation with the largest group of housing took the initiative to make changes, in two cases side by side with the municipality, in 1 case the housing association was the main actor.

7.2.2 Urban renewal

The urban renewal programs in de Bouwmeesterbuurt, de Wierden and Park de Vijf Werven are made with the social conditions of the neighbourhood as base. The integral approach in de Bouwmeesterbuurt and de Wierden is started by the municipality, to coordinate all investments in the neighbourhood with the idea of 1+1=3. In Park de Vijf Werven it was the housing corporation who took the initiative, also because no other actor saw the urgency. In de Bouwmeesterbuurt and Park de Vijf Werven the combination is made between social-cultural activities and physical interventions, in de Wierden also the economical interventions are going to play a role during the renewal.

7.2.3 Process

The process in the neighbourhoods was different. In Park de Vijf Werven the focus was at renewal of the public space, maintenance of the housing and activating the inhabitants. The renewal program in de Bouwmeesterbuurt had the main focus at the social interventions, while de Wierden will be more of a mixture between the physical and social-economical measures. This can also be seen in the actors who play a role, which is the housing association and Sciandri in de Werven and in both other cases it is a wide variation of actors, from housing to art, from welfare to the police. In de Werven one actor has the lead which resulted in a year start up time, before the first real improvements were made. The focus had been at activating the inhabitants, in the whole renewal process the inhabitants had a vote in the renewal of public spaces. In de Bouwmeesterbuurt the start up time is already 3-4 years and there is still discussion about the spatial vision. In the process the conditions for participation were not set clearly which lead to wasted time. Also a differentiation between the social economical and physical measures is seen, the participation in social and economical measures is high, while in the physical measure the participation is more difficult with a large contrast between the inhabitants and the other actors. In de Wierden similar problems seem to occur, although the participation in the process is changed, which is well received. The process manager is here seen as an important factor.

7.2.4 Vertical cohesion

Vertical cohesion is brought forward as one of the aspects of mental ownership. The different aspects of vertical cohesion are: communication, continuity, focus at problems and leadership. In all cases this is handled in different ways by the different actors. In Park de Vijf Werven the starting point was to activate people, but not via physical changes, but through social activation. This has led to the fastest renewal of the cases. In average the valuation of de Alliantie is improved in de Vijf Werven. Also the vertical cohesion of the active welfare organisation, Sciandri, improved.

In de Wierden there are some problems with the spatial vision which created some disturbance between the different actors, although these problems are not solved, the next steps are focused at improving the vertical cohesion and re-win the trust of people. The best way to do this is to focus at the problems in the public area, with a fast follow up, the inhabitant association is taken as a serious partner, which lead to more dialogue.

In the Bouwmeesterbuurt a similar situation is seen, although the resistance is there broader, not only homeowners, but also renters are against the building plans. The trust in Ymere and the municipality is slightly improved, especially in the social/economical measures. Where the corporate actors have

difficulties with the inhabitants, the cooperation between for example de Schoor and the inhabitants is definitely improved, this is partly because of the continuity which the organisations can offer. The solution is here sought in bringing participation to a lower level (quarter) to discuss the question about new housing and possible locations.

7.2.5   Participation

The participation in de Wierden really became an issue after the presentation of the first spatial vision. The result of the protests were changes and less buildings. The aim is now to use this willingness for participation in the renewal. For this reason the architect is now located in de Wierden and the aim for the participation degree is set higher when the size of the public space is getting smaller (enclosed gardens designed and planted by inhabitants). Besides the projects of the integral corporation, also smaller projects at own initiative, or at initiative of de Schoor take place, the re-opening of the neighbourhood house has been essential in this, the inhabitants of de Wierden are more and more aware of the possibilities and the activities going on. Another self organisation point is the Windbos, in which the inhabitants take of in different weekends. The municipality here (department large maintenance) took the initiative to renovate the forest, as a follow up of the work done by the inhabitants, here a successful cooperation took place in which both parties took responsibility.

In Park de Vijf Werven the participation is lower, people are stimulated to use the public area, and they had a vote in the design of the main public space in the quarters. The result was that the renewal was a fast process, but also that the participation stayed low, now after 4 years, slowly some changes can be seen of people who maintain a bit more then their own garden.

In the Bouwmeesterbuurt the integral approach was done for the first time. After years of starting, participating etc. the inhabitants were surprised about the plans to build of the municipality, which resulted in a wide spread resistance. A large distance between the large physical interventions for the long term and the short term more social interventions. The whole program resulted into different small initiatives of inhabitants, like a glide, a cleaning action, which were much more successful compared to cleaning activities organised by municipality/housing corporations. Different interviewed experts had the idea (in the Bouwmeesterbuurt and de Wierden) that the participation is mainly focused at the group who comes/reads the magazines and at the people who will protest anyway. This means that a large group, who do not read, are not involved, although they could be interested, only not in the traditional ways. In Almere there are a lot of inhabitants with their own business, both Ymere and de Schoor are convinced that these people can add value to the renewal. De Schoor thinks that a combination of a network drink and discussion about renewal can stimulate these people to get involved. This is just one example of how to stimulate participation in another way. In de Wierden the inhabitant association is actively involved, even though, they represent mostly the older inhabitants who are living in de Wierden for a long time.

7.2.6   Public space and physical changes

In all three cases the public space plays an essential role. Although the whole public space is taken into account, accents can be found in the focus of the renewal. In the Bouwmeesterbuurt the green environment got a high valuation of the inhabitants, the aim is to increase this valuation through new

materialisation, which could lead to a more intense use. Physical changes are focused at a couple of spaces, to increase the use, density and make places of these spaces. This development can be seen in all three neighbourhoods. A couple of places are created in each neighbourhood to create a social place which is actively used, in de Wierden en the Bouwmeesterbuurt the most important traffic routes are also part of these places. This will result in more intensive use, a larger critical mass of people using the quarter. Through the increasing use and improved materialisation the comfort and image will also improve.

In the literature study came forward that better maintenance is one of the basics in urban renewal and contribute intensively towards a feeling of safety. In the case studies this is confirmed, in de Werven, the maintenance was intensively done by de Alliantie, which lead to high appreciations and also in the expert interviews about the Bouwmeesterbuurt this came forward as a focus point, while in de Wierden the connection is made by maintenance and an increase in participation. Often a large distrust can be seen, which can be best changed in the public space. For the Bouwmeesterbuurt the idea is to create a local neighbourhood maintenance company, which is an easy to approach service towards the inhabitants, which is not only cleaning and maintaining, but is also educating young people. With the children neighbourhood watchers, this creates a complete picture with fast feedback towards the inhabitants.

7.2.7   Mental ownership

The most important question is, if mental ownership created. In Park de Vijf Werven improvement can be seen. Both in vertical cohesion, as in the creation of places. The vertical cohesion is about the relationship between corporation and inhabitants, which is, according to the experts and consulted inhabitants improved. In the participation during the plans the inhabitants did not have a real role, except as user, in the renewal, active participation is done in the quarter places, which are furnished following the wishes of the inhabitants. Now these areas are also, although not officially, maintained by the inhabitants. Although the inhabitants did not take any initiative, changes are made which can lead to mental ownership.

The renewal in De Wierden is still fully in progress. The existence of mental ownership came forward during the first real participation process, the green environment is important and building on it, is not wanted. The lack of trust in the municipality came forward with this protest *'they are only building these houses as cash machines'.* The next step is to rebuild the relationship, which is started with the large maintenance which is done, but also in admitting the mistakes made. The resistance, but also the cooperation in other projects, which are partly initiated by the inhabitants self, showed that people are already connected with their place. This connection is unfortunately not completely used, instead the vertical cohesion between corporate actors and inhabitants becomes more explicit. However the current approach is appreciated and the inhabitant association became a serious partner. The focus should now also be on the groups which are not reached. In the Bouwmeesterbuurt a similar movement can be seen. The spatial vision resulted in a widely spread resistance against the corporate actors and the plans to build. This is a serious challenge for the valuable and vulnerable understanding between all actors. The different small projects on own initiative and the organisation of

resistance against the spatial vision showed that there is mental ownership existing, the amount of small projects suggests that it is also growing. It is important to keep on investing in this mental ownership and try to connect the activity and participation in the social, ecomical measures with the physical plans.

	De Wierden	Park Vijf Werven	Bouwmeesterbuurt
Introduction			
Housing	1662	1246	1800
%HA	69%	59%	35%
% green	46%	46%	34%
Renewal			
	start 2008	start 2006	start 2005
Time	10 years	4 years	10 years
Focus	social, economical and physical	social and physical	Social, economical and physical
Actors	Municipality	de Alliantie Flevoland	Municipality
	de Alliantie Flevoland	Sciandri	Ymere
	Ymere		Welfare and other organisations
	Welfare and other organisations		
Process			
	The young inhabitants are central	maintenance of the housing	People make the neighbourhood
	No room for poverty	Improving the public space	People like to meet each other
	Meet eachother in de Wierden	Activate people	My neighbourhood, our neighbourhood
	Housing fits the demand		Housing for everyone
	Everybody joins		Work together on a vital neighbourhood
Progress	some difficulties with spatial plan	good	resistance against spatial plan

	De Wierden	Park Vijf Werven	Bouwmeesterbuurt
Vertical cohesion			
	Corporate actors: more or less the same	de Alliantie Flevoland improved	Corporate actors: doubtful
	Welfare organisations: improved	Sciandri improved	Welfare organisations: improved
Participation			
Neighbourhood	participation after invitation	participation after invitation	participation after invitation
Quarter	Active participation	participation after invitation	participation after invitation
Block	Active and self organising	Active participation	Active participation
Representation	A neighbourhood commission, who do not speak for the whole neighbourhood	no real involvement	A neighbourhood commission, who do not speak for the whole neighbourhood
When involved	after initiative, as consultants for final plan	after initiative, as consultants for final plan	after initiative, as consultants for final plan
Public space & physical changes			

	green	green	green
	materialisation	materialisation	materialisation
	water	water	
Mental ownership			
Vertical cohesion	Slightly positive	positive	Equal
Creation of places	Positive	positive	positive
Participation	Active	not active	participation after invitation/active participation
Mental ownership	Already present, corporate actors do not use this, the question is if it will grow.	No, but improvement towards mental ownership can be seen	Present and increasing, the amount of initiatives is growing and people take care of their environment.

Table 16 overview different cases

7.2.8 **Mental ownership in the public space**

The different cases resulted in different options for the creation of mental ownership. In de Werven is steered on activation and improvement of the public space, this resulted in one measure of active participation in the public space. In the follow up of this project can also be seen that the improvement of the vertical cohesion has lead to better maintenance of the inhabitants as well. Another picture can be seen in the Bouwmeesterbuurt, the active participation and participation at own initiative is actively stimulated which resulted in more mental ownership in the public space. Although it is tough to make conclusions out of the limited sources, it can said that the main level of creating mental ownership has been the building block. In de Wierden different measures can be found which take place in the public space and helps creating mental ownership, the art route is an important one, but also the large maintenance plays an important role.

7.2.9 **Conclusions**

In the research questions the 7th sub question can now be answerd:

How can the knowledge gained be used to strengthen future redevelopments in Almere.

To answer the main question different subquestions are answered in the previous research. Mental ownership came forward as essential in the creation of a sustainable urban renewal. In the practical research came forward that mental ownership is not the basis for steering a development. Although the different aspects of mental ownership came forward, often is not searched for a combination. However different important conclusions can be made which can lead to an improvement of future situations. Mental ownership:

Vertical cohesion

- It is important to start with improving the vertical cohesion, this can be done through improving the maintenance, but also other physical improvements can lead to an improvement of the vertical cohesion, the main goal of these improvements is that a problem is solved and trust between the inhabitants and the corporate actors is improved.
- Communication about this solved problem is part of creating participation in the further process.

- It is important to communicate clearly about the conditions of the renewal, otherwise, there is a possibility that the positive effects will disappear, in both Bouwmeesterbuurt and de Wierden, this is not done clearly enough.

- Inhabitants want to commit, but expect the same from the corporate actors, therefore continuity in the persons is important, in de Wierden, the inhabitants have asked for the process manager as neutral person in reactivating of the participation process, but have questions about the constant changes in the leadership during the development of the art route.

- In de Werven, de Alliantie is the leader, in both other neighbourhoods the leadership is shared. Although all actors are involved and for example have a combined meeting houd, a difference can be seen in the vertical cohesion between welfare organisations and de leading actors.

- Vertical cohesion is necessary to make a step forwards, the inhabitants can identify the problems, experts need to facilitate innovative solutions. Vertical cohesion is about the connection and the trust between these actors.

Participation

- For corporate actors it is important to understand their strengths and weaknesses. Although housing associations and municipalities have a large interest in an area, they are often not capable of connecting to the different groups of inhabitants, while this is one of the strengths of welfare organisations.

- Existing neighbourhood associations are not always a representative part of the neighbourhood, in de Wierden, mostly the older, Dutch inhabitants, are the participating inhabitants.

- Results of participation has to be shown, otherwise the willingness to participate disappears.

- Follow up has to be fast, unlike the corporate actors, the participating inhabitant wants to see results of his/her participation, long periods in which nothing happens enlarge cynism (Bouwmeesterbuurt).

- It has to be clear which conditions are set, changing these conditions after comments creates an image of an unreliable partner. Another point is that if there is no agreement, it should be clearly explained, how and why decisions are made and what the consequences will be.

Creation of places

- Focus first at the problems and solve the safety problems (more maintenance, closing strange corners), from this point a vision for the future can be made. Especially in the analysed neighbourhoods it is important to create central routings which cross meeting- and activitiesplaces, this will stimulate accidental meetings which increase the safety feelings.

- Not all the public space needs to be changed, focus at creating central places which are part of the natural traffic system and where different activities can take place and for the other places: focus at safety.

Mental ownership in the public space

- In the cases came forward that the neighbourhood is a good level to create mental ownership, especially improving the vertical cohesion. For own initiatives the block/quarter is a better scale to stimulate initiatives and small activities.
- There is no clear relation found between the different categories of the public space and mental ownership, but the focus in Almere is needed for the maintenance, this is what people disturbs. How can they be expected to talk to their neighbours about their garden, if the street is even in a worse condition?
- The condition of the public space result influences the safety feeling, but also the behaviour, a good condition leads to better maintained front gardens for example.

8   Conclusions and recommendations

8.1   Conclusions

In the first chapter the main research question and different supporting questions are raised. To give a complete answer to the main question, the conclusions from the theoretical and practical research will be shortly summarized. The main question:

How can the Almere Principles be used (translated to concepts) to achieve a successful urban redevelopment in which the basis of this development is formed by the inhabitants, as participants and active users of the area?

8.1.1   Theoretical study

In the theoretical study urban area development, sustainable development and the users are researched. Urban area development is defined as the combined action of cooperation connections: a bundling of ambitions, actors, interests, disciplines and streams of money for the development of an area. Focusing at urban renewal, small changes take place. The aim is to improve the living environment of the existing and future inhabitants. Therefore it is important to give these inhabitants a central position in the process. A sustainable urban development is defined as

A sustainable urban development is the aim for a combination of people, planet and profit in which the current needs are optimally fulfilled without damaging the possibilities for future generations. The combination of people, planet and profit can be ordered in which people is the starting point, followed by planet and then profit. In this ordering the focus is at creating a positive result for all angles.

The importance of this approach is the position of the inhabitants, at the front of the process. For a sustainable development in urban renewal in neighbourhoods should focus in the first place at social sustainability. At seeing and using the current inhabitants as experts of their living environment to create a place in which people want to live, use and maintain, now and in the future.

To understand the conditions for social sustainability it is important to understand what inhabitants want of their neighbourhood, as participants and users. In the research came forward that the wishes are not that strange, a place where inhabitants feel at home, safe an which is lively and interesting, a safe and economical position and an interesting public area. The way to these physical, social and economical conditions is more difficult. More than 50 years ago Jane Jacobs wrote four important attention points for a healthy city: blending of functions, small building blocks, mixture of old and new buildings and a high concentration (of people). In the renewal areas the current design is exactly the opposite, with the main focus at private area and the own house. The public space is often neglected and badly maintained. The familiar environment which is described by the commission Bos is absent. The neighbourhoods have their own qualities which should be the basis for renewal, there is often also vitality and creativity present, this should have the attention in renewal.

To find these qualities, the inhabitants should be interviewed, not only in formal ways, but especially in informal ways. Inhabitants have often a connection with the area, this connection should be found and

be the basis for the renewal. In this way it is possible to improve this connection and strengthen the commitment of inhabitants with the area, to create mental ownership. Mental ownership is based at commitment with an area. In urban renewal areas different subjects can be pointed out which decrease this commitment, in the renewal process not enough attention is given to current problems and the inhabitants, a feeling exists that the corporate actors do whatever they want, and have no trust in the inhabitants, the vertical cohesion between the corporate actors and the inhabitants is often bad. The second aspect is about participation. Although the aim is to let inhabitants participate, the mostly used methods are not focused at active participation but at informing people. The third aspect is to create a place, not stones, green and water, but a house, a public garden in which inhabitants can have dinner on nice evenings and water in which children can row with their little boat. The combination and optimalisation of these aspects will be referred to as mental ownership:

Mental ownership is defined as the commitment of the user with something, someone, which is not physically owned but is treated, used and maintained as it is his/her own and is created through an optimal balance between participation, vertical cohesion and creating a place.

To create mental ownership it is important to look at the people, a difference can be made with intern and extern motivation, own initiative should be stimulated and sometimes rewarded. This can be done with public attention or small rewards (like a budget for plants).
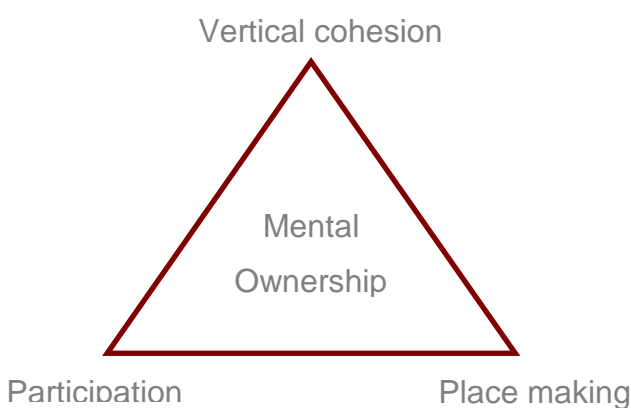
Vertical cohesion

Mental
Ownership

Participation   Place making

Figure 13 Mental ownership

To realise a successful, future proof urban renewal it is important to realise process and content changes. The process changes include improving the vertical cohesion and increasing the participation. The vertical cohesion exists out of improving the trust of inhabitants in corporate actors and in themselves. This can be done through leadership, continuity, focusing at problems and communication. Improving participation is focused at participation of the groups who are interested in participation, this means the aim to move from no participation, or participation after an invitation to active participation or participation at own initiative. An important role is here not only for the large corporate actors, but also for the different welfare organisations to reach and challenge the inhabitants.

The content changes is a change from creating a space to creating a place, this can be done through better listening (what is missing), but also focusing at problems. In Almere this means: improving the maintenance. A place is created with focusing at the following functions: image & comfort, access & linkage, sociability and use & activities.

Besides mental ownership, also the connection between the Almere Principles and urban renewal is researched in a workshop. Different measures which connects the starting point of people creating the city with urban renewal were given. In the discussion the focus was put at the position of the public area as starting point for users. Analyzing the different aspects of urban area development, physical, social and economical, the place to create the circumstances is the public area. Besides this public area also the infrastructure came forward, also in the new developments there is a focus at facilitating active inhabitants.

8.1.2 Case analysis

From the literature study different conclusions are made:
1. The most important playing field is the public space
2. The user will participate in and use the public space if mental ownership is created
3. Mental ownership is created through an optimal balance between participation, vertical cohesion and the creation of a place.

These conclusions are tested in the practical study. A second point which is explored in the practical study is if there is a relation between mental ownership and the elements of the public space.

In three different cases in Almere interviews are held to research these points, de Werven, de Wierden and the Bouwmeesterbuurt. The public space is one of the columns in urban renewal. In de Werven the most visible changes are made in the public space, while in the other two cases the public space is an integral part of the renewal.

How can the knowledge gained be used to strengthen future redevelopments in Almere.
The above made hypotheses are tested in practical cases. In all three cases different concrete points to improve the redevelopments came forward. The most important are:

- Start with improving the vertical cohesion, this can be done through a focus at the main problems and solving them (increasing maintenance and actively involve inhabitants with this). This creates a positive flow.
- These positive changes should also be clearly communicated, not only with the people who were involved, but especially with the inhabitants who were not involved.
- Leadership is important, within the corporate actors, different departments are working on the same renewal, with different ways to approach the case. In the municipality the maintenance department (which is fast acting, participation is rapidly followed up with the large maintenance) and the urban design/renewal departments, which is a more complex and slower process, within the corporation there is a social-economical approach which focuses at participation, vertical cohesion and the physical measures. Although these different faces are clear within the actors, this is not clear towards the inhabitants, who do not know which face the corporate actor has a certain time.
- With physical changes, create clear conditions, but take the people with you during the process, not only at the end.

- Stimulate participation, not only in social and economical measures, but especially at physical measures. Where the social and economical measures are focused at a part of the inhabitants, are the physical measures focused at all inhabitants.

With the conclusions an answer to the main research question can be formulated:

How can the Almere Principles be used (translated to concepts) to achieve a successful urban redevelopment in which the basis of this development is formed by the inhabitants, as participants and active users of the area?

First of all are the Almere Principles explored, although the 7th principle gives a guideline 'empower people to make the city', the Principles are not more than a guideline which is not unique and exposes similarities with other developments. The translation to concepts is done, but the Principles do not offer enough guidance to make a selection of these concepts. In the research came forward that from the measures no direct links can be made to concepts. The Almere Principles should therefore be used as framework, to set the outlines. The conceptual infill is a possibility, different concepts can aim for different goals. Most important is that the inhabitants play an important role in a successful sustainable development. With the inhabitants the focus should be at a social sustainable development. A social sustainable development means that the neighbourhood is also attractive as living place for future inhabitants. This can be done through the creation of mental ownership, through improving the vertical cohesion, stimulate participation and creating places which invites people to commit to these places. The thought behind the creation of mental ownership is that people will also after the renewal take initiatives to keep the neighbourhood healthy.

Transvaalpark, The Hague

In The Hague a neighbourhood, Transvaal, is around 75-110 years old. Around 60% of the housing is owned by the housing associations. The neighbourhood has similar problems as other weaker neighbourhoods in combination with a shortage of public space. In the planned renewal an intensive participation process is started in which the aim was to improve the vertical cohesion and to create a meeting place, which is an important part of the routing over the park. More than 40 meetings about the design (from preliminary to final and realisation) with all actors resulted in a square with no middle high bushes to prevent neglecting and deterioration. In the design the focus have been on creating a

save place which could be used for different functions (playing, festivals). The square is realised and intensively used. The new apartments which also function as walls add to the valuation of the square. With this approach the housing corporation and municipality are hoping to improve the vertical cohesion and the level of participation of people in a positive way, that people are not only consulted for negative changes, but also for improvements.

Image 33 Transvaalpark (www.bing.com, 2010)

8.2   Recommendations

The research to an infill of the Almere Principles in redevelopment in which the inhabitant is the starting point as participant and user has lead to the conclusions as made in the previous paragraph. Besides these conclusions also recommendations can be made.

- In urban area redevelopment an integral approach is seen as the key towards a successful development. In this integral approach all actors are involved. The working field makes it difficult to reach the inhabitants. If it is the idea to investigate in a development which is broadly supported, use the knowledge of other actors with the specific groups. With special attention to the welfare organisation who can often reach more groups than the leading actors.

- At the start of the urban renewals the strengths or the neighbourhood are named and promoted. These are named through the inhabitants, they often choose for a certain location because of the green etc. However, in the following process, hardly any attention is paid to this quality, while I see it as one of the carriers of the development. Especially at the beginning the focus should be at the current qualities.

- An urban renewal is sometimes widely supported (by the inhabitants) until new buildings are planned in existing public space. The corporate actors are often not capable of explaining the urgency of these new developments. If this happens, these two developments could be separated, that people can go to court for the buildings, but that the created energy can also be used to improve the public space together.

- In the participation procedures, I see a lot of connections with Dutch birthday parties, they are boring and you just go because your teached that way. In urban renewal a large group is not educated that way, this should be taken into account when real participation is the aim, to focus on that large group that is maybe willing to participate, but just does not feel invited with the traditional methods.

- In this research three cases are analysed in Almere. Although different conclusions are made, a larger research, with more cases can confirm findings, broadening the view and can lead to a stronger line with more interesting conclusions.

- Participation is seen as a route in which inhabitants are informed and which takes a long period without any changes in the physical environment (personal wins for the participants). If the success factor of participation need to be increased, people should get: 1. immediate/fast returns, 2. be involved through shorter processes in which the participation and renewal is not the main content.

9 Evaluation

In the last year I have experienced different aspects of the graduation process. Some positive, some negative. To keep this evaluation readable I will divide this evaluation in two parts, one part about the content of the research and one about the graduation process. Before going further, one remark, as you have read, the whole paper is in English, although I think I did that pretty well, it does not feel natural and it costs quite a lot of time. I understand the aim of the university to do everything in English, standardization etcetera, but I would like to plead for a change to the human size, the individual student and the playing field of the study. A plea which has a lot of similarities with this paper, not everything can and has to be the same for everyone. But to continue with the evaluation:

Content

The main results for me can not be found in this research. Behind this paper a lot of reading is done and a lot of knowledge is gained which is hardly used in this research, but is valuable for me and my future career. The research started with ecological sustainability as focus, as you have read, this completely changed. From a completely ecological point of view, which has always been my main interest, I enlarged my view to a more complete view at sustainability, starting with a social sustainability. A complete change of focus, a change from the difficult measurable and long term ecological solutions towards the even more difficult to measure and longer term social solutions. However this change resulted also in a broader view, more knowledge about the position of the inhabitant and the possible positions which will definitely have influence in my future life.

Process

The graduation process, one of the main goals set at the start was to make every step possible, well, I did. The search for a graduation project started with 'sustainability' and ended with social sustainability, or empower people to make the city. In between a lot happened, a literature research, case studies etc. Moments in which I thought it would be better to move one way, to moments in which I completely turned around. Questioning yourself and other theories is good, curiosity is the basis for science. But the difficulty of graduating is that you have to do a lot in just a short period. In a new research I would definitely focus more at the problem exploration and moving forward, make decisions and do not question them to much. Another important learning point from the process is working with people, how to interview them and how to make a poll (and all possibilities which can go wrong…), both experts as inhabitants (often with a lower education and definitely with a different point of view). It makes it really interesting and I have learned a lot from this. It finally resulted in this paper, I am very glad with it and I realise that the support during the process of Agnes Franzen and Anke van Hal helped me a lot, with focusing at the problem and making steps in solving the problem. Therefore I would like to end this with a thanks to my both mentors, every meeting with them helped me a lot to find the red line in my story.

Ruben van Etten

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10.2 Interviews

Aalbers, K.   Sustainable housing, TU Delft
Breugem, G.   Urban designer, Municipality o Almere
Bruijn, R. de   Urban designer, Pura Vida
Burgman, M.   Sportmanager, Sciandri sportmanagement
Crouwel, L.   Administrator and inhabitant Wierdendok
Inhabitants   Inhabitant association de Wierden
Dijk, R. van   Urban designer, Municipality of Almere
Dijkman, L.   Team manager social participation, Welfare organisation De Schoor
Heezik, C. van   Urban area developer, Housing corporation 'de Alliantie'
Horst, J. van der   Urban area developer, Housing corporation 'de Alliantie'
Kiers, P.   Process manager and sustainability expert, RnR group
Koning, O. de   Staff member existing city, Municipality of Almere
Oost, A. van   Sustainability expert, Municipality of Almere
Ros, E.   Senior neighbourhood manager, Ymere
Wallagh, G.   Process manager, Inbo architects & advisors

Different inhabitants of de Werven and the Bouwmeesterbuurt.

10.3 Symposia

Cradle to cradle symposium, 12th of May 2009, speakers:
Kranendijk, SGH. Braungart, M., Rotmans, J., Luscuere, P. et al.

10.4 Websites

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http://www.parkdevijfwerven.nl
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http://www.kei-centrum.nl
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http://www.vrom.nl
(visited between January and May 2010)
http://www.wikipedia.nl
(visited different times, search to Almere, the different neighbourhoods, cradle to cradle)
http://www.ikcro.nl/artikelen/rom0310-afhaalchinees.doc
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http://www.hetbreed.nl
(visited at June 1 2010)
http://www.aedesnet.nl
(visited at June 10 2010)

Appendix

1.   Participation scale
2.   Invitation workshop
3.   Information workshop
4.   List with concepts workshop
5.   Guideline interview
6.   Results enquete