

Appendices

A platform to facilitate the collaboration within CLT Amsterdam and connected CLT's.

Strategic Product Design

Thesis Elvira Kok

MAY 2021

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1.1 Approved project brief

IDE Master Graduation

Project team, Procedural checks and personal Project brief

This document contains the agreements made between student and supervisory team about the student's IDE Master Graduation Project. This document can also include the involvement of an external organisation, however, it does not cover any legal employment relationship that the student and the client (might) agree upon. Next to that, this document facilitates the required procedural checks. In this document:

- The student defines the team, what he/she is going to do/deliver and how that will come about.
- SSC E&SA (Shared Service Center, Education & Student Affairs) reports on the student's registration and study progress.
- IDE's Board of Examiners confirms if the student is allowed to start the Graduation Project.

1 USE ADOBE ACROBAT READER TO OPEN, EDIT AND SAVE THIS DOCUMENT

Download again and reopen in case you tried other software, such as Preview (Mac) or a webbrowser.

STUDENT DATA & MASTER PROGRAMME

Save this form according the format "IDE Master Graduation Project Brief_familyname_firstname_studentnumber_dd-mm-yyyy". Complete all blue parts of the form and include the approved Project Brief in your Graduation Report as Appendix 1 !

family name	Your master programme (only select the options that apply to you):
initials	IDE master(s): <input type="radio"/> IPD <input type="radio"/> Dfl <input checked="" type="radio"/> SPD
student number	2 nd non-IDE master: _____
street & no.	individual programme: - - - - (give date of approval)
zipcode & city	honours programme: <input type="radio"/> Honours Programme Master
country	specialisation / annotation: <input type="radio"/> Medisign
phone	<input type="radio"/> Tech. in Sustainable Design
email	<input type="radio"/> Entrepreneurship

SUPERVISORY TEAM **

Fill in the required data for the supervisory team members. Please check the instructions on the right !

** chair
** mentor
2nd mentor

comments (optional)

Chair should request the IDE Board of Examiners for approval of a non-IDE mentor, including a motivation letter and c.v..

! Second mentor only applies in case the assignment is hosted by an external organisation.

! Ensure a heterogeneous team. In case you wish to include two team members from the same section, please explain why.

Procedural Checks - IDE Master Graduation

APPROVAL PROJECT BRIEF

To be filled in by the chair of the supervisory team.

chair Giulia Calabretta date 30 - 11 - 2020 signature G. Calabretta

CHECK STUDY PROGRESS

To be filled in by the SSC E&SA (Shared Service Center, Education & Student Affairs), after approval of the project brief by the Chair. The study progress will be checked for a 2nd time just before the green light meeting.

Master electives no. of EC accumulated in total: 23 EC YES all 1st year master courses passed

Of which, taking the conditional requirements into account, can be part of the exam programme 23 EC NO missing 1st year master courses are:

List of electives obtained before the third semester without approval of the BoE

name C. van der Bunt date 01 -12 - 2020 signature CB

FORMAL APPROVAL GRADUATION PROJECT

To be filled in by the Board of Examiners of IDE TU Delft. Please check the supervisory team and study the parts of the brief marked **. Next, please assess, (dis)approve and sign this Project Brief, by using the criteria below.

Does the project fit within the (MSc)-programme of the student (taking into account, if described, the activities done next to the obligatory MSc specific courses)? APPROVED NOT APPROVED

Is the level of the project challenging enough for a MSc IDE graduating student? APPROVED NOT APPROVED

Is the project expected to be doable within 100 working days/20 weeks ?

Does the composition of the supervisory team comply with the regulations and fit the assignment ?

_____ comments

name Monique von Morgen date 7/12/2020 signature MvM

Toolkit for active participation of residents in a Community Land Trust project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple. Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date 30 - 11 - 2020 end date 28 - 05 - 2021

INTRODUCTION **

Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

A result of the growing world population and the trend of urbanization is the current housing crisis (United Nations, 2019; Ritchie, 2018). This crisis consists of: an increase in prices; poor living qualities and people not having the freedom to live where they would like. To accommodate this crisis, new houses need to be built. Which leads to externalities, the current built environment is responsible for 39% of all carbon emissions worldwide (United Nations, 2017).

A proposed solution for sufficient and sustainable housing is a Community Land Trust (CLT), figure 2. This is a not-for-profit organization that creates and manages affordable housing for people with low or modest incomes and develops neighbourhood facilities that benefit the local community. Currently, a CLT is being developed in the H-neighbourhood of the Bijlmer, Amsterdam. This CLT differs from the original CLT model, in Amsterdam land ownership remains in ownership (leasehold) of the city while normally the ownership is in the hands of the 'trust' (And The People & CLT Bijlmer, 2020). In the Bijlmer they are aiming to prioritise forms of social and environmental value, prioritise long-term value creation and seek citizen engagement to democratise the management of the resources. The project is led by a core team: And The People (social innovation), Dr2 New Economy (circular business models).

As the owner of the land, the municipality of Amsterdam uses the CLT as a means to achieve certain set goals. To measure their progress towards these goals, a city Doughnut was created by the municipality in collaboration with Kate Raworth (Gemeente Amsterdam, 2020). Using this Doughnut shows a new way of economic thinking, 'the essence [...] a social foundation of well-being that no one should fall below and an ecological ceiling of planetary pressure that we should not go beyond. Between the two lies a safe and just space for all' (Raworth, 2017). In her book Doughnut Economics, Kate Raworth (2017) states 'tackling inequality at root calls for democratizing the ownership of wealth ... redistributing land ownership has historically been one of the most direct ways to reduce national inequalities'. The direct link between land ownership and social equality is made, where a CLT has the opportunity to be a means to reduce social inequalities.

There is an opportunity in enriching the values of a CLT model and making those values more visible using the principles of Doughnut Economics. As Kate Raworth states, the doughnut doesn't lay out specifics for what to do next, its goal is to equip new economic thinkers, they have to bring the model to practice and finetune it along the way. Attempts to make the Doughnut more actionable are already initiated and shared on the Doughnut Economics Action Lab. This project is another attempt to make the Doughnut more actionable starting from a land ownership model, a CLT in the Bijlmer wit a special focus on providing a social foundation.

- And The People, CLT Bijlmer (2020). Een Community Land Trust (CLT) in de Bijlmer. Whitepaper Betaalbaar wonen in verbondenheid met buurt.
- Gemeente Amsterdam (2020). Amsterdam Circulair. Retrieved from: <https://www.amsterdam.nl/bestuur-organisatie/volg-beleid/coalitieakkoord-uitvoeringsagenda/gezonde-duurzame-st>
- Raworth K. (2017). Doughnut Economics. 7 Ways to Think Like a 21st Century Economist. Chelsea Green
- Ritchie, H., (2018) - "Urbanization". Published online at OurWorldInData.org. Retrieved from: 'https://ourworldindata.org/urbanization'
- United Nations. (2019). World population prospects 2019. Online edition, Rev 1, United Nations, Department of Economic and Social Affairs. Population Division.
- United Nations Environment Programme. (2017). Global Status Report 2017: Towards a Zero-Emission, Efficient, and Resilient Buildings and Construction Sector.

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introduction (continued): space for images



image / figure 1: Context and trends

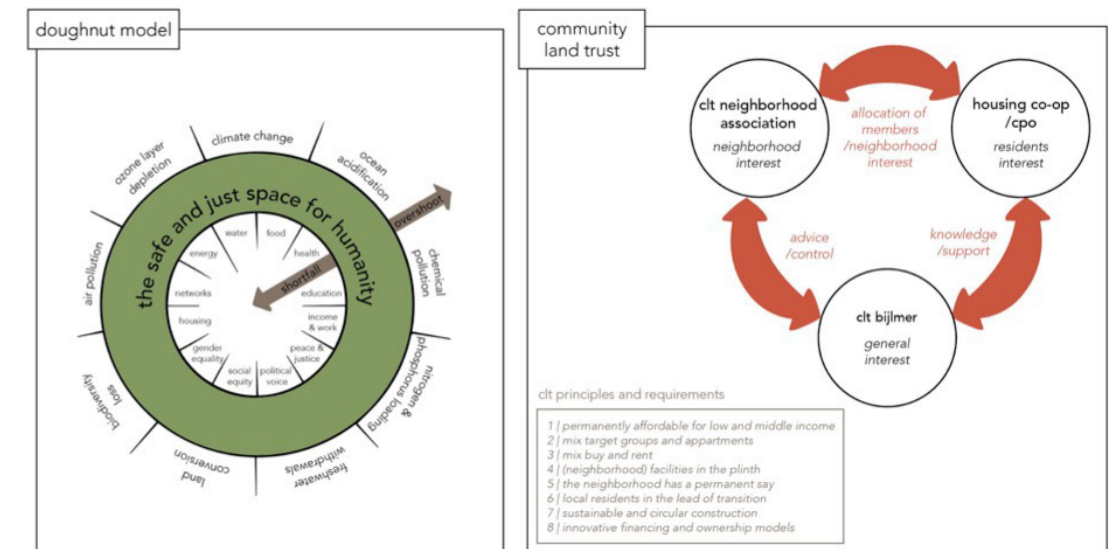


image / figure 2: Doughnut model and Community Land Trust in the Bijlmer

PROBLEM DEFINITION **

Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

The current housing crisis is fueling social inequality and climate change at the same time. It is caused by an accumulation of multiple things like an undemocratic concentration of our shared resources and the focus of our current neighbourhood development model on short-term goals, namely profit. By doing so, long-term thinking is set aside and the built environment itself is extractive by design. Next to that, the housing prices are increasing which results in people not having the freedom to live where they would like or live near their work.

This results in a need for a long-term solution for the housing crisis together with its externalities. As stated in Doughnut Economics, housing can play a significant role in building a strong social foundation while respecting the planetary boundaries. During this project, the CLT is used as a means towards a long-term solution.

The local residents of the Bijlmer have trouble to see the social and environmental values that the CLT could bring them. They, therefore, lack the personal motivation to play an active role in the community, while this is much needed. The value exchange is not clear enough to make the local residents participate.

This project aims to capture the values of the local residents, visualize how a CLT can be used to achieve their goals via a new business model (show clear value exchange) and display how participating would increase the probability of their goals becoming reality. During the entire process, Doughnut Economics will be used as an inspiration source and opportunities are sought within its principles.

ASSIGNMENT **

State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in "problem definition". Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

The social impact of a CLT and the opportunities of Doughnut Economics are first analysed. Additionally, a thorough 'user' research with local residents will take place. The outcomes will be translated into an enriched CLT model proposal and a toolkit to empower local residents to play an active role in the community due to their knowledge of the true potential of the CLT.

First, the social impact of a CLT is analysed and expressed in a paper. Then, the alignment of a CLT and Doughnut Economics are researched, additional opportunities that have the potential to enrich the CLT are listed. A special focus here is in researching the city Doughnut of Amsterdam.

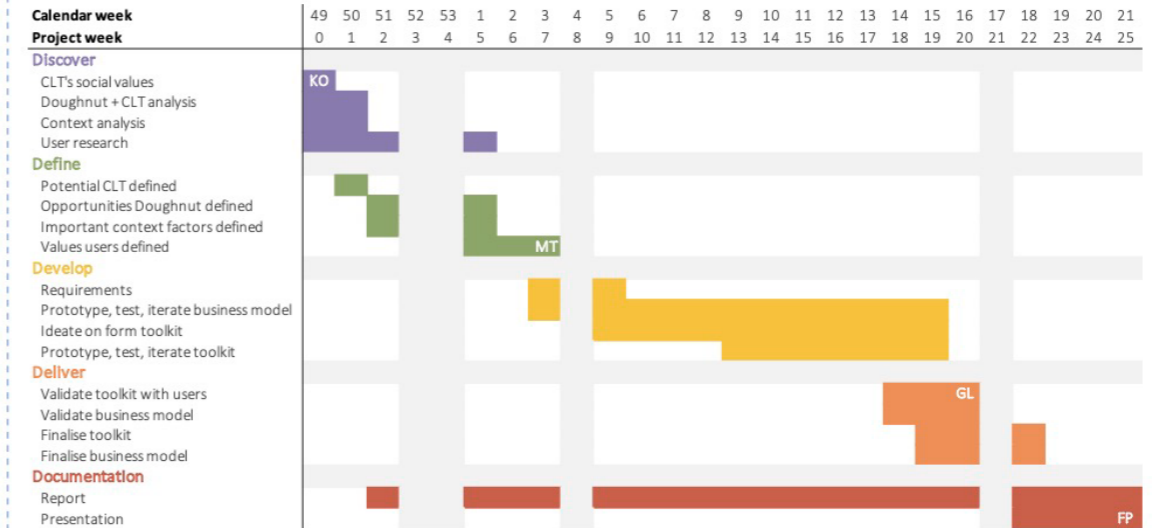
At the same time research is done about problems with the current participation in self building and neighborhood development processes with a special focus on the residents in the Bijlmer. To find opportunities, research is done on what is already there in terms of initiatives, case-studies, products and services for inhabitants throughout the development cycle of selfbuilding, neighborhood development and participation. Additionally, a trend-analysis and an analysis of existing solutions will be held to make sure the concept is future-proof and versatile.

The outcomes will be translated into an enriched business model, which is the basis of a toolkit to empower local residents to play an active role and to see the true value a CLT can bring them. This toolkit could be used between local residents, or as a communication tool between local residents and the municipality. It could be in the form of a game or workshop for instance. Research needs to show what would be the most suitable and effective form.

PLANNING AND APPROACH **

Include a Gantt Chart (replace the example below - more examples can be found in Manual 2) that shows the different phases of your project, deliverables you have in mind, meetings, and how you plan to spend your time. Please note that all activities should fit within the given net time of 30 EC = 20 full time weeks or 100 working days, and your planning should include a kick-off meeting, mid-term meeting, green light meeting and graduation ceremony. Illustrate your Gantt Chart by, for instance, explaining your approach, and please indicate periods of part-time activities and/or periods of not spending time on your graduation project, if any, for instance because of holidays or parallel activities.

start date 30 - 11 - 2020 28 - 5 - 2021 end date



The Double Diamond Design process will be followed throughout the project. The first stage, the discover phase, starts with diverging. Research will be done on CLT and its potential social values; Doughnut Economics with its opportunities; user research consisting of interviews and observational research; finally, a context analysis will be done through analysing the city Doughnut of Amsterdam and analysing trends.

The next define phase, is about converging and structuring the outcomes of all the research done in the previous phase. The current potentials of a CLT are defined, together with the opportunities in Doughnut Economics. The main values and current issues of local residents are defined. Important context factors that need to be taken into account are described as well. This ends with a final brief with a clear direction. This and a summary of the first phase will be presented during the midterm presentation.

In the third phase, the focus is on starting the development of the previously described bussines model and toolkit. For the toolkit some ideation is needed to decide on the exact form and content. This phase is an iterative process of prototyping, testing and enhancing the concepts.

The last phase, the deliver phase is where the concepts will be finalised and made ready for potential implementation. These concepts and the reasoning behind them will be translated into the final presentation. Next to the steps described above, the report will be maintained throughout the process.

MOTIVATION AND PERSONAL AMBITIONS

Explain why you set up this project, what competences you want to prove and learn. For example: acquired competences from your MSc programme, the elective semester, extra-curricular activities (etc.) and point out the competences you have yet developed. Optionally, describe which personal learning ambitions you explicitly want to address in this project, on top of the learning objectives of the Graduation Project, such as: in depth knowledge a on specific subject, broadening your competences or experimenting with a specific tool and/or methodology, Stick to no more than five ambitions.

My enthusiasm lays in relevant topics that actually contribute to society and the planet. I am an optimistic idealist and would like to use my knowledge to help society moving towards a more sustainable future. My personal interests are strategic design, social innovation, urbanism and systemic thinking, which aligns perfectly with the proposed topic.

Doing my internship at a B-corporation, Fronteer, I want to prove that I can also use my knowledge for good by thinking broader than just one solution but seeing the bigger picture with all the connections. The competence that I would like to obtain is to get more acquainted with systemic thinking and feel comfortable with solving wicked problems.

Personal learning ambitions:

- A couple of years ago I first saw Kate Raworth presenting her Doughnut and was immediately grasped by the opportunities. I believe it is the future, especially when practical solutions are proposed. I would like to contribute by making it more actionable by providing a practical solution. My ambition is becoming an expert in Doughnut economics so I can take this knowledge with me throughout my career.
- I believe that we don't need to reinvent the wheel, but real intelligence comes from finding the right connections or the right aspects of existing solutions and combine them to eventually create something meaningful. My learning objective here is to always take inspiration on what's already done and see if there are other perspectives.

FINAL COMMENTS

In case your project brief needs final comments, please add any information you think is relevant.

Since April I'm dealing with Repetitive Strain Injury (RSI) complaints, for my own health I choose to start with working only 4 days per week until the midterm, to give myself time to recover and make sure the symptoms don't get worse or become chronic. My goal is to be recovered somewhere around my midterm and onwards work full-time until the end.

2.1 City Portrait Canvas

CITY PORTRAIT CANVAS GUIDE

Understand how to use the City Portrait Canvas as a tool to assess city strategies, policies, and programmes in a holistic way, integrating ecological and social, local and global considerations, inspired by the four lenses of the City Portrait.

A4 | 2-4 people

STEP 1: Get to know the City Portrait Canvas

Get acquainted with the four lenses of the City Portrait. Watch the 10 minute [introductory video](#). Then read the Why, and What of each lens to familiarise yourself with the different themes related to a city's local aspirations and global responsibilities. For a deep dive into the City Portrait tool and its four lenses, we recommend reading the [Creating City Portraits methodological guide](#).

STEP 2: Understand the components of your city strategy

Select a strategy you are working on in your city that you would like to assess for its social and ecological impacts, on both a local and global level. Note down the main components of the strategy on the City Strategy Worksheet. Then, write the name of your strategy inside the diamond shape in the centre of the City Portrait Canvas.

STEP 3: Analyse the strategy through the Local-Social and Local-Ecological lenses of the City Portrait Canvas

Now, dive deeper into the local impacts of your strategy.

- Think about the possible positive impacts that your strategy may have on these lenses. Take a coloured pen and indicate the themes where the strategy may create positive impact.
- For the same lenses, think about the possible negative impacts of your strategy, both direct and indirect. Use a pen of a different colour to indicate the themes where the strategy may create negative impacts.
- Ask yourself "how could the strategy be designed and/or implemented to ensure and enhance these positive impacts, and prevent or minimise the possible negative ones?" Note your ideas on the 'City Portrait Canvas - Notes' worksheet.

STEP 4: Analyse the strategy through the Global-Social and Global-Ecological lenses of the City Portrait Canvas

Now explore the global impacts of your strategy. Repeat a), b) and c) from Step 3 for the Global lenses.

Tip: While doing the exercise, you might find yourself alternating between the positive and negative impacts. We recommend that you find your own intuitive way to navigate between steps a) and b).

STEP 5: Think about the interconnections between the lenses

- Think about the interconnections between the four lenses. Draw lines between the lenses to indicate when there is a positive or negative dynamic between issues identified. Use pens of different colours to indicate positive or negative interconnections.
- Ask yourself "How could the strategy be designed and/or implemented to reinforce the positive interconnections and minimise the negative?" Note your ideas on the 'City Portrait Canvas - Notes' worksheet.

STEP 6: Summarise your key insights

Summarise your key insights from Steps 3, 4 & 5 on the City Strategy Worksheet. Ask yourself "how would you refine the existing strategy to enhance its social and ecological benefits?"

CITY PORTRAIT CANVAS [STEPS 1,3,4,5]



CITY PORTRAIT CANVAS - NOTES [STEPS 3,4,5]

This section provides a structured space for notes related to the analysis of the strategy through the four lenses. It is organized into four quadrants corresponding to the lenses:

- 1 LOCAL SOCIAL:** How could the strategy enhance the ability of people in the city to thrive?
- 2 LOCAL ECOLOGICAL:** How could the strategy enhance the ability of the city to thrive within its natural habitat?
- 3 GLOBAL ECOLOGICAL:** How could the strategy respect the health of the whole planet?
- 4 GLOBAL SOCIAL:** How could the strategy respect the wellbeing of people worldwide?

CITY PORTRAIT CANVAS - INFO SHEET [STEP 1]

LOCAL-SOCIAL	LOCAL-ECOLOGICAL
<p>WHY? This lens reflects the essence of lived experience in the city. All cities need to find innovative and transformative ways to improve their residents' wellbeing while reducing their global ecological and social impacts – this is at the core of the 21st-century challenge.</p> <p>WHAT? This lens looks at the wellbeing of people in this city. It clusters wellbeing under four broad themes that are also covered by the Sustainable Development Goals – relevant to every city and nation:</p> <ul style="list-style-type: none"> Being healthy: with health, water, housing and food Being connected: through community, mobility, connectivity, and culture Being enabled: with education, employment, energy, and income Being empowered: through equality in diversity (avoiding significant differences of outcome by gender, race, and other identities), political voice, peace & justice, and social equity (avoiding extreme income and wealth inequality). 	<p>WHY? Every city is located within a natural habitat – be it a forest, a wetland, or a river basin. Nature has learned to thrive in these diverse places. Yet cities all too often degrade the very soil, air, and water that enables life to thrive, and on which city residents depend for their health and wellbeing.</p> <p>WHAT? This lens focuses on the essential services that nature provides – from regulating air temperature to preventing soil erosion. The ultimate aim is for the city to match or even exceed the ecological performance of the local natural environment – what if the city could sequester as much CO₂ store as much groundwater, house as much biodiversity, and cool the air, just as nature does?</p>
GLOBAL-SOCIAL	GLOBAL-ECOLOGICAL
<p>WHY? The same globalised business models that drive intensive resource use in cities often lead to intensive pressure on workers in those supply chains. The consumption of globalised goods in a city supports many jobs around the world, but these jobs often involve exploitative labour conditions. None of these workers want to lose their jobs, but they all want their rights at work to be respected.</p> <p>WHAT? This lens looks at the wellbeing of people worldwide which may be impacted by the city through global supply chains. Like the Local-Social lens, wellbeing is based on the Sustainable Development Goals, and clustered under four broad themes – Being healthy, enabled, connected and empowered – a responsibility of every city and nation.</p>	<p>WHY? Global ecological destruction is largely driven by the resource consumption and pollution resulting from the economic and industrial processes underpinning provision of goods and services.</p> <p>WHAT? This lens takes stock of the city's total resource use and asks how much pressure the city is putting on the life-supporting systems of our planet – such as CO₂ emissions that lead to global heating, and land use leading to deforestation. Resource use includes:</p> <ul style="list-style-type: none"> resources consumed within the city (eg petrol used in cars and buses) resources used to produce all goods and services imported into the city (eg water and fertiliser used to grow imported food) <p>The city's resource use can be assessed in terms of the extent to which it is placing excessive pressure on planetary boundaries, and therefore must be reduced.</p>

CITY STRATEGY WORKSHEET [STEP 2 AND STEP 6]

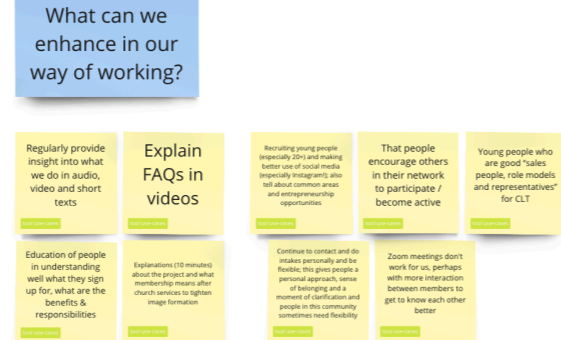
This section provides a structured space for summarizing key insights and refining the strategy. It is organized into two main sections:

- Strategy:** A space to write the name of the strategy being assessed.
- How would you refine the strategy to enhance its social and ecological benefits, both locally and globally?** A space to summarize insights from the previous steps and propose refinements to the strategy.

Below these sections, there are two columns for 'Components of the strategy:' and 'How would you refine the strategy to enhance its social and ecological benefits, both locally and globally?'. Each column contains a list of bullet points for notes.

2.2 CLT-members analysis

A | Insights intake interviews

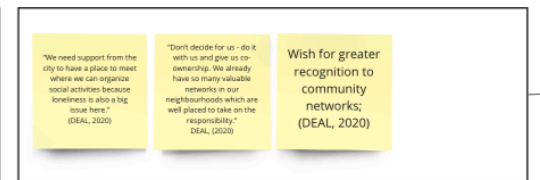


B | Other insights

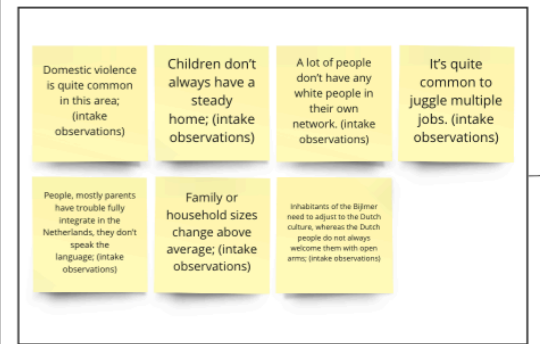
Insights Gebiedsanalyse 2017



Insights DEAL



Insights intake observations



C | Clustering insights



What are the challenges?

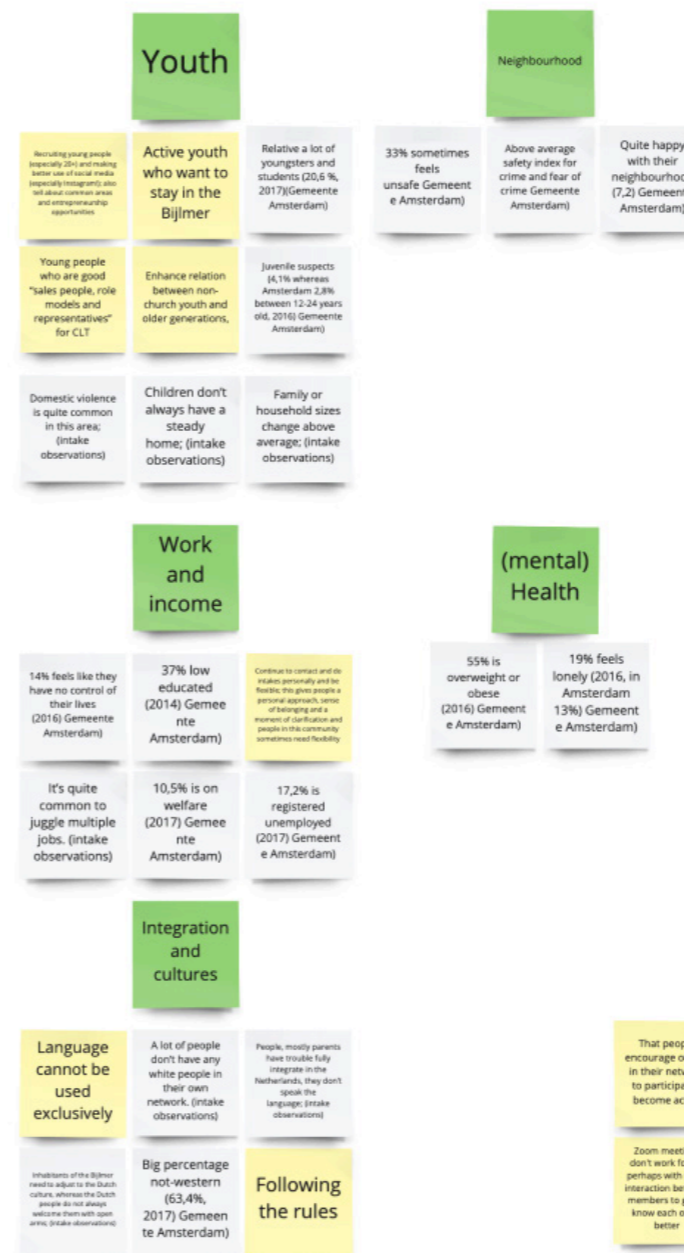
Intakes need to be done in person, always
 Try to only use zoom when there is no other option, and if you do, make it interactive.
 The toolkit needs to be all in English, preferably a Dutch version is available.
 To make CLT attractive for the younger generation, use social media to attract them, and make them role models and representatives for the CLT.



This is being solved by the CLT team, they are making a member wiki (FAQ)

Domestic violence is quite common in this area; (intake observations)	Children don't always have a steady home; (intake observations)	A lot of people don't have any white people in their own network; (intake observations)	It's quite common to juggle multiple jobs; (intake observations)	Relative a lot of youngsters and students (20,6 %, 2017) Gemeente Amsterdam
People, mostly parents have trouble fully integrate in the Netherlands; they don't speak the language; (intake observations)	Family or household sizes change above average; (intake observations)	Inhabitants of the Bijlmer need to adjust to the Dutch culture, whereas the Dutch people do not always welcome them with open arms; (intake observations)	14% feels like they have no control of their lives (2016) Gemeente Amsterdam	55% is overweight or obese (2016) Gemeente Amsterdam
Big percentage not-western (63,4%, 2017) Gemeente Amsterdam	Quite happy with their neighbourhood (7,2) Gemeente Amsterdam	Above average safety index for crime and fear of crime Gemeente Amsterdam	33% sometimes feels unsafe Gemeente Amsterdam	Juvenile suspects (4,1% whereas Amsterdam 2,8% between 12-24 years old, 2016) Gemeente Amsterdam
19% feels lonely (2016, in Amsterdam 13%) Gemeente Amsterdam	37% low educated (2014) Gemeente Amsterdam	17,2% is registered unemployed (2017) Gemeente Amsterdam	10,5% is on welfare (2017) Gemeente Amsterdam	

D | Clustering the challenges



E | Main insights

Main insights

Values

- Important values are inclusive, diversity, equality and solidarity;
- CLT is hope for the future (future generations);
- Democratic decision making and co-ownership;
- Use own social networks;
- Loneliness and isolation

CLT challenges

- Interview in person - flexibility is important;
- No zoom, otherwise interactive;
- Focus on recruiting youngsters, make them role models;
 - Be more active on social media

Member challenges

- There must be a member context flyer/video/infographic for the representatives of the commons;
 - To specify the language issues, gap between youngsters and older generations, chaotic home situations, integrations and job issues;
- Members deal with other problems (most of time) then the experts, but they do need to collaborate and emphasize;
 - Idea: during every first meeting together do some kind of introduction using a tool to emphasize with each other?

Can also be used as source of inspiration for organizing events

Activities

- Space for community events;
- Workshop on: intergenerational sessions, awareness about discrimination, working on confidence.
- Space with sport facilities;
- Space to share (creative) art from the community;
- Need for confidential counselor

- Co-Operate values
- CLT Amsterdam vision
- Coop developers
- ABCD ambassadors
- Promotion team

3.1 Analysis [ABC-Developers]

A | Observations Irosha: community builder CLT-H-buurt

- The interviews can be more streamlined;
- We do these interviews to get to know each other and to do some expectation management. Also, we identify the gifts and talents of the members;
- Irosha sees the CLT as a consultation body in the neighbourhood;
- Talking to everyone individually is too time consuming, she needs a team that can help her;
- She identified that analysing the interviews and actually doing them takes the most time;
- It is hard for the interviewees to come up with their own talents and gifts;
- She states that the ABCD-method is an individualistic approach for communal problems, which makes her question if it's the right method at all;
- She observed that ABCD is a great method when there is already a community with a lot of talents in place; it doesn't show you actually start building that community and how you do acquisition for new community builders.

B | Literature insights

- While there is a lack of clarity about how to implement ABCD or how to evaluate it" (Blickem et al., 2018)
- "Since implementation would be by local actors/non-specialists using local resources, less attention was paid to the evaluability of ABCD than to outlining ABCD processes in ways that would be accessible to local activists". (Blickem et al., 2018)
- "Currently, ABCD lacks conceptual and methodological clarity". (Blickem et al., 2018)
- "However, ABCD remains unfulfilled in the ECC neighborhood as the neighborhood planning process continues to be a city-led effort." (Wilke, 2006)

C | Interview Geert: Initiator and community builder CLT Brussels [11/03/21]

- "Wij hebben ABCD ingezet voor projecten, het opstarten voor community vorming. Hierbij lag de focus op inwoners en de sociale cohesie binnen een kleinere groep." (Geert de Pauw, initiator CLT Brussels)
- "Het proces was enorm tijdsintensief"
- "ABCD heeft wel degelijk impact gemaakt: mensen hebben elkaar leren kennen en daardoor pakken die mensen in de toekomst eerder een leidersrol op zich."

D | Worksessions with Jip, Joris and Irosha

- We need to incorporate the Doughnut for strategic purposes;
- The online mapping tool also visible for CLT members;
- Create a database of people and their skills;
- Make it participatory and visually attractive;
- Build bonds within the community;
- Can we think of a new way of formulating the questions so they will fit with the doughnut?;
- In the doughnut, everything will come together;
- Use the strengths, activities etc. that already exist in the community to start right away and keep momentum; with doing so the CLT can be more durable and could be scaled.

E | Insights from intake interviews [data from Irosha]

Welke aspecten van het CLT-verhaal trokken mensen aan en zijn blijven hangen?

- Hoop voor toekomst
- Dat men een eigen woning zou kunnen doorgeven aan kinderen en/of kleinkinderen (na overlijden bv.) in tegenstelling tot normale sociale huurwoningen
- Een woning voor thuiswonende volwassen kinderen regelen die momenteel niks kunnen vinden
- Behoeftte aan een community plek; een eigen buurthuis met leuke activiteiten, workshops en educatie, vooral in de H-buurt
- Betaalbaarheid van wonen: lager dan huidige huur- en koopprijzen
- Samenwonen in diversiteit
- Een eigen restaurant starten in het gebouw
- Als kerkgemeenschap samenwonen
- Familie bij elkaar houden
- WoningNet wachttijd veel te lang, CLT zal sneller zijn hopelijk
- Thuis voelen in de wijk: men kent elkaar, leuke chaos, openheid
- Gemeenschapszin, gelijkwaardigheid, diversiteit en solidariteit
- Wonen in een interactieve community
- Toekomstperspectief voor jongeren
- Geen eenzaamheid
- Overtuigd door Moses
- Eindelijk eigen plekje "to call my own" maar wel in een community
- Verlangen om ondanks laag inkomen toch iets te kunnen kopen voor kapitaalopbouw
- Koopwoningen voor mensen met lage inkomens
- Inclusieve & democratische & duurzame aspect: "the core of what housing is about"

Wat is er nodig om CLT te laten slagen (to flourish) volgens de leden?

- Dat mensen de regels volgen
- Respect, solidariteit, liefde
- Communicatie en zeer goede samenwerking
- Schoon en net beheer van publieke ruimten: abide to the rules
- Elkaar goed leren kennen voordat we er gaan wonen
- Op basis van leeftijdsgroepen contact maken
- Genoeg ruimten en momenten voor ontmoetingen en interacties voor verbinding
- Mogelijkheden om kennis en middelen te delen

- vertrouwenspersonen en helpers in de community als contactpersonen voor problemen
- Een creatieve ruimte voor kunst (als expressie) en beweging (sport en danszaal)
- Democratische besluitvorming
- In publieke ruimten Engels of Nederlands praten (taal moet niet uitsluitend werken)
- Bewustzijn over diverse vormen van discriminatie en oordelen
- Actieve jongeren die in de Bijlmer willen blijven wonen
- Community events (like Kwaku Festival) = bonding
- De relatie tussen niet-kerkelijke jongeren en de oudere generatie verbeteren: intergenerationele sessies (bv. af en toe een drankje/jointje maakt je nog geen gefaalde crimineel)

Welke spots zijn belangrijk voor mensen in de wijk?

- Mandelapark, Bijlmerpark, Amsterdamse poort, Kraaiennest, HCC (voor HCC'ers), Bijlmerweide, Stichting Spé (huiswerkbegeleiding Holendrecht groep 1 tot middelbare school), Voedselbank Ganzenhoef, MCTC, Diemerbos, Pentecoostal churches of christianity community, Bijlmer Sportpark

Wat missen mensen nu in de wijk?

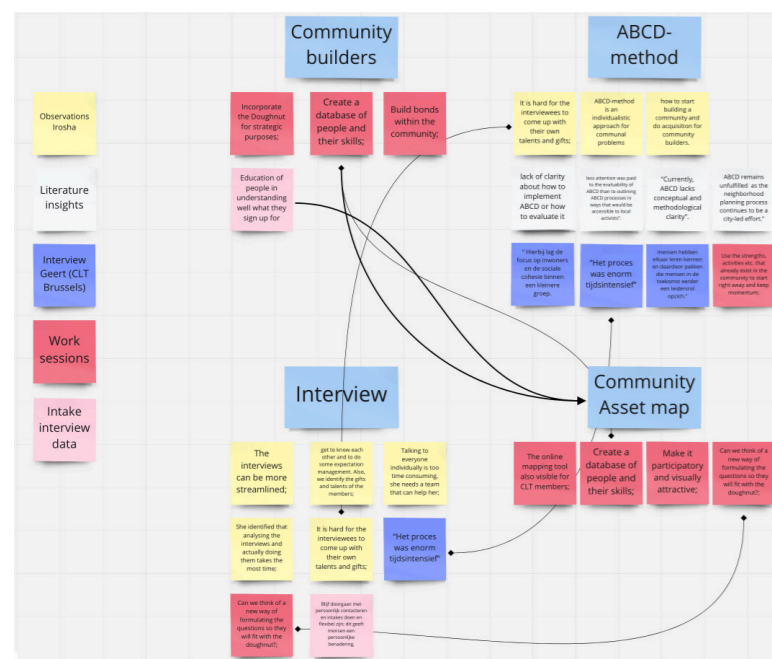
- Meer diverse (indoor) sportfaciliteiten voor jongeren
- Een eigen buurthuis die past bij de cultuur van de bewoners
- Dat mensen zich breed kunnen ontwikkelen: toegang tot diverse activiteiten
- Dat (creatieve) talenten van jongeren uit de Bijlmer kunnen ontplooiën en niet-witte inzichten/rolmodellen krijgen
- Eigen "chill en hang spots" voor (creatieve) jongeren in de H-buurt => sommige jongeren voelen zich niet thuis in huidige MCTC gebouw
- Aan zelfvertrouwen werken om iets te ondernemen bv. via opleidingskansen/trainingen met officiële certificaten
- Uitbouwen van de moestuin en onafhankelijk zijn van de gemeente
- Een repair café dat spullen verzameld uit de wijk en repareert en eventueel verkoopt

Wat kunnen we nog verbeteren in onze werkwijze?

- Heel regelmatig inzichtelijk maken wat we doen in audio, video en korte teksten
- Jongeren werven (vooral 20+) en social media beter gebruiken (vooral Instagram!); vertel ook over gemeenschappelijke ruimten en mogelijkheid voor ondernemerschap
- FAQs in video's toelichten
- * Wie gaan de CLT-woningen bouwen?
- * En van welk geld wordt het gebouwd?
- * Hoe werkt het precies met de koopopties?
- * 10 euro contribution is heel weinig om kapitaal op te bouwen, waar is het voor bedoeld dan? => Vergelijking met WoningNet systeem (membership fee/capital).
- * Hoe werkt een collectieve hypotheek? => meer mensen = samen meer lenen en fonds vanuit gemeente om te ontwikkelen (geleend) en rondom woningcorporatie een business model.
- * Krijgen mensen die zich eerder hebben ingeschreven of veel betrokken zijn bij CLT voorrang op woningen?
- * Is er een inkomensgrens?
- * Kan de woning automatisch doorgegeven worden aan kinderen/familie?
- Zoom meetings don't work for us, misschien met meer interactie tussen leden onderling om elkaar beter te leren kennen
- Education of people in understanding well what they sign up for, what are the benefits & responsibilities
- Toelichtingen (10 minuutjes) over het project en wat membership betekent na kerkdiensten om beeldvorming strak te trekken
- Dat mensen anderen in hun netwerk aansporen om deel te nemen/actief te worden
- Jongeren die goeie "salespersons, role models and representatives" zijn voor CLT
- Blijf doorgaan met persoonlijk contacteren en intakes doen en flexibel zijn; dit geeft mensen een persoonlijke benadering, sense of belonging en een moment van verheldering en mensen in deze gemeenschap hebben soms flexibiliteit nodig

3.2 Interview guide use-cases [Coop developers]

F | Analysis of all insights



Community garden



- Who would you feel comfortable sharing the community garden? With the CLT? The whole neighborhood? Nobody?
- Do you see the benefit of such a community garden?
- What would you like to grow or do in the garden?
- Do you see links with (local) businesses, people and/or personal interests?
- Are there other facilities that would be worth sharing in a community garden?

community garden

Did you know it's possible to grow almost all your food in 6m² for a whole family?

A community-owned vegetable garden could be located in the neighbourhood. It gives a possibility to grow herbs and small seasonal vegetables locally and in a healthy manner. This means you can eat more affordable and healthy. It also offers green space in your neighborhood. Ideally you can make use of the gardening tools that are shared and stored in a communal area. The community will take care of the garden working together by cultivating it, giving them an opportunity to teach CLT members and kids how food is grown and how to work and play in the soil.

The garden includes a bee hotel and a rainwater tank. On site organic waste of the CLT residents is transformed into energy and/or compost.

Part of the produce can be sold to / used by the local restaurants and catering companies of the (city)-community to put truly local dishes on the menu.

Working in the garden is a healthy activity for the body and mind. In addition the garden can be supplemented with wooden sports equipment for physical activity. Wide walking paths can be used as a running route with motivating distance numbers on the ground to be the fittest version of yourself.

The garden is a semi-public space; the CLT community is responsible for upkeep and maintenance of the garden; and everybody from the neighborhood can enjoy it.

Short-term benefits

- Healthy, organic fruits, herbs and vegetables
- Lower costs on food
- Green environment, surrounded by biodiversity is a healthy living environment.
- Physical activity during gardening

Long-term benefits

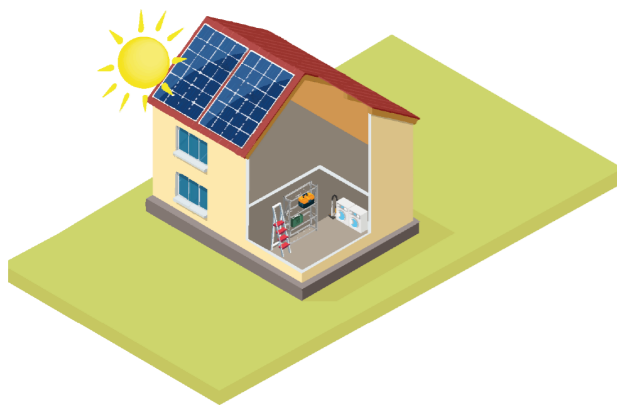
- Educational: young and old can learn and understand better where their food comes from, what's needed to grow food, seasonal food, and how to cultivate it.
- Educational: understanding where your food comes from and why it is healthy improves overall healthy choices, which benefit you and your family.
- Social contact with the community, shared hobby/work
- Building resilience by becoming less dependent on (industrial) production elsewhere
- Gardening is considered a healthy activity for body and mind

Features

- Local food production; grow your own vegetables and herbs
- Provides fresh produce for local restaurants, or herbs and fruits for a local teas and other drinks
- Rainwater can be stored and used for the garden
- Organic waste of the neighborhood can be turned into compost (or even energy!)

community garden

Shared washing machines, tools & equipment



- Who would you feel comfortable sharing these commodities with? The CLT? The whole community? Nobody?
- Do you see the benefit of sharing commodities such as a washing machine, tools, cleaning supplies? Would you make use of it?
- Are there other facilities that would be worth sharing in a communal area?

shared washing machines, tools & equipment

You waste a lot of money on equipment you don't use; lets share and save money!

Sharing machines, tools and equipment allows you to save space in your home as these can be stored in a communal area. Based on preferences, you can choose to invest collectively, or only pay when you actually do your laundry, vacuum clean, wash your windows, use tools for construction (fixing your bike) or gardening tools. It allows the community to buy high-quality and energy-efficient appliances/machines that are effectively used, so that not everybody has to invest in a drilling machine separately. It's combined and arranged from the CLT where every member has the possibility to rent/borrow equipment.

Short-term benefits

- One central space for storing machines/equipment saves members space in their own apartments
- Larger variety of tools and equipment than you would normally own
- Having access to high quality machines/appliances
- Saves money and gives you better options to maintain/build yourself (bike/kitchen/room)

Long-term benefits

- Access to tools and equipment facilitates young generations to learn craftsmanship
- Provides community space and solidarity and stimulating learning crafts skills from each other, which can be beneficial in the long run (e.g. skills for job opportunities, self-reliance)
- Lowers the threshold for self-maintenance (e.g. in your house), self-sufficiency (which in return can benefit life extension of products).

Features

- Using own solar energy to power the machines
- Upcycling rainwater for washing machine/windows
- Pay per use model possible (if producers stay owner)
- Sharing model possible (if the CLT pre-invests together)

shared washing machines, tools & equipment

Lease facade 'art, energy and vertical garden'



- What benefits do you see of such a facade?
- How do you feel about not owning this part of your building?
- What do you find important the facade provides?
- Are there other (structural) elements of the building that you - as the CLT - do not need to own?
- What kind of innovations have you seen you like or find inspiring?

lease facade 'art, energy and vertical garden'

A multi generative facade that is the reflection of your neighbourhood (vertical landlease)

The facade (the front, or skin) of our future building will not be owned by the cooperative - but instead will remain in ownership of a third party. This lowers the initial capital needed to build our building. The CLT will pay a monthly fee to 'use' the facade. Any maintenance on the facade will be done by the third party that owns it.

The materials of the facade will hold its value - even after decades - which makes it worthwhile for e.g. pension funds to invest in it. Instead of a facade that functions as a border between outside and inside, a 'smart' facade can integrate multiple functions such as CO₂ storage if it is built with wood (which stores CO₂), act as a vertical garden, include solar panels, ventilate, and generate & save energy. This multi-functional use of a facade thereby provides added value to your building: to you (energy) and the environment (vertical garden & CO₂ storage).

Short-term benefits

- Lowers initial investment
- Materials of the facade will hold its value
- Maintenance of the facade will be done by the third party
- A vertical garden is nice to look at and offers a fresh and pleasant living environment
- Other companies can test innovations on the facade (different climate solutions). The CLT members can act as testers of this new model, provide feedback and share experiences.
- The lower part of the facade can also be multi-functional. It can be integrated with places to play chess, a stage to place music, small street- or coffeeshops, or for local craftsman/artists to sell their work.
- Facade is co-created and it will also be possible for artists from the CLT group to contribute and expose their work.
- Small spaces (shops, workspaces etc.) can also be rented, which provides income possibilities for the CLT.

Long-term benefits

- Multi-functional facade can ventilate and generate energy (solar panels)
- creating a (partly) vertical garden provides clean air, stimulates biodiversity and stores CO₂
- Facade made of wood is a natural CO₂ storage (wood stores CO₂ while growing)
- If the facade becomes a CO₂ storage, it could also be partly financed by a Carbon-accounting model whereby third parties pay for carbon credits to offset their carbon footprint

Features

- The CLT pays for the use of the facade; which lowers initial investment costs
- Instead it is owned by a third party; interested in the long term value of the materials or the additional value it can generate (such as CO₂ capture, energy producing).
- Facade can be an expression place for artists of the community/exhibition place.

lease facade 'art, energy and vertical garden'

Adaptable / modular building



- How flexible can we be? What needs to be fixed?
- What benefits do you see?
- What barriers / problems
- What kind of modules would you prefer?

adaptable / modular building

Life is like music, you can enjoy different styles and sometimes you want to change the tune.

Over time your housing requirements will change. Your household and family situation can change, so the space you prefer can also be different. Making smart use of flexible building elements will allow us to change floor plans over time.

When a household expands or becomes smaller, spaces within the living unit can be adapted if this has been taken into account during the design. For example, by creating an extra bedroom or by creating an open kitchen at the expense of a bedroom. A space of the neighbors could also be used when it has become redundant for them due to. This means that the space can change when your situation changes. Never pay for unused space, and if you need extra space it is possible. These elements will be made from CLT (cross laminated timber); a sustainable building material (it holds CO₂), and - which makes it easy and affordable to adapt changes in the usage function - and saves material when doing so.

Short-term benefits

- Offers freedom and flexibility for individual design interventions.
- Lowers the threshold to reduce/increase your m² (and thus change your rent).

Long-term benefits

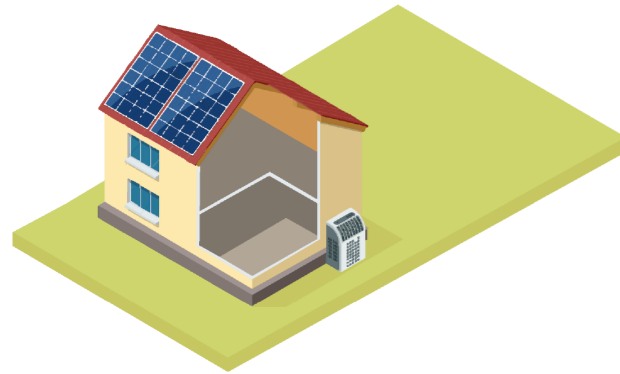
- Building with CLT is good for the environment as CLT holds CO₂
- Modular buildings are multiple generation friendly. The functional use of a building can be adapted, which means buildings do not have to be renovated or destroyed and built again to get another function.
- Adaptable to changing circumstances in society and/or housing requirements; making optimal use of available space.

Features

- Building elements that allow flexibility in spaces.
- Self-adaptive: easy to (re)install and re-arrange; lower costs in building and future renovations, lower threshold to self-maintenance
- Flexible spaces, remodel more easily and create creative spaces
- More dynamic and fun space plans.
- 'Japanese inspiration' smart/flexible, micro housing
- Interior (modular) solutions (this could be provided through a service model from the producer)

adaptable / modular building

CLT ESCO-OP



- What do you think of sustainable energy? Is it important to you? For the CLT? For the neighborhood?
- What do you feel about paying a traditional 'energy bill' versus paying a monthly fee for 'a warm house' and producing your own clean energy?
- Do you see the benefits of producing energy for the CLT together?
- Do you see any barriers / what problems can we encounter when trying to implement this solution?

CLT ESCO-OP

You have the power, so let's create energy!

The CLT can make use of an ESCo - an energy service company - instead of the traditional energy companies. This company provides the required investments, and you as a resident pay a monthly fee to the ESCo. Through the ESCo the CLT can invest in several measures that drastically reduce the consumption of energy; (biobased) insulation, triple glazing and heat pump for the building. After reduction measures, the CLT can invest in generating your own energy; on part of the roof of the CLT we can install solar panels. The advantage of a community owned renewable energy system is that larger, shared systems tend to be more efficient and better value for money than smaller, individual ones.

Part of the contract with the ESCo could be that the CLT pays back investment costs over time (e.g. 20 years). Once the CLT has paid back the investment that the ESCo did, the CLT can become owner of the reduction measures taken and energy generators, benefiting future generations with lower costs.

Next to producing energy, we can make efficient use of the energy that we produce - using it in the CLT building; and for communal services such as the shared washing machines.

The CLT can use a (private) smart grid. A smart grid is an energy system that optimises the supply and demand of sustainable energy on a local level through the use of intelligent technology. Basically this means that the system controls the demand when the supply is high. With an optimal use, this can save a lot of energy and thus costs.

Short-term benefits

- Well insulated apartments and sustainable energy
- Relatively low, and stable energy costs.

Long-term benefits

- Understanding where your energy comes from and generating your energy yourself commonly leads to more responsible energy consumption.
- If chosen for a payback model with the ESCo, the next generation already wins the benefits of generating your own energy.

Features

- Sustainable, clean, locally produced energy
- Access to green energy without an individual high upfront investment in sustainable energy solutions.
- Access to more efficient energy generators.
- Monthly service fee from the CLT covers the costs to the ESCo

CLT ESCO-OP

3.3 Iterations interview guide use-cases [Coop developers]

Overview	
Community garden	
Sharing	The suggestion was made to build the design process around the wishes/needs of the members but share it eventually with the whole community.
Benefits	Access to healthy food; strengthen community bonds; place to gather; affordability of food and gym equipment.
Grow	Vegetables; fruits; flowers; medicinal produce
Facilities	Benches; BBQ; games; educational activities (e.g. gardening)
Local businesses	Schools for healthy lunches or education; selling flowers; collaboration with voedselbank (already existing in MCTC); sell produce at local market
Challenges	Worries on selfishness people; logistics of how the harvest will be divided needs to be in place
Shared washing machines, tools & equipment	
Sharing	Prerequisite: the trust within community needs to be there, then it can be shared within the CLT. Some are also okay with sharing in the community.
Benefit	Save space; help each other; high quality; affordability; increase of trust
Facilities	Scooters; e-bikes; cars; bicycles; BBQ; vacuum cleaner; music box; skateboards
Challenges	Make sure people return used appliances
Ideas	The CLT members pay 100% for the tools, but 10% is reserved for the needed of the community. By doing so, you as a CLT help the less wealthy. It could also provide a job for someone: someone buys a washing machine and the CLT rents the washing machine from him, he is then responsible. It would be nice if there are workshops for women to learn how to sew, cook etc. There must be an equal distribution of residents in the CLT. People pay according to their stage of life. There need to be multiple forms of payments, you pay what fits with your stage of life/lifestyle.
Lease facade	
Sharing	If parts are owned by a third party, then only the facade, otherwise confusing; doubts about not owning this part due to lack of control and incentive third party.
Benefits	Spread out the costs; durability; creativity; someone doesn't see any benefits; doubts on long-term benefits of not owning the facade.
Facilities	Solar panels; art for the facade by CLT members; built-in speakers.
Challenges	Incentive for pension fund?; not familiar; benefits need to be clear
Ideas	Would be fun if there are also a couple of tiny houses owned by the CLT! The CLT could earn a lot of money if they rent out spaces (room for a party for a hour is €100), it's free for the CLT members, but rented to other people in the neighbourhood.
Adaptable/modular building	
Sharing	How do you facilitate the house swap; what if someone gets cold feet?
Benefits	Efficiency; time-efficient (if mixed apartments); freedom; changing floorplan, make it your own
Facilities	
Challenges	How long does rebuilding take; how much will it cost; is CLT soundproof; new type of relationship with neighbour
Ideas	If you make sure that the apartments are mixed, people of different stages of life, then you could also make it time-efficient. When designing the floorplan, you need to keep in mind which room you would like to extend in the future: if you would like to upgrade your bedroom, don't put the kitchen or bathroom next to it but maybe the study or guest room.
CLT ESCO-OP	
Sustainability	Sustainability is linked with the future
Benefits	Members lack the knowledge and expertise so this helps; CLT will receive something in return: awareness about energy consumption; bridge knowledge-gap; educational financial

Community garden	
Ingrid	Would feel comfortable sharing the community garden with the whole community, also with people outside the CLT. They have to share the responsibility.
Love	When the question: Do you see the benefits of such a community garden? her answer was a wholehearted yes! It would be beneficial for the community to be together and work together. Also people of different life stages. Maybe schools are interesting to partner up with?
Phoebe	She would like to grow vegetables that can be harvested quickly.
Dedy	She sees a link with local restaurants. People can come together and the garden can be a central meeting point. Maybe schools are interesting to partner up with?
Gina	Maybe if flowers are grown here as well, the CLT can sell them to local business/people. Dutch people really love flowers.
Ingrid	An interesting link would be with the voedselbank. The church already supplies people with food packages, but what if fresh vegetables and fruits could be added here as well
Love	The produce could be sold at the local market.
Phoebe	Schools for healthy lunches or education; selling flowers; collaboration with voedselbank (already existing in MCTC); sell produce at local market
Dedy	Challenges
Gina	How big is the land? We have to know the scale of the land and the kind of building that is going to be built. By doing so, we know the land that will be left. He is worried that there won't be enough land.
Ingrid	Restaurant can be inside the building.
Love	The garden will benefit, depends on how the garden is going to be. Is the garden for the kitchen or for an individual? Individuals are going to do it, some people are selfish, they won't share. It would only be easy to share if the scale is big enough.
Phoebe	It is important to keep in mind how the harvest will be divided. Also, a system needs to be in place how the decisions are made on which vegetables/herbs to plant, people will have their own preferences.
Dedy	Dedy thinks that the community is not ready to think of biodiversity yet.
Gina	Worries on selfishness people; logistics of how the harvest will be divided needs to be in place
Ingrid	When the question: Do you see the benefits of such a community garden? her answer was a wholehearted yes! It would be beneficial for the community to be together and work together. Also people of different life stages. Maybe schools are interesting to partner up with?
Love	The gym is important for people in our community. If there is good equipment, people don't need to have a subscription to the gym anymore and make friends. The park itself with a garden, it is also a place to meet your friends. Having a resting place is also important for relaxing.
Phoebe	The garden can be used to strengthen community bonds.
Dedy	A benefit can be that people don't have to do a part of their groceries anymore.
Gina	A benefit will be that we will eat more healthy.
Ingrid	She would like to grow roses, tomatoes, pineapple, apples, leek, peaches, broccoli and carrots.
Love	He would like to grow roses, tomatoes, pineapple, apples, leek, peaches, broccoli and carrots.
Phoebe	It would be nice if different vegetables, fruits and flowers are in the garden. Tomatoes would be nice because you use this vegetable a lot.
Dedy	He would like to grow roses, tomatoes, pineapple, apples, leek, peaches, broccoli and carrots.
Gina	She would like to plant vegetables with medicinal benefit e.g. spinach for iron deficiency
Ingrid	Vegetables; fruits; flowers; medicinal produce
Love	Other facilities that she finds interesting to add to the garden are benches; a place to have a drink; BBQ; room for spontaneous gatherings (pop-up restaurant?); games.
Phoebe	There must be room in the garden for different programs: BBQs and events. People in our community like to be with a large group.
Dedy	He sees the garden as a place for the youth, where they can work out and chill.
Gina	She thinks it would be great for older people like her to be educated on gardening.
Ingrid	Benches; BBQ; games; educational activities (e.g. gardening)
Love	She sees a link with local restaurants. People can come together and the garden can be a central meeting point. Maybe schools are interesting to partner up with?
Phoebe	Maybe if flowers are grown here as well, the CLT can sell them to local business/people. Dutch people really love flowers.
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Love	Dedy thinks that the community is not ready to think of biodiversity yet.
Phoebe	Worries on selfishness people; logistics of how the harvest will be divided needs to be in place

CLT ESCO-OP	
Ingrid	It sounds like a good idea! People within the CLT do not have the knowledge and expertise to set something like this up on their own, they would not be able to be independent energy supplier.
Love	This idea fits with the future.
Phoebe	The CLT will get something in return: being more aware of energy consumption. A condition is that it needs to be around the same price.
Dedy	This concept could help bridge the knowledge gap by showing real-life examples of efficient and durable energy production.
Gina	Sustainable energy is really important. The future is important.
Ingrid	If they do something like this, this price needs to be included in the rent otherwise it gets complicated and feels like an 'extra' you need to pay.
Love	This will only be interesting if the quality is high enough, it cannot happen that at one point you are out of energy and cannot watch TV for example.
Phoebe	Phoebe finds sustainable energy very important.
Dedy	She is a bit worried about the resilience of such a clean energy system, does it work if there is some kind of crisis?
Gina	It also works as an education. It educates the members on sustainable energy, it makes sustainability in a way more accessible.
Ingrid	It is also very important that the price of energy stays somewhat the same. People will not want to pay more.
Love	Sustainability is important for the whole community.
Phoebe	The benefits would be financial, currently, people mostly pay too much for energy.
Dedy	Interesting is that we as CLT will receive a reward, the value exchange is more clear than with regular energy providers.
Gina	She had trouble giving feedback on a system that doesn't exist yet.
Sustainability	
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Dedy	
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Ingrid	She had trouble giving feedback on a system that doesn't exist yet.
Love	Quality needs to be high; resilience of a clean energy system; price needs to be the same

Lease facade	
Ingrid	? She had questions about the willingness of the pension funds, what's in it for them? She thinks that people of the community can have some issues with trusting parties like pension funds. It must be very clear and transparent on how this collaboration will work out.
Love	It could be beneficial if you can spread out the costs instead of paying the initial investment as a whole.
Phoebe	She does not have trouble with not owning the facade of the building. Although, we cannot make a loss by doing this.
Dedy	The facade needs to be useful, e.g. solar panels. She was really kind of the idea that a CLT member would make art for the facade, she likes if the buildings stand out and that people can see that it is a CLT building.
Gina	It would be messy if other parts of the building are also in ownership of different parties. The facade is fine but more would be confusing. The added value must be clearly stated.
Ingrid	Would be fun if there are also a couple of tiny houses owned by the CLT!
Love	? This is not happening in Africa!
Phoebe	? What if I don't want to use the facade?
Dedy	The illustration was a bit confusing. Would use a big apartment complex.
Gina	Confusing if you will still own the land.
Ingrid	Everyone needs to fully enjoy everything that is in the community. What if the owner (third party) wants to use it for something else? He does not feel comfortable not owning the whole building. The uncertainty of a third party having the power doesn't feel desirable.
Love	He does not see any benefits in this use case if he doesn't own everything.
Phoebe	He does like having art from the CLT on the facade. He says: "decorations make you feel at home, it is important". He likes to have a nice decorated place where people make pictures.
Dedy	The short-term benefit is interesting. In the long-term, it doesn't sound like a good solution. "add from audio here"
Gina	She can imagine that if you buy an apartment, you won't feel comfortable not owning the facade. It must be clear how long you have to pay the monthly fee, does the facade become yours in the near future, then maybe worthwhile.
Ingrid	It can be interesting if solar panels and art are integrated into the facade.
Love	The benefits are durability and creativity.
Phoebe	People will accept it, but the bene fit need to be very clear.
Dedy	It would be good if there would be built in speakers into the wall.
Gina	Ideas: the CLT could earn a lot of money if they rent out spaces (room for a party for a hour is €100), it's free for the CLT members, but rented to other people in the neighbourhood.
Sharing	
Ingrid	She does not have trouble with not owning the facade of the building. Although, we cannot make a loss by doing this.
Love	It would be messy if other parts of the building are also in ownership of different parties. The facade is fine but more would be confusing. The added value must be clearly stated.
Phoebe	Everyone needs to fully enjoy everything that is in the community. What if the owner (third party) wants to use it for something else? He does not feel comfortable not owning the whole building. The uncertainty of a third party having the power doesn't feel desirable.
Dedy	She can imagine that if you buy an apartment, you won't feel comfortable not owning the facade. It must be clear how long you have to pay the monthly fee, does the facade become yours in the near future, then maybe worthwhile.
Gina	
Benefits	
Ingrid	It could be beneficial if you can spread out the costs instead of paying the initial investment as a whole.
Love	He does not see any benefits in this use case if he doesn't own everything.
Phoebe	The short-term benefit is interesting. In the long-term, it doesn't sound like a good solution. "add from audio here"
Dedy	The benefits are durability and creativity.
Gina	Spread out the costs; durability; creativity; someone doesn't see any benefits; doubts on long-term benefits of not owning the facade.
Facilities	
Ingrid	The facade needs to be useful, e.g. solar panels. She was really kind of the idea that a CLT member would make art for the facade, she likes if the buildings stand out and that people can see that it is a CLT building.
Love	He does like having art from the CLT on the facade. He says: "decorations make you feel at home, it is important". He likes to have a nice decorated place where people make pictures.
Phoebe	It can be interesting if solar panels and art are integrated into the facade.
Dedy	It would be good if there would be built in speakers into the wall.
Gina	Solar panels; art for the facade by CLT members; built-in speakers.
Challenges	
Ingrid	? She had questions about the willingness of the pension funds, what's in it for them? She thinks that people of the community can have some issues with trusting parties like pension funds. It must be very clear and transparent on how this collaboration will work out.
Love	? This is not happening in Africa!
Phoebe	? What if I don't want to use the facade?
Dedy	People will accept it, but the bene fit need to be very clear.
Gina	Incentive for pension fund?; not familiar; benefits need to be clear

Adaptable/modular building	
Ingrid	Some spaces you will always keep like the kitchen and living room. The benefit is that it is efficient. If you make sure that the apartments are mixed, people of different stages of life, then you could also make it time-efficient. A problem can be that people of the same life stage live next door, then there won't be any possibilities in exchanging rooms. They both will need extra space around the same time. Modules: living room, study room, kitchen, guest room, bathroom. When designing the floorplan, you need to keep in mind which room you would like to extend in the future. If you would like to upgrade your bedroom, don't put the kitchen or bathroom next to it but maybe the study or guest room. It needs to be clear how long the rebuilding takes.
Love	It has to talk to the neighbour and break into their house to receive a room? Do you have to pay for the move or only for the extra room per month? How much will this cost for a resident? How much time will it cost? Is it affordable for everyone? What if I give a room to my neighbour and I decide I want it back? How does that work?
Phoebe	Is the CLT material soundproof? If you can easily switch the walls, also in between apartments, maybe the walls to your neighbour are thin and she doesn't like hearing her neighbour. She can imagine that it can give someone freedom if they can change their 'hoopla' freely. She also sees parents around her rebuilding their houses, they do this to make their home feel like 'new' and by doing so they won't feel the urge to move anymore.
Dedy	The freedom of creating it in a way that really suits you, by making it flexible you can make it your own. A benefit is flexibility within the house, he remembers his room demolishing one kitchen block in order to fit an extra bed for his life stage, she would have loved this. A negative side of this idea is that you would have a new kind of relationship with your neighbour, now you can ask them for a room. Also, noise disturbance.
Gina	She already swapped houses with a friend when she was pregnant, it is nice if you can swap with people in the CLT.
Sharing	
Ingrid	What if I give a room to my neighbour and I decide I want it back? How does that work?
Love	
Phoebe	
Dedy	
Gina	How do you facilitate the house swap, what if someone gets cold feet?
Benefits	
Ingrid	The benefit is that it is efficient. If you make sure that the apartments are mixed, people of different stages of life, then you could also make it time-efficient.
Love	She can imagine that it can give someone freedom if they can change their 'hoopla' freely. She also sees parents around her rebuilding their houses, they do this to make their home feel like 'new' and by doing so they won't feel the urge to move anymore.
Phoebe	Is the CLT material soundproof? If you can easily switch the walls, also in between apartments, maybe the walls to your neighbour are thin and she doesn't like hearing her neighbour.
Dedy	The freedom of creating it in a way that really suits you, by making it flexible you can make it your own.
Gina	She already swapped houses with a friend when she was pregnant, it is nice if you can swap with people in the CLT. Efficiency, time-efficient (if mixed apartments), freedom, changing floorplan, make it your own
Facilities	
Ingrid	Some spaces you will always keep like the kitchen and living room. Modules: living room, study room, kitchen, guest room, bathroom. When designing the floorplan, you need to keep in mind which room you would like to extend in the future. If you would like to upgrade your bedroom, don't put the kitchen or bathroom next to it but maybe the study or guest room.
Love	
Phoebe	
Dedy	
Gina	
Challenges	
Ingrid	A problem can be that people of the same life stage live next door, then there won't be any possibilities in exchanging rooms. They both will need extra space around the same time. It needs to be clear how long the rebuilding takes.
Love	It has to talk to the neighbour and break into their house to receive a room? Do you have to pay for the move or only for the extra room per month? How much will this cost for a resident? How much time will it cost? Is it affordable for everyone?
Phoebe	Is the CLT material soundproof? If you can easily switch the walls, also in between apartments, maybe the walls to your neighbour are thin and she doesn't like hearing her neighbour.
Dedy	A negative side of this idea is that you would have a new kind of relationship with your neighbour, now you can ask them for a room. Also, noise disturbance.
Gina	How long does rebuilding take; how much will it cost; is CLT soundproof; new type of relationship with neighbour

Shared washing machines, tools & equipment	
Ingrid	There must be an equal distribution of residents in the CLT. People pay according to their stage of life. *listen to audio here*. There need to be multiple forms of payments, you pay what fits with your stage of life/lifestyle. She feels comfortable sharing tools with the whole community. But the CLT members have priority. An idea: the CLT members pay 100% for the tools, but 10% is reserved for the needed of the community. By doing so, you as a CLT help the less wealthy. The benefit here lays in having the ability to buy the big stuff and save space. It would also be interesting to share scooters, e-bikes, cars. It depends on the needs of the members.
Love	This idea is good if you need these tools in a communal area (not necessarily for private use). The logistics need to be regulated. He would feel comfortable to share the tools with people from the CLT only. It is good to help each other out with these types of ideas. It could also provide a job for someone: someone buys a washing machine and the CLT rents the washing machine from him, he is then responsible. It is nice if the appliances are of high-quality. He wouldn't share cleaning supplies. Only for the communal areas. He is suspicious of sharing for private use, he says people are selfish.
Phoebe	It would be nice to share different tools and equipment with neighbours. She can imagine that some people would prefer to own a washing machine due to privacy. She is open to sharing the tools with the broader community, but only if CLT people have priority. A benefit is that when these products are shared they cost less money. It can be interesting to also share bicycles, but the logistics must be in place and there must be different bicycles for children, adults and the elderly. A BBQ is also a nice 'tool' to share with the community.
Dedy	He thinks that adults will have problems with sharing and that the youth are more open to this kind of initiative. He would share these facilities within the CLT but says that it is necessary that people know and trust each other, this is something that needs to be done first. Benefits will be spending less money and that the trust will increase in the community. Something to keep in mind is the logistics, how do you make sure that someone will return appliances. (roska: isn't it that if you pay for it, the feeling of responsibility will grow too?) Appliances to share: vacuum cleaner, cars, scooters, music box, skateboards
Gina	Prepaid model for washing machines, that you can rent a times slot? This could enhance the community and trust. It would be nice if there are workshops for women to learn how to sew, cook etc.
Sharing	
Ingrid	She feels comfortable sharing tools with the whole community. But the CLT members have priority. An idea: the CLT members pay 100% for the tools, but 10% is reserved for the needed of the community. By doing so, you as a CLT help the less wealthy.
Love	He would feel comfortable to share the tools with people from the CLT only. He wouldn't share cleaning supplies. Only for the communal areas. He is suspicious of sharing for private use, he says people are selfish.
Phoebe	It would be nice to share different tools and equipment with neighbours. She can imagine that some people would prefer to own a washing machine due to privacy. She is open to sharing the tools with the broader community, but only if CLT people have priority.
Dedy	He thinks that adults will have problems with sharing and that the youth are more open to this kind of initiative. He would share these facilities within the CLT but says that it is necessary that people know and trust each other, this is something that needs to be done first.
Gina	Prerequisite: the trust within community needs to be there, then it can be shared within the CLT. Some are also okay with sharing in the community.
Benefit	
Ingrid	The benefit here lays in having the ability to buy the big stuff and save space.
Love	It is good to help each other out with these types of ideas. It could also provide a job for someone: someone buys a washing machine and the CLT rents the washing machine from him, he is then responsible. It is nice if the appliances are of high-quality.
Phoebe	A benefit is that when these products are shared they cost less money.
Dedy	Benefits will be spending less money and that the trust will increase in the community.
Gina	This could enhance the community and trust. Save space; help each other; high quality; affordability; increase of trust
Facilities	
Ingrid	It would also be interesting to share scooters, e-bikes, cars. It depends on the needs of the members.
Love	
Phoebe	It can be interesting to also share bicycles, but the logistics must be in place and there must be different bicycles for children, adults and the elderly. A BBQ is also a nice 'tool' to share with the community.
Dedy	Appliances to share: vacuum cleaner, cars, scooters, music box, skateboards
Gina	It would be nice if there are workshops for women to learn how to sew, cook etc. Scooters; e-bikes; cars; bicycles; BBQ; vacuum cleaner; music box; skateboards
Challenges	
Ingrid	There must be an equal distribution of residents in the CLT. People pay according to their stage of life. *listen to audio here*. There need to be multiple forms of payments, you pay what fits with your stage of life/lifestyle.
Love	This idea is good if you need these tools in a communal area (not necessarily for private use). The logistics need to be regulated.
Phoebe	
Dedy	Something to keep in mind is the logistics, how do you make sure that someone will return appliances. (roska: isn't it that if you pay for it, the feeling of responsibility will grow too?)
Gina	Prepaid model for washing machines, that you can rent a times slot? Make sure people return used appliances

3.5 Analysis [Self-builders]

A | Workshop 1 insights

The first workshop was held on the 24th of November where modules 1,2 and 3 were discussed. First, a presentation was given as a summary of why the TWG exists and towards what they are working to. Then, a zero-measurement, appendix XX, was done to find out what people their expectations are, why they joined this group and what they would like to learn. Dieuwer (And The People) shared his evaluation and the following are the main insights:

ALWAYS MAKE ROOM FOR DISCUSSION AND QUESTIONS, FIND OUT WHY PEOPLE HAVE GIVEN A CERTAIN ANSWER. | PREPARE QUESTIONS TO INITIATE A DISCUSSION AND FOLLOW-UP QUESTIONS TO DIG DEEPER. | THE ZERO-MEASUREMENT SHOWED A PREFERENCE FOR DISSEMINATION OF KNOWLEDGE THROUGH PHYSICAL SHARING KNOWLEDGE WORKSHOPS IN SMALLER GROUPS OR THROUGH COMMUNITY MEETUPS FOR ALL MEMBERS | EXPECTATION MANAGEMENT IS IMPORTANT, TELL THE WHY BEHIND EVERY STEP.

B | Preparation workshop 2

The aim of workshop 2 was creating a vision based on the seven principles of Co-Operate, chapter 1.2. The different principles were discussed, contextualized and translated into their 'language' to make it their own. The first format of this workshop was tested with Cecile. Cecile is a community builder for CLT Bijlmer and is in close contact with the community. In a one-on-one meeting, a trial run was done to see whether the principles are relatable and if she could follow the format. This format consisted of first showing her a principle (for current and future generations e.g.), giving her room to give her perspective on the principle and afterwards the principles were explained from the Co-Operate perspective together with a tangible example. The notes and format can be found in appendix XX. The main insights from this trial run were:

SOME WORDS ARE TOO ACADEMIC AND DO NOT SPARK THE IMAGINATION (COLLECTIVELY-OWNED, RESILIENT, REGENERATIVE), THEY NEED TO BE RELATED TO THE PEOPLE AND GENERATIONS TO COME. WHAT DOES IT MEAN TO THEM? | SOME USED EXAMPLES WOULD NOT FIT THE TARGET GROUP. | NOW, FIRST, THE PRINCIPLES ARE SHOWN AND THE EXPLANATION COMES LATER, THIS NEEDS TO BE CHANGED IN ORDER FOR THE MEMBERS TO ACTUALLY UNDERSTAND AND FEEL MORE COMFORTABLE IN ANSWERING THE QUESTIONS.



Inclusive and affordable

The community starts initiatives that makes life more affordable and therefore inclusive.

Inclusive and affordable | in relation to the *building*

For current and future generations

Current and future generations have the freedom to solve their problems. When the current generation is trying to solve a problem, they have to think of the long-term impact. The future generation will benefit from a decision the current generations will make today. How will our choices influence the lives of the grandchildren of our children.?

For current and future generations | in relation to the *building*

Healthy: people and planet

The CLT will look after the health, happiness, safety, friendships, pleasure and self-development of its members. The health of the people is influenced by the planet as well, this relationship is also a focus point for the neighbourhood.



Example

For everyone.

Inclusive and affordable | in relation to the *neighbourhood*

Example

We create affordable housing within a wooncoop and make sure it stays affordable for future generations by not aiming to make a profit on the developments.

For current and future generations | in relation to the *neighbourhood*

Example

Our shared community garden is not only a place for people to meet each other, have fun together, sport and produce healthy fruits and veggies; it is also a place bustling with nature with lots of birds, bees and flowers...



Healthy: people and planet | in relation to the *building*



Healthy: people and planet | in relation to the *neighbourhood*



Connected and accessible

The possibility for people with a lower income to also have a chance of good permanent housing. For current neighbourhood residents to be a part of and have access to new developments in the neighbourhood.



Example

Instead of moving to Lelystad or Purmerend, having the possibility to move to a house that fits the family needs in your own neighbourhood connected to your existing community.



Connected and accessible | in relation to the *building*



Connected and accessible | in relation to the *neighbourhood*



Collectively-owned, open and democratic

We are all in need of certain services, by sharing the ownership we can save money and use them to full potential. By sharing ownerships we create a shared responsibility. By sharing responsibility we need to be open and democratic in decision making.



Example

Example



Collectively-owned, open and democratic | in relation to the *building*



Collectively-owned, open and democratic | in relation to the *neighbourhood*



Resilient: social, ecological and financial



Resilient is being able to keep on standing when changes occur. (This can be personal, in relationships, it can count for a tree or a whole forest, and for your personal financial situation and the financial situation for the whole neighbourhood.) The higher the resilience, the better it can bounce back after a big change. In this case, the neighbourhood will adapt to changes happening in and outside of the neighbourhood.



Example

When you lose your job and are not able to pay your rent anymore, it makes you more resilient if you have a month or months back-up from close relations that can loan you the money for your rent. The social relation that you have with people that can back you up financially, makes you more resilient.



Resilient: social, ecological and financial | in relation to the *building*



Resilient: social, ecological and financial | in relation to the *neighbourhood*



Regenerative by design



Currently, we are facing a climate challenge and are living in an extractive economy. As a counter-movement, regenerative by design came into the world. Where the development process is beneficial for humans due to a climate positive approach.



Example

The building contributes to a better and greener environment, which improves over the years.



Regenerative by design | in relation to the *building*



Regenerative by design | in relation to the *neighbourhood*



C | Workshop 2

After the meeting with Cecile, some final iterations were done on the workshop format, the result was a Mentimeter. On Wednesday evening the 17th of February, with # CLT members the workshop took place. Dieuwer (And The People) started with a short presentation to introduce the workshop and asked the participants which of the seven Co-Operate principles they find most important for their housing cooperative vision. They had a homework assignment, they had to visit the Co-Operate manifest and read the principles beforehand. The goal of this question was to see whether they would change their mind during this workshop. After the question, people had to join the online Mentimeter and every principle was explained and discussed. The main findings are:

GIVING AN EXAMPLE OF THE DIFFERENT PRINCIPLES IN AN EASY TO GRASP LANGUAGE WORKED VERY WELL | STILL A VAGUE FEELING THAT IT IS TOO MUCH TOP-DOWN WITH GIVING THEM THE PRINCIPLES INSTEAD OF THEM MAKING THEM UP |

IN IDEAL SITUATION YOU WILL CREATE THE VISION FROM THEIR DREAMS AND THEN MAKE IT MORE RIGID TOGETHER | THINK OF AN OFFLINE VERSION OF THIS WORKSHOP | SOME THINGS STILL NEED TO BE PUSHED MORE | IT IS IMPORTANT TO SHOW THE CONNECTION WITH THE OMGEVINGSVISIE OF AMSTERDAM, STRATEGIC FOR FRAMING | THEIR MAIN FOCUS WAS ON ACCESSIBILITY AND CONNECTIVITY | CLT AS A MOVEMENT FOR AND BY THE PEOPLE | CO-OPERATE VISION WAS ALIGNED WITH TWG | SEVERAL RELEVANT USE-CASES WERE MENTIONED.

D | Future workshops

The workshops that will be held in the future are (1) Vision on management and control in collaboration with WOON! and housing cooperative de Warren; (2) Vision on finance together with New Economy; (3) Register 'Kaartenbak' and process plan. Points of interest for this project are seeing how the dynamics are when collaborating with knowledge partners and what knowledge/language barriers appear.

Vision

We as technical working group whereas advice the Verenging H-Buurt to adopt the below principles

What is your most important part/theme/principle of the vision of the future wooncoöp?

- Philip: Democracy, People/community focus. Help them transform. A movement for and by the people.
- Nana: Community and sharing. Shared values for our culture. Connect and empower, help each other.
- Douglas: affordability for the future is integral that happens environmentally and with no speculation.
- Ina: social and sustainable brought together. Sharing. Bringing back the village.
- Ben: communal gardens, sustainability and interaction.

What is most important to realise in CLT for you personally (practical example)?

- Philip: inclusiveness, use neighbourhood and community. People of the people, not being an organization.
- Douglas: accessibility and connectivity.
- Ben: also accessibility and connectivity. Houses for the community.
- Nana: affordability, sustainable. The land is not only for the living but also for future generations.

- Use-cases or examples
- Challenge

Inclusive and affordable

The community starts initiatives that make life more affordable and therefore inclusive. Everyone has the right to appropriate housing. A good quality dwelling - affordable, sustainable and assured - is essential for well-being, health and development for people. No-one should be excluded from this right, despite social and economic situations.

1. Strong social cohesion with shared socio-cultural values. With **affordable housing** for members
2. Zuidooit is a good example of inclusive and affordable housing but we need to increase house ownership
3. Describing it in two words. In relation to the building would be growth and in relation to the neighbourhood is Unity
4. Everyone has the right to inclusive and **affordable housing**
5. **A shared community centre, rooms, products and facilities** that are properly used and accessible for all and save costs.

1

4. **Car sharing, shared tools, communal garden, in house gym, cinema, laundry, hairdresser, a restaurant** managed by members of the community for an affordable price.
5. **Democratic decision-making** on any shared ownership form needs to be inclusive, also for those who are not so assertive or used to express their views or opinions. How as a democratic community does CLT wants to take decisions is a very essential question.

Resilient: social, ecological and financial

Resilient is being able to keep on standing when changes occur. (This can be personal, in relationships, it can count for a tree or a whole forest, and for your personal financial situation and the financial situation for the whole neighbourhood.) The higher the resilience, the better it can bounce back after a big change. In this case, the neighbourhood will adapt to changes happening in and outside of the neighbourhood. When you lose your job and are not able to pay your rent anymore, it makes you more resilient if you have a month or months back-up from close relations that can loan you the money for your rent. The social relation that you have with people that can back you up financially, makes you more resilient.

1. How to deal with the extra or excess space needed when families grow or shrink? **Flexible contracts that allow people to switch to a smaller/bigger space within the CLT**
2. In social context families and other neighbours must be well engaged to help one another in times of difficulties such as loss of job and even other properties like a car. Neighbours must be ever ready to offer a transport service to each other.
3. **Shared saving pots** for diverse crises that affect the community as a whole or personal member that can loan from this collective CLT 'saving pot' without rent..?
4. You can still own your house without fear of losing it due to job loss. CLT is the safety net you have.
5. A form of **insurance/social security system** can be set up to which all CLT building residents contribute and residents can fall back on in difficult times

Regenerative by design

Currently, we are facing a climate challenge and are living in an extractive economy. As a counter-movement, regenerative by design came into the world. Where the development process is beneficial for humans due to a climate positive approach. The building is energy positive, it therefore, contributes to a better and greener environment which improves over the years.

1. I do believe **solar panels** together with **electrical power** can be used to power some facilities within the CLT building to make the intervention of CLT Hbuurt not cost the ecosystem or environment

4

For current and future generations

Current and future generations have the freedom to solve their problems. When the current generation is trying to solve a problem, they have to think of the long-term impact. The future generation will benefit from a decision the current generations will make today. How will our choices influence the lives of the grandchildren of our children. ? We create **affordable housing** within a wooncoöp and make sure it stays affordable for future generations by not aiming to make a profit on the developments.

1. We can use durable and **eco-friendly building materials** that will last long for future generations to benefit from as well
2. The wealth gap between the working class and the elite is growing in The Netherlands. Initiatives like this are a good way to decrease the gap.
3. That the building is truly sustainable in all ways (energy, food, biodiversity, local economy, materials) and **houses can be allocated all the time fairly to those who need it most**. That its truly a community, not just on paper. Everyone can thrive.
4. Making sure that the Woon coop cope sticks to the overall goal of the CLTH Buurt. Housing is handed over to the future generations and **avoid speculation** of housing prices in the now and distant future.
5. To build houses that will benefit the next generation and the once after them. (long term solution in affordable housing)
6. **No market induce evictions** of members

Safety within developments.

Healthy: people and planet

The CLT will look after the health, happiness, safety, friendships, pleasure and self-development of its members. The health of the people is influenced by the planet as well. This relationship is also a focus point for the neighbourhood. Our shared community garden is not only a place for people to meet each other, have fun together, sport and produce healthy fruits and veggies, it is also a place bustling with nature with lots of birds, bees and flowers...

1. **Communal garden** (bq party)!
2. The entire neighbourhood must be eco friendly. That is a natural environment like **gardens and animal fields** must be planted to ensure quality air. Also, space must be available for children to sport and interact with each other
3. A healthy community is a wealthy community. Investing in things that bring people together is the goal
4. We can create **spaces in and around the CLT building where residents meet and interact** with each other through diverse events that can be organised there. Thought must also be put into using **eco-friendly building materials** and that promote the health

2

2. **Solar Panels, thermal heating (warmtepomp), collecting rainwater, recycling**
3. The building and local neighbourhood should be adapted to extreme weather (storms, heavy rain, long heat) and have **innovative sustainable green systems** that cool and heat the building and absorb and store CO2.
4. Design the building in such a way that it allows a lot of natural light in, using a lot of **sustainable building materials**
5. We need to be economically and socially responsible in our neighbourhood.

Use-case	Mentioned
Shared community space	2
Eco-friendly building materials	3
Communal garden	3
A place for children to sport and interact	1
Spaces around the building to meet and interact	1
Roof gardens	1
Education on healthy food	1
Shared mobility	2
Religion spaces	1
Laundry rooms	2
Shared tools	1
In-house gym	1
Cinema	1
Hairdresser	1
Restaurant	1
Shared saving pot	2
Solar panels	2
Thermal heating	1
Recycling	1
Innovative sustainable green systems	1

5

Connected and accessible

The possibility for people with a lower income to also have a chance of good permanent housing. For current neighbourhood residents to be a part of and have access to new developments in the neighbourhood. Instead of moving to Leydsdijk or Parnassus, having the possibility to move to a house that fits the family needs in your own neighbourhood connected to your existing community.

1. There should be a mechanism in place to ensure that a certain number of people from the neighbourhood have access to housing in the CLT building to maintain the bond with the community.
2. Once again housing must be **affordable** to the low-income group. **Speculation** must be avoided not to deny the target group access to affordable housing. The architect of the building must suit the preference of the CLTH buurt members
3. The opportunity to have **affordable housing** where you feel at home and live in a community is the dream of low-income people.
4. Options for mobility are increased through **shared devices (like electric bikes or car)**. Decreased gap between policy makers/area developers and residents because people have truly easy opportunities to express their views and needs and are heard.

Collectively-owned, open and democratic

We are all in need of certain services, by sharing the ownership we can save money and use them to full potential. By sharing ownerships we create a shared responsibility. By sharing responsibility we need to be open and democratic in decision making. A dining room for 20 people is nice to have for a few times a year when your family has a celebration. The rest of the year it would be empty when you would own it personally. By sharing it with 10 families in the building, there is a big chance it would be used every weekend during the year. However, it needs to be openly communicated which family wants to use it on which date.

1. In the context of **religion spaces** or centre can be given to the Church which would be a shared common good or public good to build a strong social cohesion among members of CLT H buurt
2. Basically, any space that can be shared more conveniently should be shared, spaces like **laundry rooms** can easily be shared among residents. This way you have more space for potentially more housing units
3. It reduces loneliness and isolation when you leave a **shared community space**. It's easy to know when a neighbour is sick or is travelling.

3

3.6 Creation of team alignment process [CLT builders]

A | Creation of first version [shown to CLT-H-team]

FEEDBACK [ORANGE POST-ITS]:

Team alignment map:

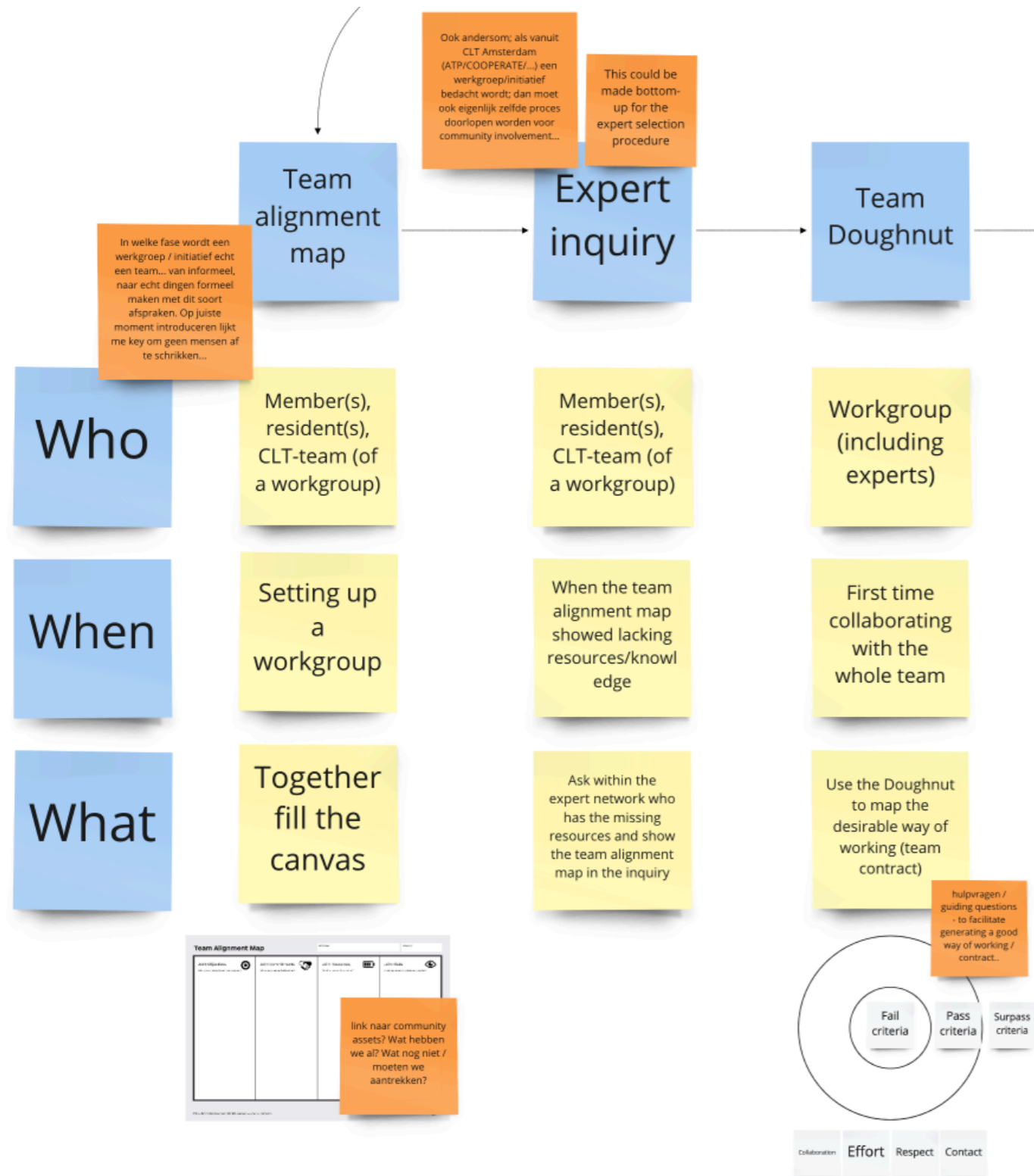
- Positioning within the process: the workgroup first needs to meet informal. Otherwise, it can scare the members;
- Make a link towards the existing assets in the community, use the Community Asset Map;
- These tools need to be the responsibility of the CLT builders.

Expert inquiry:

- The expert inquiry can be done bottom-up through the use of the team alignment map;
- It can also be down top-down, if CLT Amsterdam wants to start initiatives.

Team doughnut:

- Make sure there are sufficient guiding questions to help the members think.



B | Iteration 1

Team Alignment

To make sure that the team is heading towards the same direction, the team alignment canvas can be filled in. This tool can additionally be used to identify necessary resources and knowledge to find which expert(s) need to join from CLT Amsterdam. When the whole team is together, the team Doughnut can be filled in together to discuss how everyone feels comfortable while working together.

Step 1 | Get to know the team

± 30 MINUTES WORKGROUP
When the team meets for the first time, do this in an informal way. Get to know each other, have small talk. Familiarize to each other. Talk about why people joined for instance.

Step 2 | Fill in the Alignment Canvas

± 2 HOURS WORKGROUP
As soon as people feel more comfortable, you can schedule a meeting to fill in the Alignment Canvas. This meeting is preferably done in person.

- You, as a Community Builder have the role of timekeeper and moderator.
- First explain the following to the other workgroup members:
 - This Alignment Canvas is used to seek alignment within the team.
 - We will fill it in together as a group.
 - There are four different topics we will discuss: objectives, commitments, resources and risks.
 - For every topic will take around thirty minutes.
- If we miss any resources within our community, we can identify them and set out an inquiry within our community.
- Let's start! Set the timer and start with the first topic and question.
- If there are any missing resources, go to step 3. If all the resources are already present in the team, go to step 4.

TIP: THINK OF THE ALREADY EXISTING ASSETS IN OUR COMMUNITY. CONSULT THE COMMUNITY ASSET MAP.

Step 3 | Expert inquiry

± 1 HOURS COMMUNITY BUILDER & ABC-DEVELOPERS
The missing expertise/resource can either come from a member or from CLT Amsterdam.

- You can either individually or as a group, look at the Community Asset Map. If you have any questions regarding the Community Asset Map, ask one of the ABC-Developers. It can help to show them the filled Alignment Canvas, maybe someone pops into their head.
 - If a match is found, contact the member and explain them by showing the Alignment Canvas.
- When the needed resources aren't present in the Community Asset Map, an expert inquiry (Alignment Canvas) can be send out to CLT Amsterdam.

Step 4 | Create a Team Doughnut

± 2 HOURS WORKGROUP
When the resources are acquired and the team is complete, the workgroup can fill in the Team Doughnut. This meeting is preferably done in person.

- You, as a Community Builder have the role of timekeeper and moderator.
- First explain the following to the other workgroup members:
 - The Team Doughnut can be seen as a team contract. It makes sure that everyone feels comfortable in their workgroup. Boundaries are discussed and a preferred way of working will be identified.
 - We will do this exercise together as a group.
 - There are different categories in the Doughnut, for every category the team will discuss whatever works best, does not work and is too much. Think about the possible positive impacts that your strategy may have on these lenses. Take a coloured pen and indicate the themes where the strategy may create positive impact

INDIVIDUALLY → PRESENT.

STEP [2]

Alignment Canvas

MISSION: MIJN LAATSTE, MIJN TEAM COMPLEET IS.

I Joint objectives
What do we intend to achieve together?
+ EXAMPLE

II Joint commitments
Who does what and with whom?
+ EXAMPLE
'NAME' IS RESPONSIBLE FOR 'X'.
• HOW DO WE STAY ON TOUCH?
• WHAT DO WE MISS?

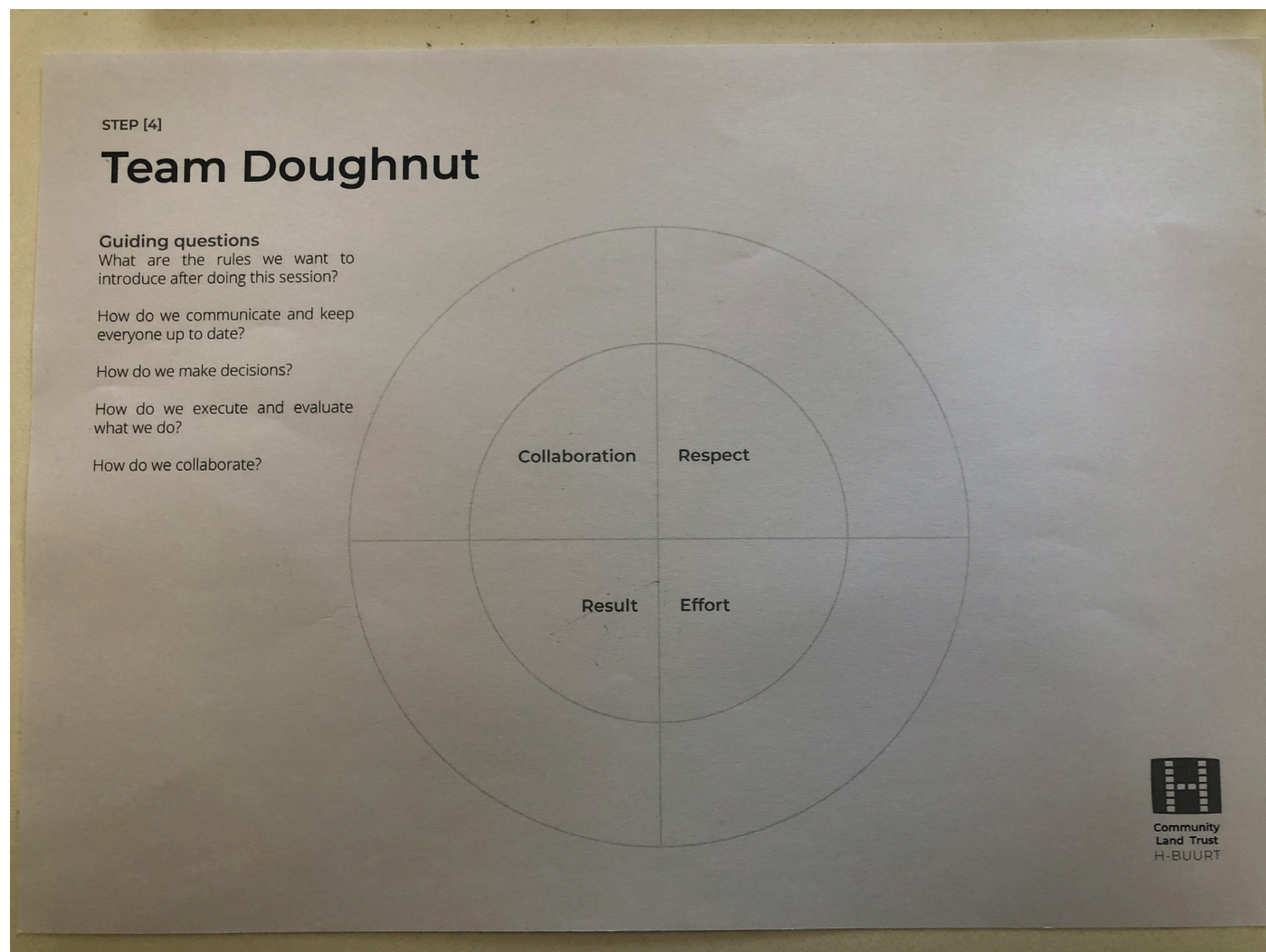
III Joint resources
What resources do we need?
+ EXAMPLE

IV Joint risks
What can prevent us from succeeding?

GAP

GAP

⇒ INPUT FOR EXPERT INQUIRY.



C | Student [male,26]

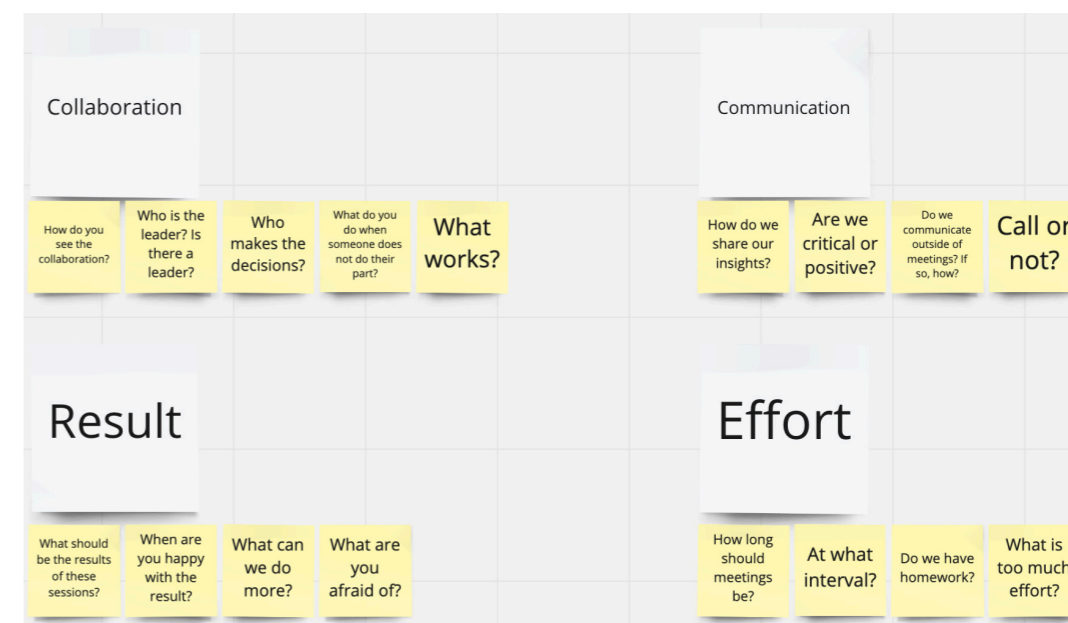
PROCESS:

- 'Result' definitely needs to be in there, it is important for them to know towards what they are working to;
- Collaboration is similar as to respect, then I would choose collaboration;
- Execute is similar to effort, then I would choose effort;
- Evaluate is similar to result, then I would choose for result;
- Collaboration can be split up between process and communication;

- It is important to discuss communication separately;
- Decision-making seems to be important for this target group, it also falls under collaboration.

REMARKS:

- It is important to create the right balance in the questions. How do they fit in the Doughnut? Think of the framing of the questions. Maybe it helps if the 'surpass' criteria are left out, it could work confusing and does not apply for all types of questions that are still important to discuss.



D | Student [male,24]

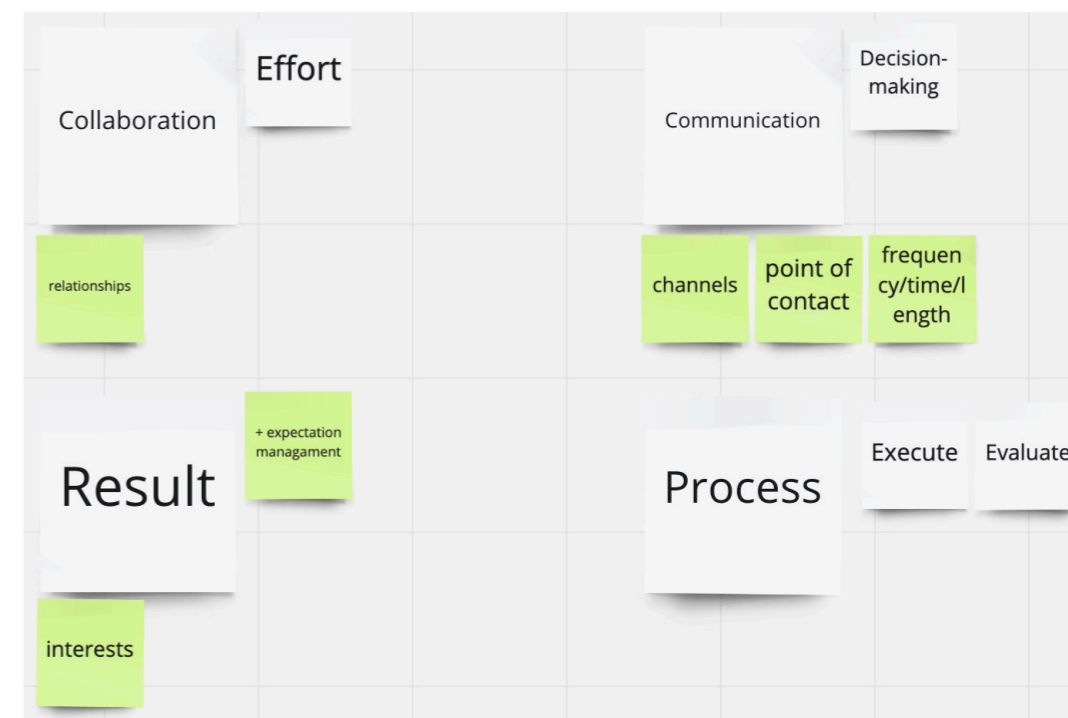
PROCESS:

- Communication is very important. Especially for this target group. I have the idea that communication with top-down parties is difficult;
- Respect needs to be a given, it is important to discuss though. But I will leave it out;
- Expectation is similar to result, what do they want to achieve;
- Collaboration and effort go hand in hand;
- Expectation, result also fits with effort;
- Communication and decision-making are similar;

- All the categories are important to discuss;

REMARKS:

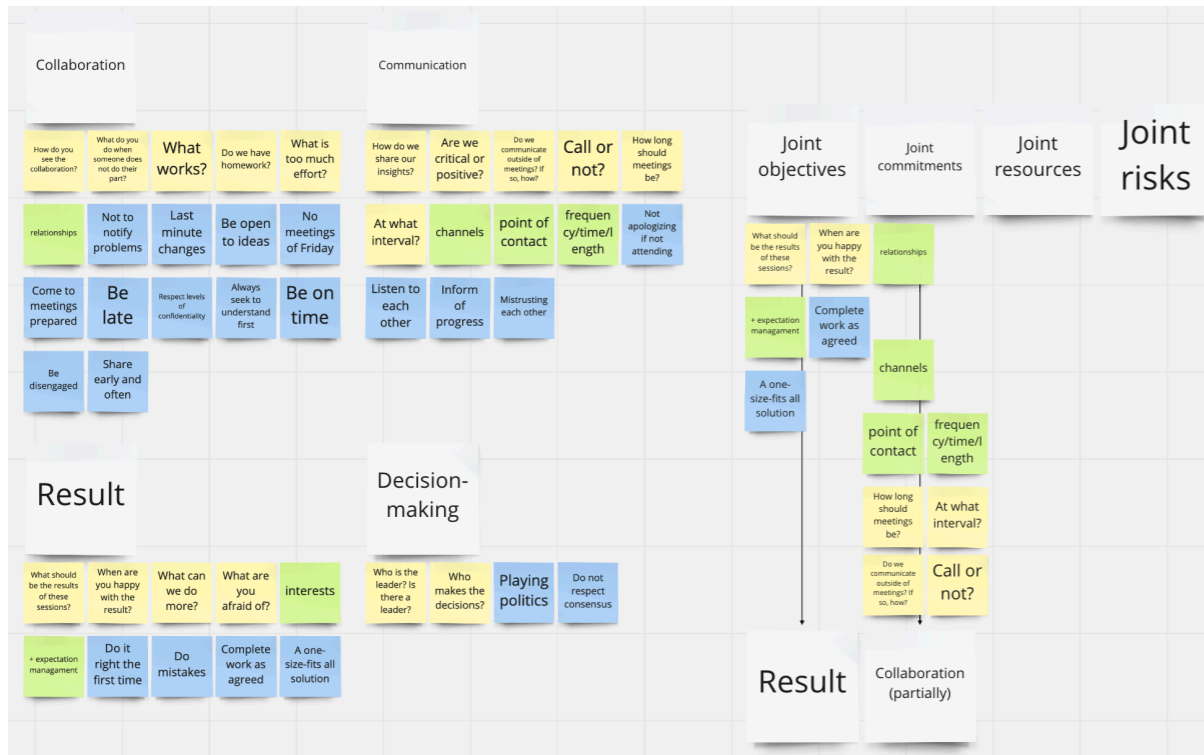
- How do you know who said what? What happens if you cannot reach a consensus?
- Idea: what if everyone individually fills in their own doughnut. The CLT builder will evaluate all the results, see where there is overlap and variation. This is presented back, where there is overlap is repeated to ensure that this is the agreement. Then, the friction points are discussed, why did people write certain things and can the team come to an agreement.



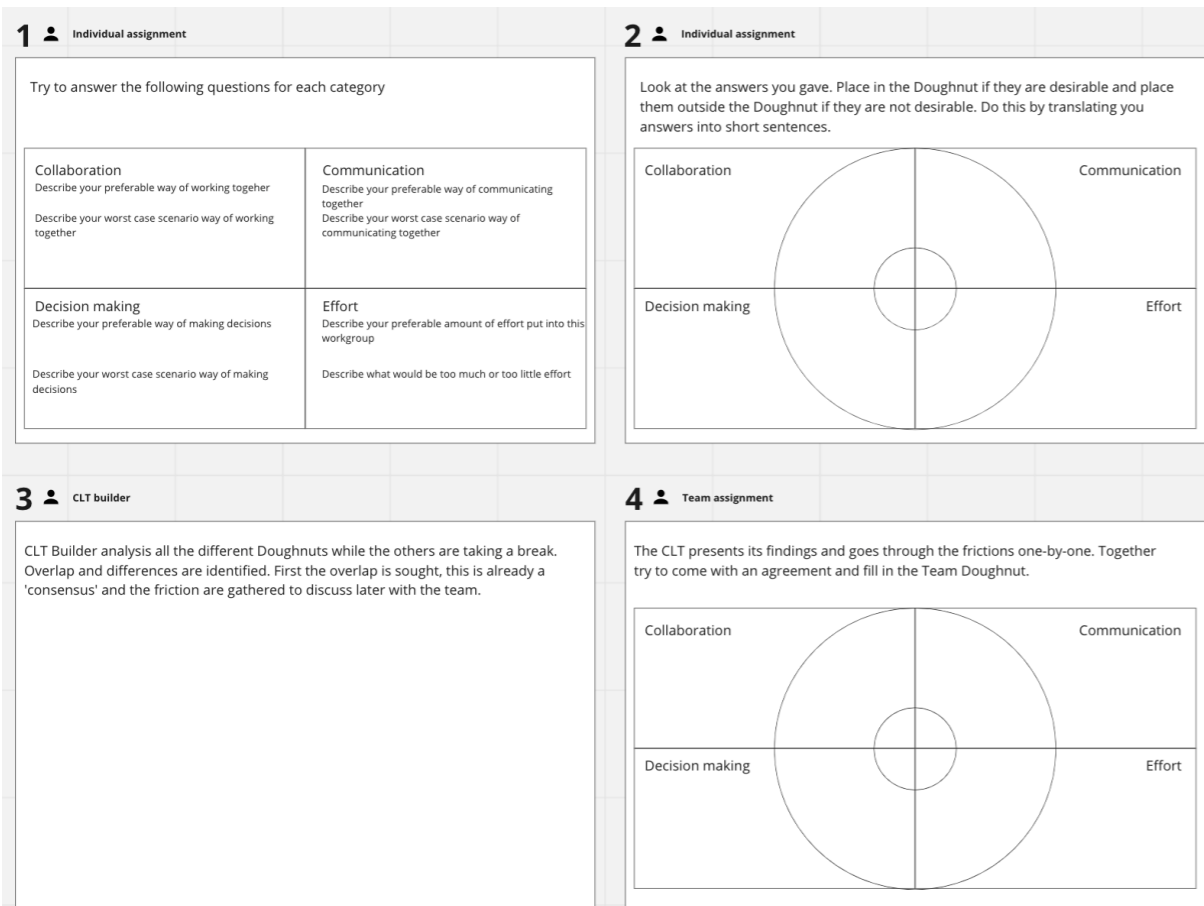
E | Iteration 2

Result and communication were mentioned as most important. When looking at the Team Alignment Map, the result is also discussed here. This is why result is left out and more clarified in the TAM. Effort is therefore chosen as the second category due to input from the students. Democratic-decision making on the other hand is important within a

CLT, especially where top-down and bottom-up meet. Also following the insights gathered from what the members expect from the CLT, and the challenge identified by ATP. The fourth category will be collaboration, the participants mentioned this one also as important and many topics can be paced here.



Considering the feedback of the students (framing questions and individual vs. team doughnut), the following process with these tools was created:



F | Creative facilitation expert [male, 25]

PROCESS:

The newly designed process and tools were showed and discussed.

REMARKS:

- The boundaries between the categories must be very clear. Effort and collaboration are too similar. Dedication would suit better;
 - The individual doughnut cannot get lost throughout the process, valuable information;
 - Maybe it is too much to ask the CLT builder to analyse by him/herself;
 - Participants may have trouble digesting all the post-its, give them time to do so;
 - Han van der Meer would be interesting to talk to.
- >it is important that you can see who put which post-it.
>the individual doughnuts cannot get lost.
>don't let the CLT builder do the analysis by him/herself

G | Iteration 3

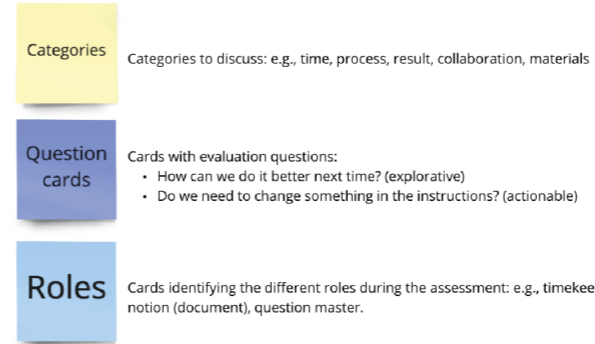
The category effort will be named dedication from here on, because this term has less overlap with the other categories but still implies the same. The CLT builder will not do the analysis by him/herself anymore. After that everyone filled in their individual doughnut, they or the CLT builders takes a picture. Then the participants will place their own Doughnut on the Team Doughnut. There is a break, people can walk around, see each other post-its. After the break the CLT builder will moderate, he/she/it will scan together with the participants through everyone's notes and cluster them. The clusters can then be placed on an empty Team Doughnut.

3.7 Creation of reflection workshop [CLT builders]

A | Result brainstorm session [student: female, 25; student: female, 24]

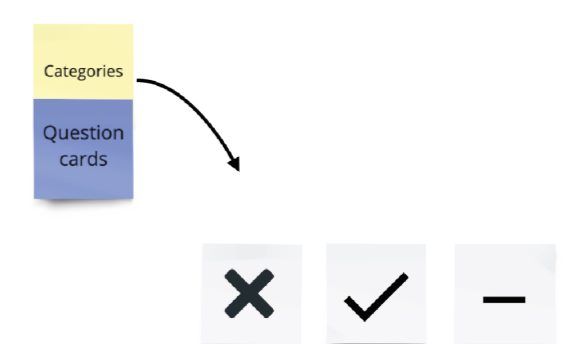
Idea 1

Everyone will get a different role assigned. The question master puts down a category card, then goes through the different questions and the timekeeper makes sure it doesn't take too long. After discussing all the questions the same will be done for the next question.



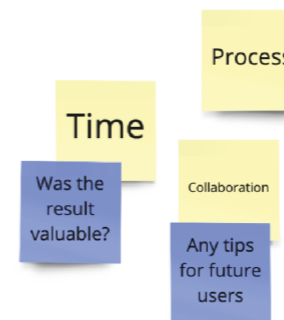
Idea 2

This time the questions are already on the category cards. The questions will be more oriented towards that specific category. In this case, all the different cards are discussed and are placed on different pile: X: did not go well; V: did go well; -: not applicable in this case.



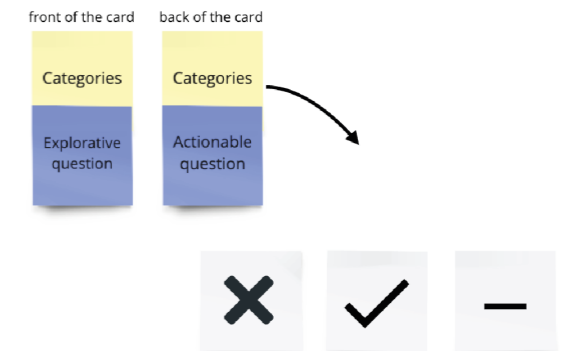
Idea 1.2

The same cards as in idea 1 are used. The difference here is that all the category cards are spread out on the table. The question master asks the questions and the workgroup team together places the question to a categorization and discuss the learning points. In this case, it will take less time and you do not need to go through all the questions for every category individually.



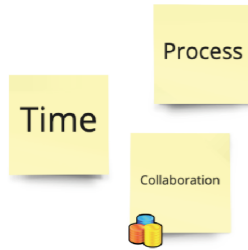
Idea 2.1

This one is similar to the previous one. The difference is that for every category the questions are categorized on the front and backside of the card, by first asking a more explorative question (front side) and afterwards an actionable one (back side)



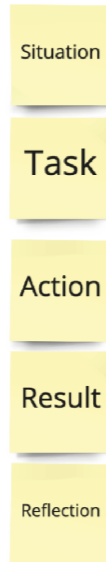
Idea 3

Everyone has 'X' amount of chips in their own color. There are two types of chips, ones to say that something went good and also to identify what can be improved. The category cards are spread on the table, everyone takes their time to divide their chips on the different categories. By doing so you can see where people have something to say about, you filter the less important categories. You can also see how people individually feel about the different categories, maybe there is a difference between members and experts.



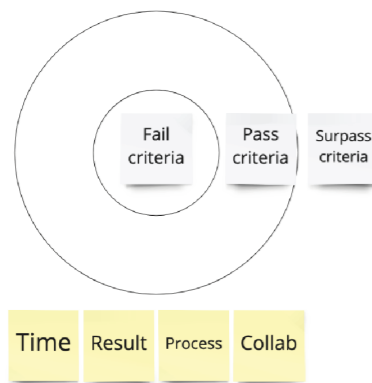
Idea 4

Use the STARR reflection model as a base throughout the reflection



Idea 5

Design an Assessment Doughnut, this is a visualization of how to get the toolkit in the right space within the Doughnut. And to identify actions to come inside the Doughnut. Everyone individually fills in the Doughnut, in the Doughnut different categories are given (process, time, result). Maybe examples of fail, pass and surpass criteria are given.



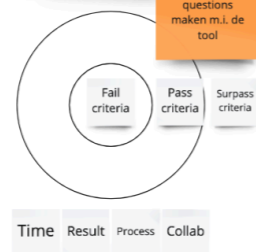
B | Comments CLT-H-team



Workgroup (including experts)

After using a tool from the toolkit

Use the Assessment Doughnut to reflect and evaluate together



wie beheert de toolkit? - evaluatie of bruikbaar / wat verbeteren kan wel bij werkgroep liggen - maar beheer en verbeteren van tools zou eigenlijk bij CLT amsterdam niveau moeten plaatsvinden...

ook hier: goede, simpele guiding questions maken m.i. de tool

C | Integration STARR

Situation	Task	Action	Result	Reflection
<p>Situation: Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past.</p> <p>Virginia Education Wizard (n.d.). <i>STAR Method Interviews</i>. Retrieved from: https://www.vawizard.org/wic-pdf/STAR_Method_Interviews.pdf</p> <ul style="list-style-type: none"> Wanneer speelde de situatie zich af? Wat speelde er? Wie waren erbij betrokken? Waar speelde de situatie zich af? Hoe lang speelde dit af? Hoe zag de plek eruit? Waar bevond jij je? Hoeveel mensen waren aanwezig? Wat was het oorspronkelijke doel van de situatie? 	<p>Task: What goal were you working toward?</p> <ul style="list-style-type: none"> Wat was je rol? Wat wilde je bereiken? Wat werd er van je verwacht/Wat verwachtte je van jezelf in deze situatie? Welke rol had je binnen het team? Wat waren je specifieke taken? Hoe was de rolverdeling en hoe voelde je je hierbij? Met wie werkte je samen en hoe? Wat vond je van je taak? Hoe voerde je de taak uit? Wie had de eindverantwoordelijkheid? Waarom had jij deze taak gekregen? Wat waren je verantwoordelijkheden? 	<p>Action: Describe the actions you took to address the situation with an appropriate amount of detail.</p> <ul style="list-style-type: none"> Hoe pakte je het aan? Waarom heb je het zo aangepakt? Onderbouw dit antwoord met theoretische concepten die je opleiding heeft aangereikt of die je zelf hebt opgezocht. Welke acties en stappen heb je ondernomen en waarom? Wat heb je gezegd en hoe heb je gehandeld? Wat was je eigenlijke plan van aanpak? Hoe ging je om met de teleurstelling? Hoe heb je geprobeerd de situatie te verbeteren? Wat heb je vervolgens gezegd? Heb je de situatie verbeterd? 	<p>Result: Describe the outcome of your actions. What happened? How did the event end? What did you accomplish? What did you learn?</p> <ul style="list-style-type: none"> Heeft het gewerkt? Waarom wel/waarom niet? Hoe verliep de situatie uiteindelijk? Wat was jouw specifieke rol in het eindresultaat? Was je opdracht succesvol? Heb je jouw taak succesvol uitgevoerd? Welk resultaat had jouw handelen? 	<p>Reflection</p> <ul style="list-style-type: none"> Hoe vond je dat je het hebt gedaan? Was je tevreden met de resultaten? Wat is de essentie van wat je geleerd hebt? Wat zou je de volgende keer eventueel anders of beter doen? Kun je wat je hebt geleerd ook toepassen in andere situaties? Hoe hebben anderen op jouw handelen gereageerd? Denk je dat je juist hebt gehandeld? Wat voor gevoel heb je overhouden aan de situatie? Ben je trots op het eindresultaat? Zou je met een andere aanpak betere resultaten kunnen behalen? Wat kun je nog zeggen over de rol die jou was toebedeeld en de taken die je moest uitvoeren?

C | Integration STARR

CLT Amsterdam	Collective	Task	Result	CLT-H-buurt	What did you want to accomplish?	What did you expect?	Was the workshop successful?	How did you try to enhance the situation?	Did you enhance the situation?	CLT-H-buurt
CLT-H-buurt	Individual	Action	Reflection	Tool/workshop	How did you feel about your role?	How did the workshop go eventually?	How did you think you did it?	Are you satisfied with the result?	Are you proud of the result?	Result
Result	Collaboration	Collaboration	Communication	CLT Amsterdam	What was expected from you?	How was the division of roles?	Why did or didn't it work?	Did it work?	CLT Amsterdam	
Tool/workshop	Collective - tool/workshop	Decision making	Dedication	Tool/workshop				Could you achieve better results with a different approach?	Result	

E | Iteration 1

<p>1. Guiding questions</p> <p>Categories inspired by STARR</p> <p>1) Result</p> <ul style="list-style-type: none"> What did you want to accomplish? Was the workshop successful? Are you proud of the result? <p>2) Process</p> <ul style="list-style-type: none"> How did you think you did it? How did the workshop go eventually? Could you achieve better results with a different approach? <p>3) Roles</p> <ul style="list-style-type: none"> How was the division of roles? How did you feel about your role? <p>4) Tool</p> <ul style="list-style-type: none"> What did you expect? What was expected from you? 	<p>2. Assessment Doughnut</p> <p>What didn't work?</p> <p>What worked?</p> <p>1) Result</p> <ul style="list-style-type: none"> We did not understand our goal We had an extra valuable outcome We achieved the desired result <p>2) Process</p> <ul style="list-style-type: none"> The workshop was clear It was hard to follow the steps The workshop took too long <p>3) Roles</p> <ul style="list-style-type: none"> The role allocation worked for us I was too much for the CLT bubble <p>4) Tool</p>	<p>3. Reflection for CLT Amsterdam</p> <p>Reflection</p> <ul style="list-style-type: none"> What tips would you give future users? Would you change something about the roles? Would you change something about the steps (e.g., order, add a step, leave one out)? Would you change something about the worksheets?
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5.1 Interview guide

Intake interview guide

INSTRUCTIONS

Make sure the interviewees feel welcomed and comfortable, offer them something to drink/eat (only if applicable: remain aware of social distancing measures).

Make sure you print this form, bring a pen, bring post-it notes and bring something that can record the interview.

Homework: Ask three relatives/close friends: "What do you think are my greatest talents/gifts?"

CHECKLIST FOR START

- Introduce yourself
- Ask permission to record the interview

INTRODUCTORY SCRIPT

We are very happy and thankful to have you here! I will first explain why we are doing this interview. We do this because we want to get a clear image of who our members are and to get to know each other better on a more personal level. As CLT-H-buurt we focus on the 'strong's' instead of the 'wrong's' in building our community. In this map 'point to map', you can already see a lot of skills and talents from the community. During this interview, we want to give you a place on this map to make you part of the community and see what your role could look like here.

SUBTOPIC 1 | ICEBREAKER

Ask the interviewee to introduce themselves by choosing 3 cards that illustrate something about them. Then introduce yourself using 3 cards.

- Could you please introduce yourself (name & age)

NAME:

AGE:

SUBTOPIC 2 | BIJLMER

- How long have you lived in the Bijlmer?

1 2 3 4 5 6 7 8 9 10

- Do you plan to stay here in the future? Why yes or no?

YES/NO



- Which of these gifts would you like to contribute to and share with the CLT members? In what way?

- Can someone call you up in the middle of the night for this?

SUBTOPIC 4 | PARTICIPATION

The CLT is a community-led organization. Every member can contribute in their own way, here are a few existing examples:

- Technical working group for wooncoop
- Board member
- Community builders: ABCD-teams: community activities
- Co-ownership designers
- Promotion and recruitment of new members
- General volunteer for community meet-up facilitation

- How much time could you contribute monthly to one of these activities/subgroups?

SUBTOPIC 5 | CLT

- How did you become involved as a member of CLT & what makes you enthusiastic?

- Could you explain in your own words what CLT means to you? (Remind them that there is no wrong answer)

- Is there anything you would like to better understand about CLT?

- What is important for a CLT community to flourish according to you?



- Which spots, places, organizations or groups are important to you in the Bijlmer/H-buurt and why?

- Do you feel part of a community in this neighbourhood and if yes, which one(s)?

- How are you already committed to the community?

- What would you like to see happening in the community (public areas)? Activities, what is missing? Can you name something (activities/events) where you would like to participate?

- Which cultural background(s) do you identify with? (multiple answers are possible)

SUBTOPIC 3 | PASSIONS AND TALENTS

- What gives you energy?

- What are you passionate about? Or: what do you enjoy doing?

We believe everyone has gifts. Now we would like to discuss the homework assignment.

- How did your relatives/friends describe your talents/gifts?

- What talents/gifts would you like to add yourself? Would you write them on post-its and place them on the community asset map/doughnut?



CHECKLIST FOR CLOSURE

- Is there anything you can advise us to improve in our way of working? (recruiting, contract, meetings, information or explanations etc.)

- Thank the interviewee
- Ask if we can take a picture of the person for our member database

OPTIONAL FOLLOW-UPS

In what ways; when was the last time;



6.1 Co-creation process of the blueprint

1 | Co-creation session with Joris

CLT-team: strategy focus

01 CASE-STUDY

- Yes, about an individual member who wants to initiate a workgroup
- Also about the ABC-Developers that use the community asset map to set up a workgroup.

02 STAGES

- there is a grey area, there needs to be a step between introduction and joining, what happens here

03 CHALLENGES

- The challenges can be addressed by using existing tools and show this in the case-study.

04 ROUTES

- It is also not the purpose that every member joins a workgroup, this is similar to other associations. you just need the right leading characters.
- How does the idea for a workgroup start - incorporate this
- A member can also initiate a workgroup by him/herself

2 | Co-creation session with Jip

CLT team: communication focus

01 CASE-STUDY

- Indicate in the case-study that the member has uncertainties and challenges, show how the platform can help with this.

02 STAGES

- How are 'collaboration' and 'reflection' related to communication towards the members? How and when is information communication to members.

03 CHALLENGES

04 ROUTES

- Show clearly how the communication works during every step.
- The quarterly newsletters can be used to ask the workgroups to give an update on their work to the community.

05 GENERAL

- Create a member friendly version, show how a self-builder contributes to the process.
- How is the roadmap on the CLT website related to the platform and blueprint?
- Create links in the blueprint to the correspond

3 | Co-creation session with Dieuwer

CLT-team: member and community focus

01 CASE-STUDY

- Show different member persona's, displaying the difference in entry point.

02 STAGES

- Aren't there not only three stages: onboarding, action and empowering (community empowerment). Because introducing, identifying and joining is onboarding. Forming is built up from discussing, collaborating, and reflecting, this is on the same hierarchy level.
- Empowering is stimulated throughout each stage, on an individual level, whereas community empowerment is the ultimate goal for the CLT.
- The current empowering stage is in reality a step towards changing current power structures. It is a first step towards members taking the ownership and stewardship in neighbourhood development. It helps members to be secure about what they are doing and benefits the self esteem of the neighbourhood.
- Additional goals are: let the neighbourhood blossom with their existing cultures, create businesses out of the community, and play a substantial role in neighbourhood development.
- The current steps suggest a linear process, the personal empowerment however is a continuous learning curve.
- It can happen that 'act' and 'decide' are turned around in reality, members can start working on something and later on take the time to think about how to do this.

03 CHALLENGES

- The challenge remains: how to acquire new members. This is, partially due to corona, something we need to pay attention to.
- How can we engage members? How are they introduced to the CLT? We are currently working on the looks of the building to create more visibility and engagement with current members who help with the creative process.

04 ROUTES

- The routes currently feel 'dry' because you start immediately with workgroups. It needs to start with a dream, wish or opportunity that sparks interest for members to work with. Now, the process starts formally, but in reality it does not work like this.
- Where is the process of how residents become members? What are the incentives for a resident to become a member? This could be triggered by being physically together, creating stuff, then hearing the narrative of the association.
- Show the diversity: every member has their own interest in becoming an active member, this could be because they want to buy/rent a house, desire a community or are inspired by activities organised by the association. The spontaneity is missing on how members become involved. This diversity ensures a broad variety of members connected to the community.

6.2 Validation sessions

1 | Validation with Dieuwer

CLT-team: member and community focus

WHAT ARE THE MAIN FUNCTIONS OF THE PLATFORM, WHAT DO YOU THINK OF THIS?

Works as a wiki of the association. A place where all info (simpel and in depth) can be found in the right relations and connected people.

HOW HAVE YOU USED THE PLATFORM, WHAT ARE YOUR EXPERIENCES SO FAR?

So far it was very helpful to structure all the work. That brought ownership to the team. We haven't been able to take the next steps and involve the active members of the association yet. This would be the next step in validation.

HOW WOULD THE PLATFORM HELP MEMBERS? WHAT ARE THE MAIN BENEFITS FOR MEMBERS? HOW WOULD THEY USE THE PLATFORM?

In theory members use the platform to get information. How they use it will depend from person to person. One would only look, others will actively build the platform. Main benefit will be that activities and meetings are made visible and accessible.

DOES THE PLATFORM CONTRIBUTE TO EMPOWER MEMBERS, IF SO, HOW?

The process is designed to empower members, and to change power structures in neighborhood development; make them more democratic. The platform helps to give credibility to the members/association. Informal processes are made visible and a track record of activities and meetings is built up and made accessible.

WHAT DO YOU (AS CLT-H-BUURT) NEED TO VALIDATE, LOOK INTO TO MAKE THE PLATFORM A SUCCESS?

Most unsure is how members will use it. In potential it can do the above. But there is also a chance of no activity on the platform. Since the members are all new to this. There is just 1 way to find out: practice/validate on the job..

2 | Validation with Joris

CLT-team: strategy focus

WHAT ARE THE MAIN FUNCTIONS OF THE PLATFORM? WHAT DO YOU THINK OF THIS?

Communication tool, an overview of all the existing information and structure you can use to organise events. Resources to organise the association in the right way. Most important: open and transparent association. Everything they do, must be easy to follow for everyone.

HOW WOULD THE PLATFORM HELP YOU IN YOUR WORK FOR THE COMMUNITY? WHAT ARE THE MAIN BENEFITS FOR YOU?

Way to streamline the process. Influence the process without taking part.

HOW WOULD YOU USE THE PLATFORM?

Processes will go streamlined and organised, this is good for me. I am not the end-user, I use it to share information. The openness and transparency could help in the acquisition of fundings for the association.

HOW WOULD THE PLATFORM HELP MEMBERS? WHAT ARE THE MAIN BENEFITS FOR THEM?

It helps during the onboarding process, share clear information, makes it easy and clear to participate, open and transparent information. Open platform. You can immediately join at a good level.

HOW WOULD MEMBERS USE THE PLATFORM?

Obtain information, create action perspective, how you can join.

WOULD YOU RECOMMEND THIS PLATFORM TO OTHER CLT'S/NEIGHBOURHOOD ASSOCIATIONS?

They all must have such a platform. It has yet to prove how effective it is. It is a peg and has yet to get the right content and be refined. The structure is needed.

DOES THE PLATFORM CONTRIBUTE TO EMPOWER MEMBERS, AND IF SO, HOW?

Has yet to be validated, monitored, and used properly. It is more helpful than the other means of communication available. (previously: email, google docs, whatsapp, facebook, this should bring it together)

WHAT IS GOOD?

Nice to have a clear overview, a go-to place where everyone is noted about the organisation of the neighbourhood association.

WHAT DO YOU NEED TO VALIDATE, LOOK INTO AFTER MY GRADUATION PROJECT TO MAKE THE PROJECT A SUCCESS?

Take it in use. It already is part of the onboarding strategy, every member is linked to the platform. Workshops with groups must immediately take place within the platform.

3 | Validation with Ingrid

Coop developer: member

- *“Het lijkt me zo waardevol voor een gemeenschap dat die mogelijkheid er is.”*
- *“De sluier van het idee moet opgelicht worden.”*
- *“Het is nu echt gewoon een concept, en juist omdat er veel innovatieve aspecten aan zijn kun je niet zeggen het was daar en daar, dan zie je hoe het werkt. Het moet tot de verbeelding spreken, je moet echt gaan voelen van wat is het nu echt, het heeft veel uitleg nodig en mooie daaraan is is dat het steeds verder groeit. Door de kleine workshops, laat je zien aan de community wat er allemaal mogelijk is.”*
- *“Mensen enthousiasmeren, dat hun creativiteit en fantasie de loop laten, dat kan nieuwe dingen opleveren.”*
- *“Informatie over de CLT een basis, als het ware een springplank voor de mensen van oke hier heb ik mij aan verbonden, op die manier kan ik me inzetten, ik weet wat ik kan verwachten van hen, ja het is wel heel inzichtelijk. Dan kan het ook groeien, net iets meer dan alleen het algemene.”*
- *“Ik ben er eventjes stil van, het is allemaal nieuw, maar het lijkt bijna een mal te zijn, stel je voor dat mensen in Drenthe besluiten om ook een CLT te starten dan kunnen ze hier naartoe, en zien ze oke dit zijn de dingen waar ik aan kan denken en wat je zou kunnen doen.”*
- *“Het geraamte van een CLT in Nederland, heb je nu samengesteld, dan kan het afhankelijk van welke locatie men dat wil, kan het aangekleed worden met dingen die voor die gemeenschap belangrijk zijn.”*
- *“Wat mooi, echt geweldig.”*
- *“Kwestie van geduld, ik denk dat dit een heel mooi begin is. Je kan mensen ernaartoe wijzen, dat je zegt, joh bezoek het platform, laat je gedachten gaan en je weet wie je contact moet opnemen.”*
- *“Zo kan het platform een vol lichaam worden met allemaal ideeën die uit de gemeenschap komen. Je hebt het zelf in de hand als community.”*
- *“Te ontdekken van wat is er nog meer mogelijk, wat zijn er nog meer voor ideeën, die betrekking hebben op CLT.”*
- *“Alles is concreter, je kunt mensen nu daadwerkelijk naartoe wijzen. Het is fijn dat Cécile de mensen welkom heet. We zijn je dankbaar Elvira!”*
- *“Dit is ook interessant voor Amsterdam dat dit gestalte kan krijgen.”*
- *“Ik hoop dat het empowerment geeft aan degene die empowered moeten worden.”*

