

H-Buurt collective research

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Introduction

This research in New Heritage concerns buildings and areas that are relatively young and usually not regarded as heritage - study of the H-buurt with reference to Almere Haven. The assumption of the research is that these areas can be seen as our future heritage, with potentially misunderstood, forgotten or overlooked characteristics, values and problems. Hence, it is important to include the perspectives of the academics, professionals and users to get a better understanding of the intricacy in these new heritage sites. In addition, with the societal relevance of the research theme is the contribution to design solutions for challenges in residential areas, such as deterioration (technical, social), insufficient energy performance, negative image and aesthetics, need for densification, mismatch of building types and demographics.

To study the potential of existing urban structures and buildings in creating better living environments that are resilient and sustainable, in this research, the focus lies on dissecting what the values and attributes of the case study are. The development of the research method, collecting the data and interpretation of the data is a collective iterative process.

Keywords

As mentioned, the research deals with attributes and values. The attributes are the aspects that people appreciate. These aspects can be tangible, for instance greenery, infrastructure, bicycle stalling etc.. But these aspects can also be intangible, for instance the atmosphere, community feeling etc.. The reason why these aspects are appreciated are the values, so the bicycle stalling could be appreciated because of its use value, while the community feeling can be appreciated for its social value.

Not all attributes are valued equally, some are valued more than others. In order to make a distinction between those values, the attributes were given a high, mid or low value, based on the research. High value is appreciated the most and is seen as positive, while low value is appreciated the least and is seen as negative.

To extract the values and attributes from the raw data Atlas.ti was used. With this program the information was 'coded', which essentially means adding keywords, or 'codes', to the quotations in the text. The program then makes it possible to make multiple types of analyses based on these codes.

PILOT RESEARCH

Almere

Introduction

Prior to the research of H-buurt we went to the location of last year's studio, Almere Haven. In Almere haven the aim was to test different methods of collecting data that can be used for analysing values and attributes. During this experimental pilot, the main methods had been split in two. One approach focused on gathering data from (social)media and the other method focused on collection data on-site. These methods explore the experiences, memories and opinions from residents both on location and online. After testing and adapting these methods, a selection of methods was made to form the base on the main research in the H-buurt in Amsterdam. Next the methods of Media and On-site will be explained and elaborated.

Location

Almere was created as a new town on new land, the Flevopolder. Almere was developed in the 1960s and 70s to house the 'overspill' from Amsterdam. Almere had fewer than 150.000 inhabitants in the year 2000, but has grown to more than 200.000 today. The city is now planning to build 60.000 more homes before 2030 to grow to a population of 350.000 inhabitants. This poly-nuclear city struggles with the choice to either further expand the suburban area, or to densify its existing neighbourhoods. The location for the reference case is Almere Haven (or simply Haven), the first 'nucleus' of Almere, that was built in the late 1960s and 70s with a centre inspired by traditional Dutch towns.



Methods and Results

Within the pilot research of Almere, two research methods have been used. The first method is **Social Media research** and the second method is the **On Site research**.

Method 1 | Social Media

The first method being used in Almere Haven is the social media research. Several sources were being used for this method, like Facebook, Instagram, Flickr and books about the vision. First, the raw data of all the sources was collected and documented. After documenting this raw data, the data was interpreted and values were assigned to the various attributes. In this phase, a quantitative and a qualitative approach were used. In the quantitative study, a list of attributes and values was composed. In the qualitative study, the past, present and future perspective were collected with the corresponding attributes and a comparison study was conducted. Lastly, the input data was used for making hotspot maps, mind maps and the Sankey diagram. The hotspot map indicates the distribution of the locations where people took photos. The mind maps provide information about the attributes at the various locations. The Sankey diagram is used to compare the different stakeholders and whether their values correspond.

Method 1 | Social Media | Results

The first diagram in the output data, is one of the examples of tag maps and heat

maps reflecting data collected from three main sources; Facebook, Instagram and Flickr. In the overview maps the reader could quickly see where the focus was and what areas of Almere were talked about. They could be used as a first interpretation of the public opinion through social media.

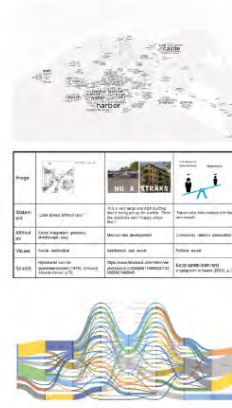
The second chart in output data, overall comparison between past vision, present perception and future vision offers a strong view on what citizens really value and what to improve. The tricky part of this study was to find comparable attributes (content). This method, like many others as well, was more informative, if more input data could be gathered. But in this case, this study was meant to focus more on the governmental approaches of a city than on an individual evaluation.

The Sankey diagram, the third one, connects all research methods and combines the different sources, combined with the shared values. It is a diagram with a lot of information and it can be a bit hard to interpret. It also showed a lot of different attributes, which made it a bit hard to read the diagram, the values were kept very essential and minimal. This method could be used in the next research for interest mapping, however there need to be a few adjustments, like making the diagram more readable and minimizing the attribute types.

MEDIA RESEARCH

CONCLUSIONS

VALUE

[illegible]

- look into grouping and correlation
- good for DEEPER dissection

Methods and Results

Method 2 | On Site

The second approach was the on-site method. Here street interviews were conducted in different ways during multiple visits to the area. The 4 different methods that were tested are A) open conversations, B) making drawings, C) showing pictures and D) questionnaire. Each of these methods have their own goal and specifics shown in the table below. The first method tested during the orientation on the site was method A. The open conversation makes it fairly easy to gain a wide variety of information about different topics and the interviewees experiences with those topics. This method worked to gain a first impression of the area. The other methods were developed after this introduction. Method B, letting people draw their idea of Almere-Haven was an open method as well. But instead of putting to words here the

visualization had the main focus. Methods C & D were the more specific methods. Where with method C a set of pictures were shown for the interviewees to react upon. This was leading the conversation to visible attributes they could see, or describe their relation/memories/experiences with what was shown in the pictures. Method D is strict but instead of working with pictures a set of questions was used. The goal of this method was to obtain information from multiple respondents and made it easy to compare outcomes of this questionnaire.

Methods A & B were methods labelled as open methods, whereas methods C & D were more leading and therefore called specified. Methods A & D were textual, methods B & C were done with visual aspects. As seen in the table shown below:

	Textual	Visual
Open	Open conversation (A)	Drawings (B)
Specified	Questionnaire (D)	Pictures (C)

Method 2 | On Site | Results

In the table presented below the steps from methods until the outcomes are shown. Just as with the media method, it is important to keep a strict separation between the raw data, the organization of data and the interpretation of the data. In this way it remains clear what information is coming from the source itself and the steps that were taken to organize and interpret the data to make it comparable.

Data gathered varied from transcripts of texts, drawings, stickers on images and a filled

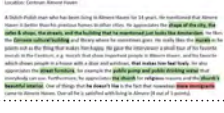
in questionnaire. Processing was for each method the aim to recognize values or attributes mentioned by the responders. Each of the methods had their positives and flaws, for example with the open conversation a lot of data was gained and there was a lot of engagement with the interviewee. Only the downside was that information had to be carefully picked from the context where-as the method of questionnaire was straight to the point, but maybe less personal. Showing pictures to react upon was helpful in leading the conversation and letting people draw could be challenging.

Methods and Results

In addition to the information gathered through one of the methods, the following base information was acquired: Age, sex (female/male/other) and how long the interviewee has lived/worked in the area. The data was then documented and analysed.

The analysis consisted of colour coding the data in order to extract Values, Opportunities, and Challenges (non-values). From these first interpretations of the data different graphs and maps were made to summarise the results.

ON SITE RESEARCH

RESEARCH METHOD	EXPLANATION	DATA GATHERED	DATA PROCESS	REFLECTION OF METHOD
OPEN CONVERSATION Gain a variety of information about the interviewees and their experiences. Without leading them into specific directions.	Asking the respondent open questions such as what they like and dislike about Almere-Haven.	Women (+35 with child +10) Location: Square before Cultural Centre Appreciates the green in the city, names the village feeling as a quality. There are playgrounds for children, but these do require maintenance. She finds the vacation a city. And when asked what she would miss if it were no longer there, she mentioned the cosiness and creativity in the city. She has lived in Almere for 30 years. Appreciates the green in the city.		Positives of method A + Allows for gaining a lot of information. + A clear, in-depth conversation can be held, showing an interest. + Intangible attributes can be obtained. Downsides of method A - This method needs an interpretation by the student. - Doesn't seem to work that well for children.
DRAWINGS Obtain information about personal, intuitive, and specific attributes/opinions.	What is the first thing you think of if you think about "Almere Haven"? And then let them draw it.		OVERVIEW TOTAL 	Positives of method B + Clear specific answers about positive and negative attributes. + Already quite focused on the built environment. + A visual overview of opinions and perspectives is created. + There is a lot of information to be found in the drawings. Downsides of method B - People are not always willing to draw. - It takes effort and time for someone to make the drawing and explain it.
PICTURES Get direct and specific information within a framework (images) without influence of personal interpretation.	Showing 10 images of the area, both old and new. With different approaches.			Positives of method C + It gives direction to the conversation + Makes a clear statement whether something is appreciated or not Downsides of method C - Photos interrupt the conversation - Lack of background information from the interviewee
QUESTIONNAIRE Obtain comparable information and opinions about specific subjects of the research/question.	A set of questions in order to determine what attributes people appreciate and how they value these attributes.	Age: 40-60 Ethnicity: Dutch How long have you been living in Almere? 14 years Are you happy living in Almere? 1 to 5 scale Rating of 4 out of 5 What do you like about Almere-Haven? Nice and Happy, Cosy community and cultural activities there. Buildings with the little details are ...		Positives of method D + Not directed to certain attributes and values + The outcome can be compared because of the structured questions Downsides of method D - Harder to get very specific about attributes - Possibility that interviewees give shorter answers - Limits the discussion to a portion of the images

General Results

In order to learn from the Almere-Haven research, the group reflected on all methods used. For the media group, there were a few methods that worked quite well for gaining quantitative data. The sources Facebook, Instagram and Flickr, were most useful for the research. The hotspot and tag maps show where photos were being taken and which tags were used. This combination resulted in a quantitative study with a qualitative map as well.

The on-site group decided on a top four of the tested methods and a list of recommendations. For each method, the main goal was established. Each method has its own reflection. This reflection was not only focused on the execution of the method but also on the documentation and the (comparability of the) first analysis of the data. This led to a preference of methods that were used for the H-Buurt research. This order was based on discussions in the group about outcomes, reflecting and comparability of these methods. The preferred order of methods is: D) questionnaire, C) showing pictures, B) making drawings and A) open conversations. A small side note is justified. The open conversation, method A, leads to a lot of information and is suggested to mix in with the questionnaire, in the form of asking open questions, or more in-depth questions when relevant.

Next to the preferred order of methods, some recommendations for doing the research in H-buurt were formed based on the experiences of the Pilot in Almere-Haven. Recommendations included, finding out the reasoning, the Why question behind the answers; working in pairs has shown to be effective and useful; visit the location on different time slots during different days.

After finalizing the results, reflecting on the methods and experiences and making the recommendations, the group moved on from the Pilot case Almere-Haven to the main research area of the H-buurt in Amsterdam south-east.

ON SITE RESEARCH

REFLECTION OF METHOD | RANKING THE METHODS

D	QUESTIONNAIRE
C	PICTURES
B	DRAWINGS
A	OPEN CONVERSATION

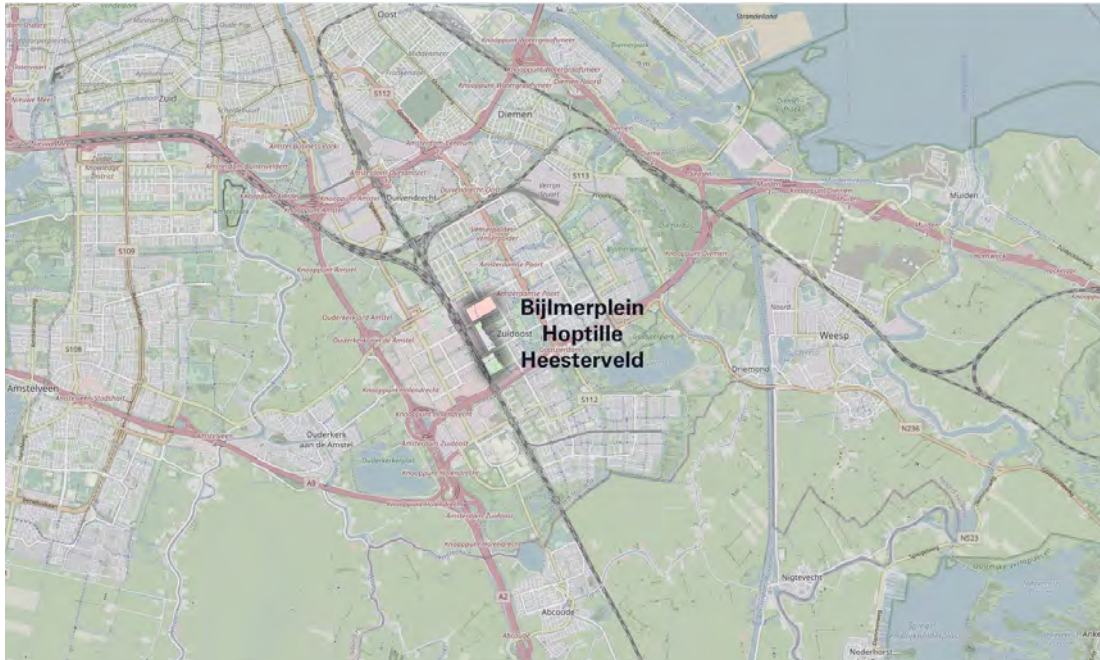
MAIN RESEARCH

H-buurt

Location

The capital city of the Netherlands, Amsterdam, currently houses 872.779 people. (dd. Jan 1st 2020) Within the city borders there are 99 big neighbourhoods and

479 smaller neighbourhoods of which the H-Buurt is one of. (<https://allecijfers.nl/ge-meente/amsterdam/>)



The main focus of the research is spread over three different areas in the H-Buurt; Bijlmerplein, Hoptille and Heesterveld. The aspect that these locations have in common is the predominantly 80's architecture housing that is built here. The question that we are asking ourselves in this graduation studio is the following: "Can we state that this is considered to be New Heritage?" and "How could renovation, replacement and/or densification strengthen the qualities and help solve current problems without compromising heritage values and identities, where these exist?"



Location

The Bijlmerplein location is the closest located to the city center of Amsterdam and with its direct connection to the Bijlmer station, the soccer stadium and a variety of stores, we can state that this is the most dense and city-like location of the three.

The Hoptille location consists of a long mid-rise residential building, low-rise residential blocks and in between them an area with green. On streetside, the side where the mid-rise building is located, the area has a closed off character. The cyclepath and walking path beside the location function as a transit route. The high crime rate that was a problem from the start was reduced drastically after large investments in both safety and building renovations over the years.

The Heesterveld location has gone through a big transformation in 2013 when the facade was painted in bright colours by an artist. This changed not only the appearance of the location but also the inhabitants and use of some of the indoor spaces. A café, and other small businesses are now located together with the dwellings. The bad reputation that the area had is changed in a more positive one for most of the stakeholders.

These three locations were the starting point of the main research.

Methods and Results

For the main research of the H-buurt, the research was divided into four separate groups. These were based on the heritage markets of Howard (2003). There are six different markets; makers, academics, government, owners, insiders, and outsiders. The markets intend to cover all the different perspectives within the area. The markets were divided as followed: Makers & Academics, Government, Owners, and Users (insiders & outsiders).

This chapter is divided into five sub-chapters. The first four sub-chapters are the chapters per stakeholder, where the methods and results per stakeholder are explained. A collective strategy was used by all groups to have the same focus for each week. The fifth chapter included the translation from all these different stakeholders to an collective method, which was used to make it possible to compare the results from all four stakeholders. In this chapter, the main conclusions are written down.

Explanation of collective strategy

All groups followed a collective strategy in which each group used their own sources and methods to gather information from their participants. This collective strategy was based on a weekly schedule in which each week had the coherent focus for all stakeholder groups.

Exploration: The first step for all stakeholder groups was to explore their research field and to get a grip on the opinions of the stakeholders. All stakeholders used different methods to do so. These are explained in the sub chapters of the stakeholders.

Interviews: According to this first research and exploring week, a set of photos and questions was determined with the whole group. This set of photos was used by all stakeholder groups to use in the interviews. This was called the photo elicitation (Harper, 2002). During the research in Almere, this method was appointed one of the best for on-site interviews. By using the same photos and questions for every stakeholder, the data can be easily compared, too.

It was decided that the photographs should be rich in elements, so there were many topics an interviewee could react to. The pictures were panoramic photos to make sure of this. The goal of the total photo set was to cover the different areas within the research case: Bijlmerplein, Hoptille and Heesterveld.



PHOTO 1 | BIJLMERPLEIN



PHOTO 2 | BIJLMERPLEIN



PHOTO 3 | HOPTILLE



PHOTO 4 | HOPTILLE



PHOTO 5 | HEESTERVELD

Methods and Results

With each photo, the same first question was asked to all stakeholders: Could you describe this photo to me? Interviewees were then asked to point out positive and negative aspects within the photo as an additional question.

Coding: The data of the collective method of photo elicitation and the data of the research per stakeholder was processed in week 3. For coding, an inductive strategy is chosen. This strategy required reading the data and identifying codes throughout the process (Hennink, et al., 2020b).

The program Atlas.ti was used to code the data to be analyzed later on. A collective coding method was set up to make the data comparable, which is explained in the first section of the fifth chapter.

Processing and comparison: The method for processing the data was equal for all groups. Value matrices have been set up to do so, which are explained in the fifth chapter. The collective matrices were used to indicate parallels and contradictions between the different stakeholder groups. This has resulted in introducing the main themes for H-buurt.

RESULTS

Makers & Academics

Introduction

Makers & Academics

The maker/academic group did research upon the makers and academics according to the table of Howard (2003). Makers were original architects, urban planners and re-designers. Academics involved specialists from architectural heritage, urban and housing fields. The research was built up in several parts during five weeks to find out what attributes and values could be found from the maker and academic perspective.

The first part consisted of site visiting, studying literature and other secondary resources to get familiar with the architecture and context of the Bijlmer initial idea till now. As a result summarized literature and a timeline provide for a comprehensive overview. The following step was preparing and having interviews with the architects and academics themselves to find out attributes and values of each of them. Therefore a set of pictures was shown to each of the interviewees to react on, followed by more in-depth questions about their project/specialty. By having the same pictures shown to different interviewees, outcomes can be compared and can be for common grounds or conflicts. The in-depth question provided a personal insight.

The outcome of these interviews have been turned into transcripts. These transcripts form the base to find out the values and attributes, hinders and mismatches with the help of qualitative and quantitative coding.

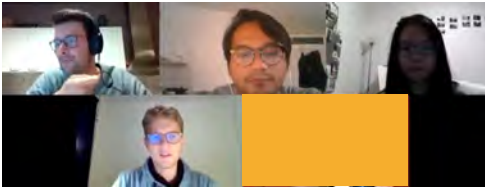


Overview of Data

Total 4 makers (architects) and 4 academics were interviewed along with other literature researches.

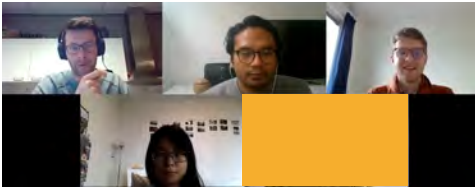
Makers

architect of Hoptille

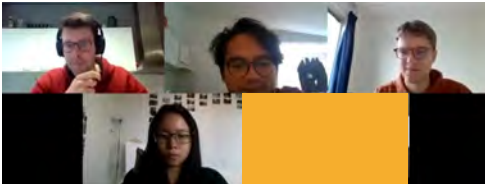


Online Interview

architect of Heesterveld



architect of the Heesterveld Renewal



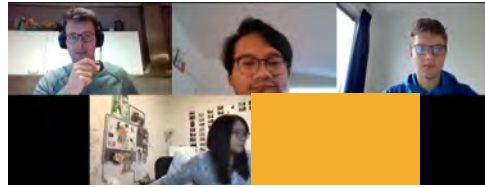
Narrative Walk

architect of Bijlmerplein



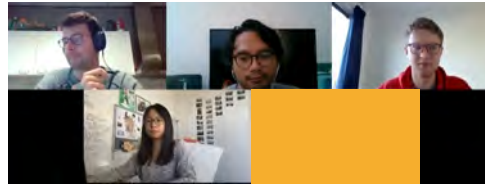
Academics

researcher of Bijlmermeer & Hoptille



Online Interview

architectural Historian

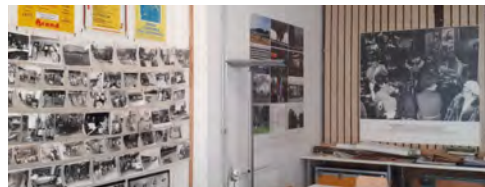


1Million Homes_TU Delft



Onsite Interview

Journalist & Residence of Bijlmermeer



Literature

Books
Journals
Magazines
Websites

Methods

01

Online interviews

- Photo Elicitation
- Structure Interview Questions



+ other pictures

+ Set of Questions ; mentioning initial idea, completion, values, attributes, future challenges

02

Onsite Interview

- Narrative Walk
- Open Questions

03

Literature

- Books
- Journals / Magazines
- Websites

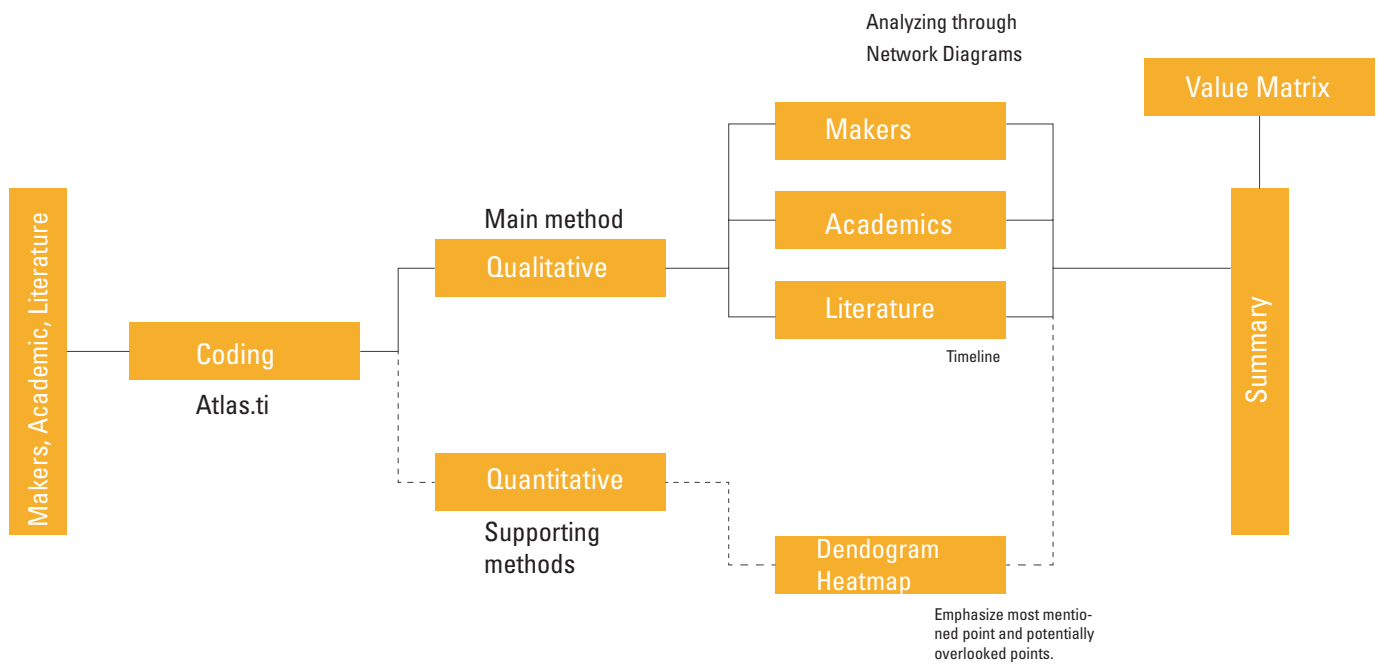
The methods consist of interviews and literature researches. Interviews were conducted through different methods; Structured interview questions, Narratives walk, and Open questions. The outcomes of these interviews were interview transcripts and photo elicitation transcript.

For literature review books, articles and magazines were researched such as “Designing the modern city urbanism since 1850”, “The critical Seventies”, “Bijlmer versus Boekarest”, “Het Nieuwe Bouwen Internationaal Volkshuisvesting Stedebouw”, “Geordy van Bussel in Chepos - Bouwkundig Magazine 4”, “You have to pay for the public life : selected essays of Charles W. Moore”, “Collage City”. Facts and quotations were filtered out from the sources relevant to H-Buurt and put in the table. This raw data was produced in coding software “Atlas” and coded. Codes

addressed attributes, challenges and values which are relevant to the neighbourhoods. Challenges were grouped in 3 groups: past, present and future. Some sources were addressing past challenges and consequences, others present and future problems. As an outcome, two schemes were presented showing the results. First scheme shows challenges such as lack of diversity, vacancy, densification. Second scheme shows general values from the period of 70-80s and present values.

Both outcomes then have been analyzed through Atlas.ti software to extract attributes, values, problems and challenges into “codes” in which later translated into qualitative analysis as a main method of analyzing and supporting method of quantitative analysis. The qualitative analysis then be analyzed through diagram network to

Methods



Makers & Academics Working Diagram

understand the correlation of each codes. On the other hand quantitative analysis is used to emphasize most mentioned codes and potentially overlooked codes into “Dendogram Heatmap”. Both methods of qualitative and quantitative then summarized into three main location ; Bijlmerplein, Hoptille, and Heesterveld. Value matrix also be used as part of the result to be compared to other stakeholders.

Results - Qualitative

Makers

After having collected the transcripts from the interview, the structuring and filtering of data was next. With the tool of Atlas.ti, it is possible to give certain codes to pieces of texts. These codes can then be put into matrices or diagrams to structure the data and discover links or a narrative. For the Architects and Academics network diagrams as shown in the illustration have been made. In blue mentioned are the attributes, in orange the challenges. Pieces of text, quotes or illustrations have been put next to it to make it possible to look up where the specific information is coming from. From the interviews that were taken, a few things came back multiple times when asking about the H-buurt.

The architects would start with the story of the original Bijlmer, the principles of CIAM, the separation of functions and the Highrise building blocks. This original Bijlmer had proven to be different than anticipated and lead to an amount of challenges. These challenges are made visible in the bottom part of the diagram. Moving on from the Bijlmer to the Anti-Bijlmer. The idea of highrise blocks was abandoned. New design solutions in the H-buurt were sought in the more familiar, trusted 4-6 storey blocks and smaller scale. However these new additions had later shown not to be able to withstand the colossal effect of the original Bijlmer. Besides that these buildings lacked physical qualities. Part of these Anti-Bijlmer blocks are Bijlmerplein, Hoptille and Heesterveld. Bijlmerplein was a bit different from the Bijlmer principles. Here housing mixed with shopping has been brought back, going against the ideas of separation of functions from CIAM. It was an experimental typology. Housing above shops, with the entrance on elevated decks on the back façade, accessible via the corners of the building blocks. This was done to create a continuous shopping street in the plinth. The Bijlmerplein has been mentioned positive when it comes to function mix, but challenges lay in the area

of feeling safe on the decks, social control and a lack of vitality in the area.

Hoptille is a long housing block of 5-6 storeys combined with single family homes at the front. Originally the Hoptille was designed as if it was turning its back to the Bijlmer. With a characteristic entrance which lead to one long internal corridor. Due to problems that raise from this typology, later additions have been made to the back. Now there are additional 'portiek' entrances and new stairs. The low rise of the Hoptille blocks in the form of single family housing innovative in the Bijlmer area in that period of time.

Heesterveld is consisting of mid rise blocks of 4-6 storeys with inner courtyards. Heesterveld is now known for the vibrant coloured facades. The buildings of Heesterveld were meant to be demolished and replaced with new buildings, but due to the economical crash in 2008 this plan was abandoned. Heesterveld has got a new identity by the signage used in the façade. The diagonal coloured facades are home to a creative community. By colouring the facades, the building functions as a sign, but features such as the vertical expressions of the balconies and detailing are lost because of this.

The network diagram has shown how the three neighbourhoods were formed and what characterizes them according to the group of the makers. More generally speaking about the H-buurt and even the Bijlmer a set of challenges was deducted from the collected data. These challenges are shown in orange in the bottom part of the diagram.

In the middle problems and change are shown. Problems is then divided in 'past problems', 'unsafe' and 'social problems' these came up from the collected data.

Past problems are from when the Bijlmer was created and lacked a certain quality, had a lot of vacant apartments, lack of infrastruc-

Results - Qualitative

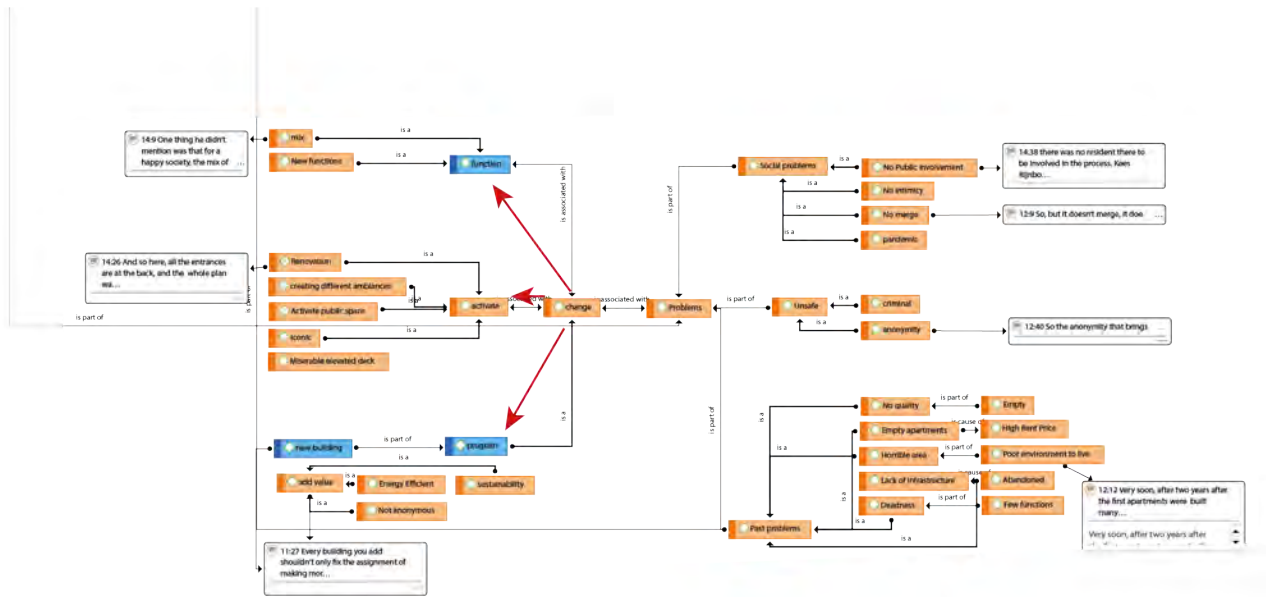
ture and amenities. This lead to abandoned places, a lack of function mix and a poor environment to live. These problems have (partially) been addressed over the years. Next is the unsafe feeling, according to the makers due to anonymity. Buildings all look the same, people can't recognize their own house from the street, creating an unsafe feeling. Last there are social problems which included a lack of public involvement, a lack of intimacy and merge. Furthermore there is the recently added pandemic situation. This could increase previous mentioned social problems.

On the other hand there is change visible in the area. Change of function, monoculture has been let go. A strict separation of the CIAM principles in not leading anymore and different functions can be in the same area. Activating is another mentioned code. Buildings have been renovated such as Heesterveld, creating different ambiances. The elevated decks at Bijlmerplein have been improved with new planters and dividers. The final code here mentioned with change is 'program'. When thinking of the future it is logical to think about densification. In this area new buildings that are being added shouldn't only focus on foresee in the housing need. New buildings should add value. Social values that stimulate interaction or economic/ecological values that focus on energy efficiency. Variation in building(typologies) could lead to more personalized buildings and tackles the challenge of anonymity.

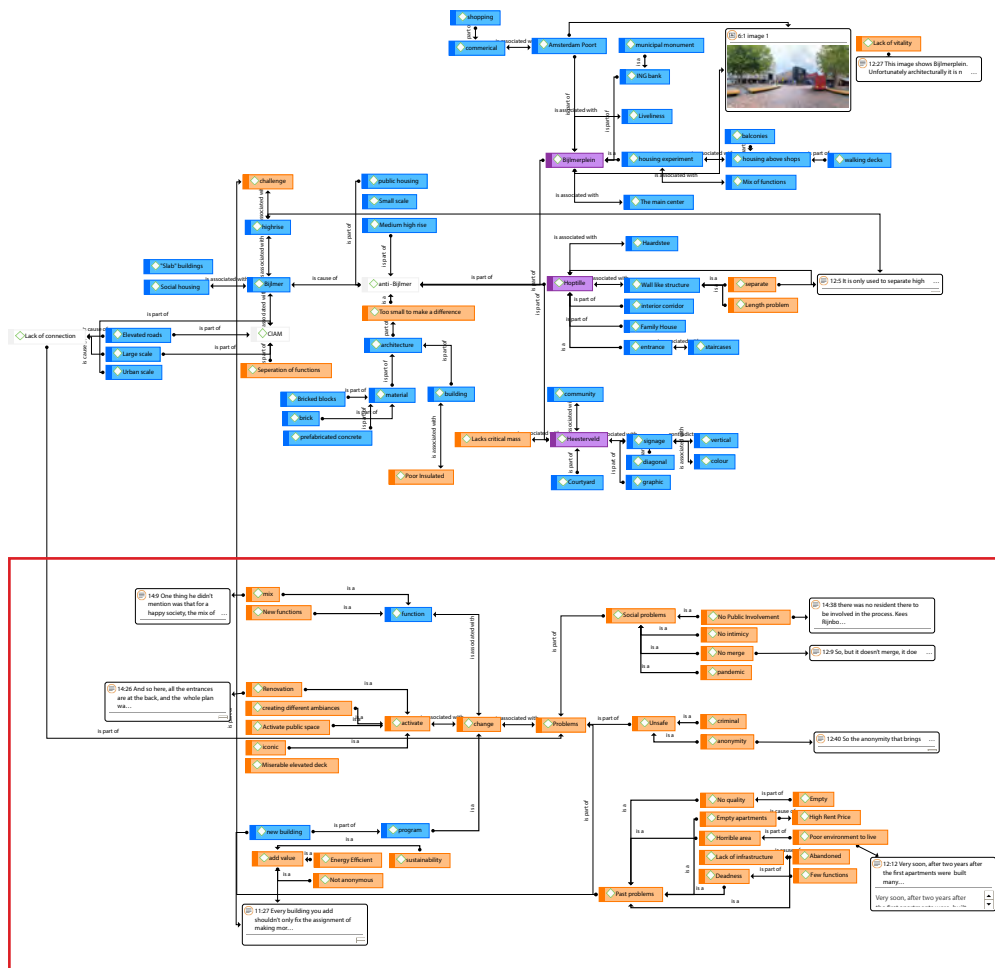
This network diagram is an interpretation from the data gathered during interviews with the makers of these areas. The diagram is a tool to connect the collected data and see what the attributes and challenges are and how they are connected.

Results - Qualitative

Makers Network Diagram - challenges



The diagram shows the challenges in the Bijlmer. Problems regarding safety and past problems on one side. On the other side the change that has been going on and opportunities for the future.



Overview of the complete network diagram, also visible in the Appendix.

Results - Qualitative

Academics

Academics' perspectives were collected by having interviews with the academics from different expertises and background to have various point of views. The academics were various from researchers of the Bijlmer area, architectural historian, 1 Million-homes department of TU Delft, and Journalist. The collected data were transcripts of interviews which later on were analysed through Atlas.ti.

Having similar methods to the maker's analysis, codes were extracted to become attributes, problems, and challenges. The network diagrams were generated to seek further correlation one to another codes.

In general, the academics were mentioning problems and challenges in broader perspectives. Academics mentioned the history of Bijlmermeer and how the problems occurred back then. The problems were accumulation of internal factors and the external factors. The internal factors for example the policy that allowed ex-convict to be allowed to live in the area in order to integrate to the "normal society" which ended up not quite successful. Other than that are the urban or building structures that allowed unused space lacking surveillance causing criminality and drug dealing in those areas.

Then those problems were followed by the explanation of what comes next to make it less problematic, for example management improvement, community involvement, social programs, demolition and renovation of the Bijlmer, and renovation of Heesterveld, and Hoptille that makes more controlled access and pleasant environment.

One of the improvement strategies in Heesterveld was to make the area have a creative identity by putting colours work in the facade of Heesterveld. Even the colours were associated with good changed and make pleasant environment,

Also the external factor that contributes to the improvement of the area e.g. changes of housing market and stock which make the area more desirable and also more facilities in the area. However, the colour itself was considered to hide the quality and grid rhythmic facade of Heesterveld.

In Hoptille the improvement takes place in the additional staircase that split the elongated building into several controlled access in the staircase. An academic also mentioned that during the design process, the public were involved resulting in the decision to put more desirable single family housing.

The mixed function of Bijlmerplein was mentioned to be positive values of the neighbourhood, offering facilities and lively ambience. It is also considered successful due to its ability to mix and attract people from different income groups which make the area more inclusive and resilient. The sand castle, apart from its architectural quality, was also appreciated as urban fabric that ties the area in Bijlmerplein.

The commonalities of these neighbourhoods were mentioned by the lack of connection and personalization on the ground floor due to the storage function. It blocks the seamless connection between private and public. The lack of green was also mentioned during the interviews.

Moreover, the academics pointed out the broader challenges in the future. Energy and sustainability issue were raised due to fact that the buildings were built during monetary crisis in 1970's resulting lack of financial supports that led to poor building quality, in which contributing to the building poor insulated and prone to maintenance issues. Future demography and more immigrants coming in the future causing housing scarcity (which is already happening) and issues of affordability and diversity. Currently the neighbourhoods have multicultural iden-

Results - Qualitative

Academics Network Diagram

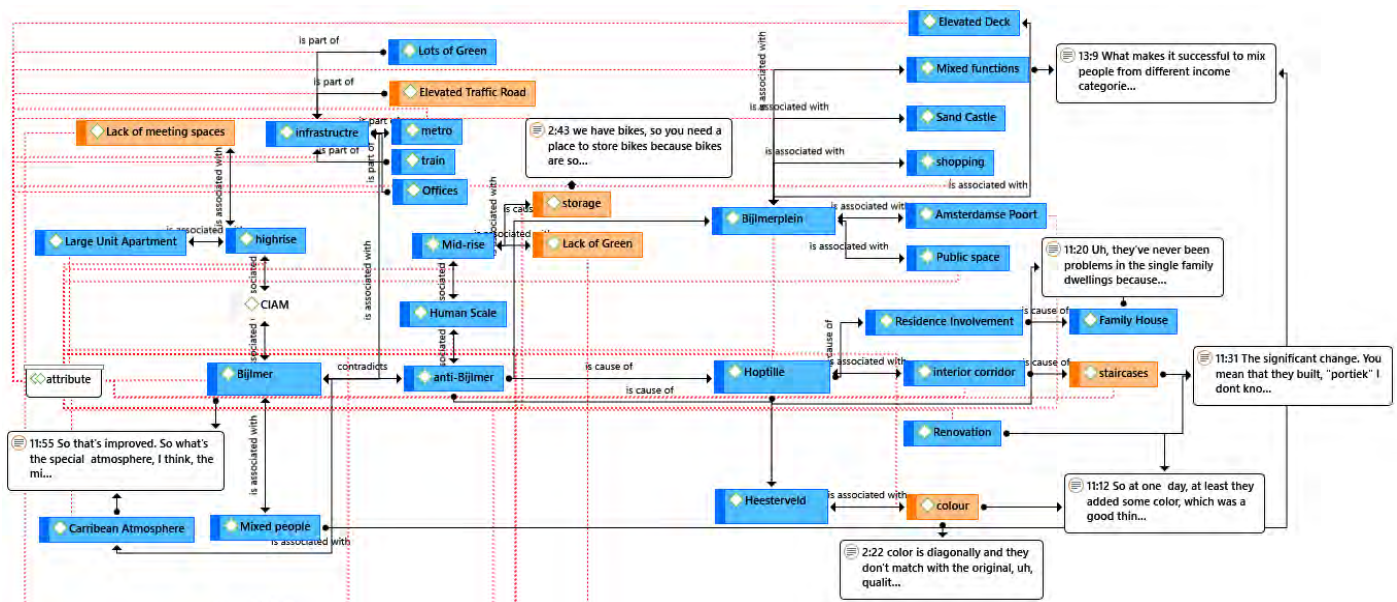
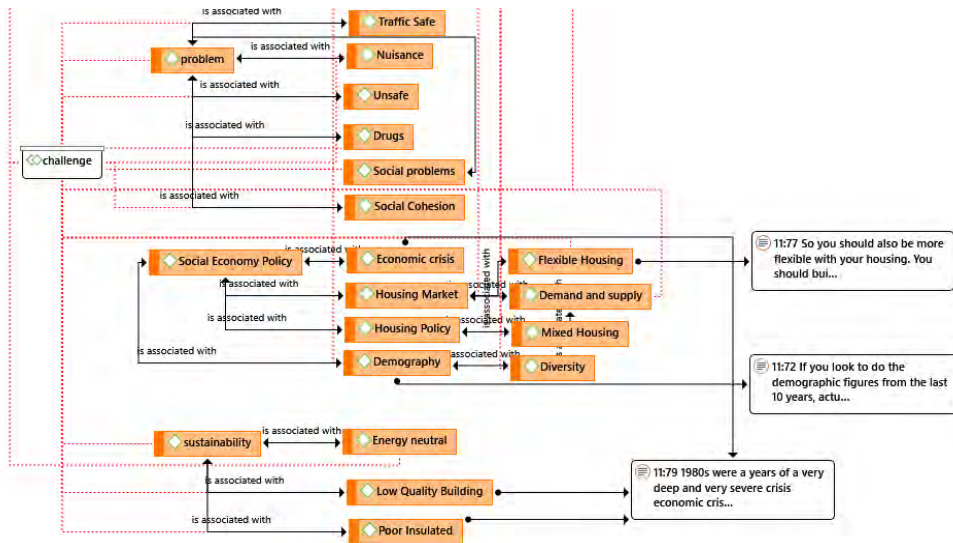


Diagram of the Challenges



tity, which was appreciated by the academics as “Carribean atmosphere”.

The architectural quality of the 1980s itself was mentioned to be something that is not the main strength from these neighbourhoods. However it has some building quality and potential to be transformed in the future.

Results - Qualitative

Literature

From the literature research some key features are more distinguished than others. In Hoptille project public participation was applied. Preference for low-rise buildings and small-scale, with a special desire for a possibility of social control in the public spaces and access. Hoptille was a special project in the Bijlmer that deviated from the high-rise flats which had been built there until then. Rijnboutt ascertained a demand for increasingly large private spaces and noticed a shortage of symbols in Bijlmer. The main attributes in Hoptille: low rise, unusual shape, variation of orientation of the blocks, distinctive use of colour sets, low-rise alongside, intimate inner spaces, connection by passageways, gallery and a footbridge as architectural elements.

Heesterveld

Heesterveld connects with Hakfort and Huigenbos, but has a completely different set-up. It was found out that four residential courtyards were enclosed by semi-high residential buildings, a design derived from the classic construction of apartment buildings. The 317 homes, varying from studio to 5-room apartment, open onto the courtyards through porches. The design is by architect Frans van Gool and the flats were built in response to the high-rise buildings in the Bijlmermeer. In the first decade of the 21st century, preparations for the demolition of the complex were prepared and a large group of students came to live in the area on temporary lease contracts. The flat to the north of Bullewijkpad has been converted into an artist community and operates under the name Heesterveld Creative Community. Various artists live and work here.

Bijlmerplein

The current square was completed in 1986. Interesting fact that The Bijlmerplein already existed before that, but was located at a different location. Shortly after the completion of the first flats in the Bijlmermeer in 1968, the Bijlmermeer Aanloopcentrum was created on the site of the current Vogeltjeswei district, south of the Bijlmerdreef next to the Gooiseweg. It was experimental at that time with uninterrupted shopping streets where entrances to the dwellings were located at the side. Elevated decks were a unique feature, which provided some privacy for residents. A wooden emergency shopping center on ground level with a number of facilities such as a bank office, police post house, fire station, information center and a temporary sports hall awaiting a definitive shopping center. This mix of functions were unique for Bijlmer and brought more life and activities for the neighbourhood.

Results - Quantitative

Qualitative analysis may be biased based on our narrow minded interpretation of the source. To reevaluate our interpretation and optimize the extraction of useful information out of ranges of sources, quantitative analysis by dendrogram heatmap presents the codes in relation to their frequency of occurrence from each actor. It reminds us of the important codes based on their high frequency of occurrence and the potentially overlooked codes, which is shown as a small patch of reddish colour within a bluish patch.

A dendrogram is a tree-structured graph used in heatmaps to visualize the result of a hierarchical clustering calculation with a heatmap presenting the intensity of each object from each source.

Dendrogram is a diagram that shows the hierarchical relationship between objects. It is most commonly created as an output from hierarchical clustering. The main use of a dendrogram is to work out the best way to allocate objects to clusters according to the level of relativity of each object. In this case x axis is the clusters of all 'codes' we extracted from Atlas, while y axis is the clusters of actors, like interviewees and literature sources.

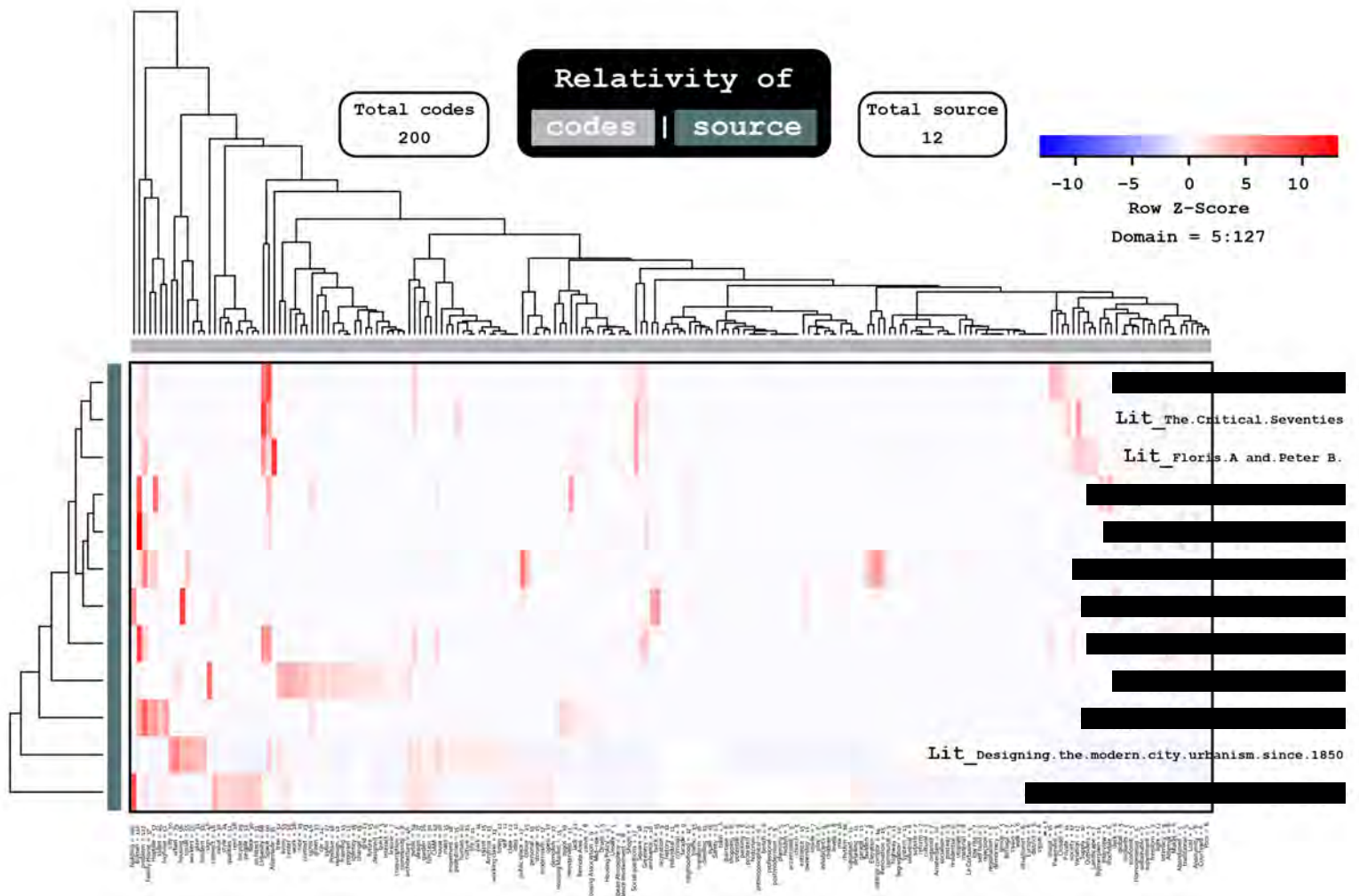
Heatmap cells reveal the intensity of the code in terms of frequency of occurrence from corresponding actors. It contains colors with the default color gradient sets the lowest value in the heat map to dark blue, the highest value to a bright red, and mid-range values to light gray, with a corresponding transition (or gradient) between these extremes.

How to read

The axis of links in a dendrogram represents the distance or dissimilarity between clusters while the axis of objects represents the clusters. The key to interpreting a dendrogram is to focus on the height at which any two objects are joined together. The smaller the height of the links that join each object together, the more similar they are.

To understand a heat map, it should be read as a cross table in which cells are visualised in a spectrum of colours. For instance, the cell in red is the code being mentioned the most from the corresponding actor, while the ones in pale blue is the least mentioned.

Results - Quantitative



Dendrogram Heatmap

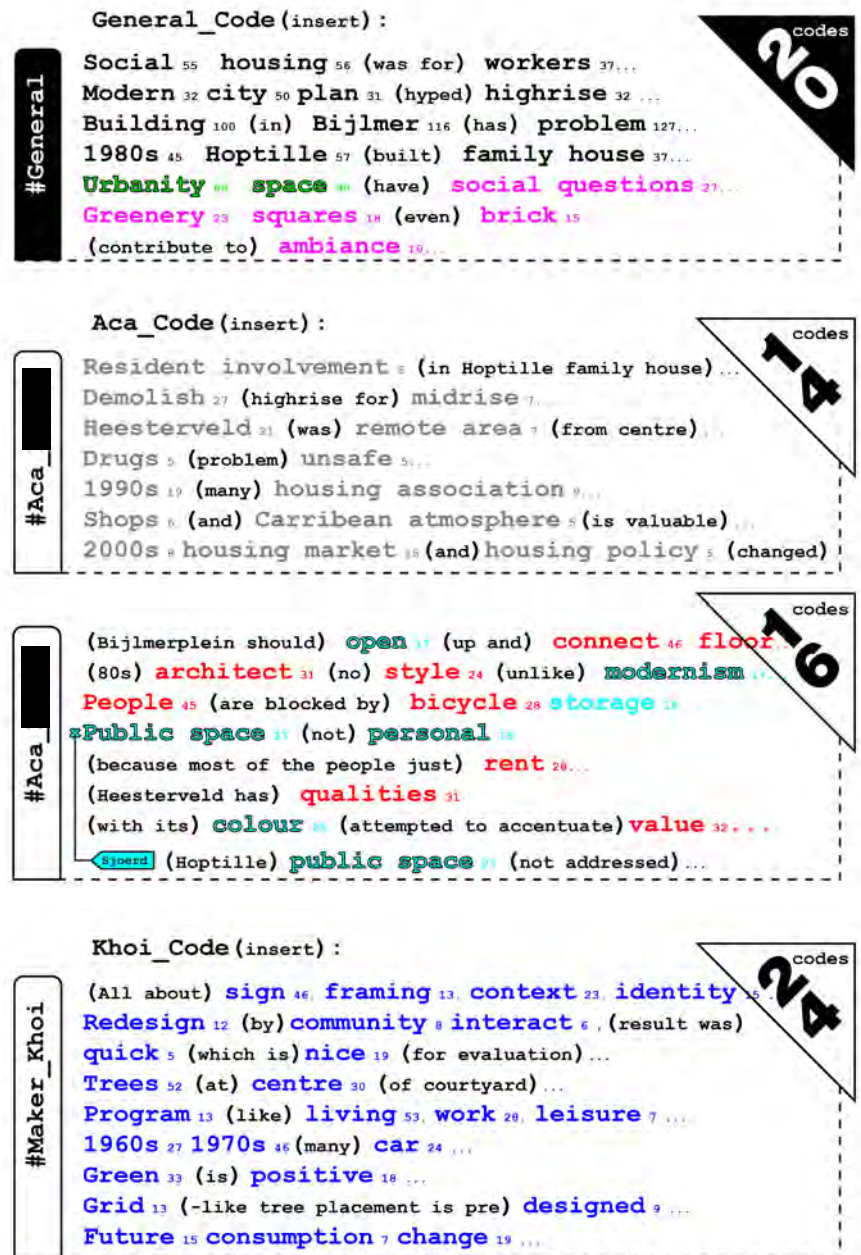
Interpretation

Code category

According to the dendrogram, clusters of different level of frequency of occurrence are highlighted in colour stripes at the side, in which they can be categorized from the level of 'ultra' to 'low'. If reddish patches are relatively spreaded out among actors, this means actors in general share a similar level of frequency of the corresponding codes. For instance, the 'black' group represents the important codes which are mostly mentioned by the general actors. On the other hand, codes from the 'blue' stripe, the reddish cells are mainly concentrated at the source from the architect. This means those are the codes that appear frequently from the source of Khoi, but not the others. Hence, those codes are the potentially overlooked codes which are emphasized particularly by Khoi, while others may not agree.

Interpretation

Sorting out the codes from different clusters, codes are then interpreted in a minimal way and arranged in a way to express the key message. Codes are inserted with 'additional information' to formulate the interpretation which forms a reminder of 'important codes' and 'codes potentially overlooked' when makers draw the conclusion.



Interpretation

Ultra_General_31-127

building = 100
Bijlmer = 116
problem = 127
Family House = 37
Hoptille = 57
1980s = 45
highrise = 51
city = 50
urban = 79
housing = 56
social = 55
workers = 35
plan = 31
modern = 32

Ultra_General_31-90

Urbanity = 68
Space = 90
Alkemade = 31

High_Khoi_7-46

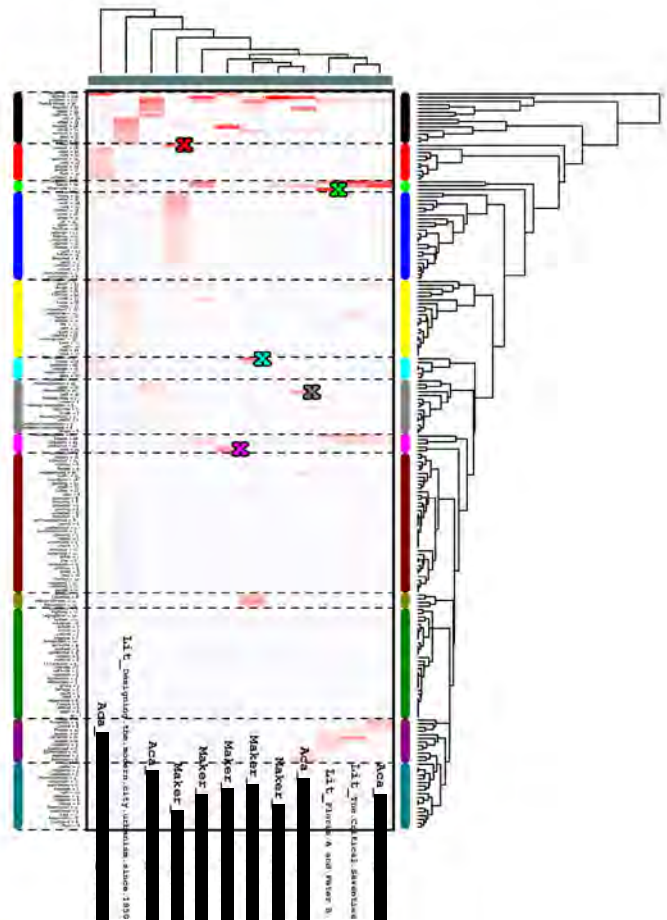
tree = 52
living = 53
center = 30
work = 28
nice = 19
context = 23
1970s = 46
green = 33
car = 24
1960s = 27
Positive = 18
redesign = 12
framing = 13
program = 13
identity = 15
change = 19
grid = 13
future = 15
designed = 9
quick = 5
interact = 6
leisure = 7
consumption = 7
community = 8

High_Marie_24-46

sign = 46
connect = 46
value = 32
style = 24
qualities = 31
rent = 28
bicycle = 29
people = 32
floor = 30
architect = 31

High_Design..._10-54

architecture = 46
public = 54
design = 37
garden = 26
function = 30
CIAM = 42
house = 18
mass = 15
movement = 18
pedestrian = 15
human = 10
culture = 11
life = 11
park = 14
1920s = 15
America = 13
working class = 13
town = 12
self = 12
class = 12
idea = 12



Medium_Marie_15-27

public space = 27
colour = 25
personal = 15
storage = 15
modernism = 17
open = 17

Medium_Frank_6-21

demolish = 27
Housing Market = 15
1990s = 19
Heesterveld = 21
lack = 22
Remote Area = 7
2000s = 8
Housing Association = 9
Mid-rise = 7
Drugs = 5
Housing Policy = 5
Unsafe = 5
Caribbean Atmosphere = 5
Residence Involvement = 6
Shops = 6

Medium_General_15-27

Social questions = 27
Square = 18
Greenery = 23
ambiance = 10
brick = 15

Low_General_6-17

recreation = 9
history = 11
individual = 11
criminal = 8
facade = 9
neighborhood = 17
traffic = 15
transform = 16
dwelling = 13
scale = 15
Safety = 12
train = 6
staircase = 8
shopping = 8
potential = 9
parking = 6
protested = 6
historian = 6
anthroposophical = 6
bench = 6
professional = 5
postmodernism = 5
planning = 5
hidden = 5
accentuate = 5
church = 5
entrance = 15
ownership = 11
inside = 7
play = 7
inhabitants = 9
children = 8
levels = 8
mix = 16
rhythm = 10
supposed = 11
detailing = 11
garage = 11

Low_Sjoerd_5-15

builders = 5
Elevation = 8
interior corridor = 14
Renovation = 15

Low_General_5-11

communal = 9
highway = 11
Segregation = 10
system = 11
industrial = 8
suburb = 7
reform = 7
cultural = 7
organise = 7
Amsterdam = 10
socialism = 9
postwar = 9
residential = 9
utopian = 9
material = 8
Le Corbusier = 5
low rise = 7
self build = 5
rejection = 5
regionalism = 5
democracy = 5
group = 5
Berlage = 7
1940s = 7
walk = 6
situationist = 6
Europe = 6
district = 6
1930s = 6
air = 6

Low_Aca/Lit_5-17

Image = 16
Pavement = 9
Closed = 8
Private = 11
society = 17
Variation = 17
Supply = 10
Outsiders = 5
Landscape = 7
Bijlmerplein = 11
interview = 5
Rochdale = 6

Low_General_5-12

deck = 6
global = 5
migrants = 5
economic = 5
Homogeneous = 5
sustainable = 7
experiment = 7
freedom = 7
light = 12
Intimacy = 9
Attempt = 6
Market = 6
Abandoned = 5
traditional = 5
Lost = 7
Anonymity = 8
Courtyard = 6
Poor = 6

Conclusions

The Remediation

To understand the changes and what happened in the H-Buurt, it is essential to take a bigger scope and refer back to what was the embryo of the Bijlmermeer. It was a modern movement of architecture and urbanism translated to CIAM (Congrès Internationaux d'Architecture Moderne) in the first half of 20th century. The idea of a future city with separation in housing, working, recreation, and traffic.

Bijlmermeer was a translation of what egalitarian living was. Which means that everybody has equality. The highrise complex with abundance of green in between and elevated road are the manifesto of this modern principle. However the good ideal intention did not align with the real situation. Along with the external factors of monetary crisis, housing stock in Netherland, immigrations, housing policy, lack of facility in the neighbourhood, also the rise of criminality in general causing problems and declines of the Bijlmermeer.

H-Buurt (Bijlmerplein, Hoptille, Heesterveld) is an attempt to improve and remediate Bijlmer neighbourhood. The ideology of these neighbourhood is contrast to the CIAM principle. The ideology then changed towards more traditional city concepts, with focus on human scale by halving the height of 11 storey highrise Bijlmermeer of H-building.

Different ideas and concepts were applied to Bijlmerplein, Hoptille, and Heesterveld. Bijlmerplein aimed for mixed use function of shopping street and dwellings. Elongated Hoptille meant to distinguish between high-rise H-building to single family houses. Heesterveld aimed for intimate space in its courtyard with its variation in height. These different identities create different neighborhoods but still have the same notion as the Heterodox from CIAM.

The bigger problem of Bijlmermeer is too complex to change by having these three buildings. Moreover the bigger problems

Modern Movement
Modern Functionalism in 50s



Bijlmermeer
Highrise
Modern Functionalism in 50s



Anti-Bijlmer
Mid/lowrise
70s back to traditional city concepts

3 HETERODOX



Heesterveld
Courtyards
Variation in heights
Medium-rise

Hoptille
Low-rise
Medium-rise
Clear distinguish

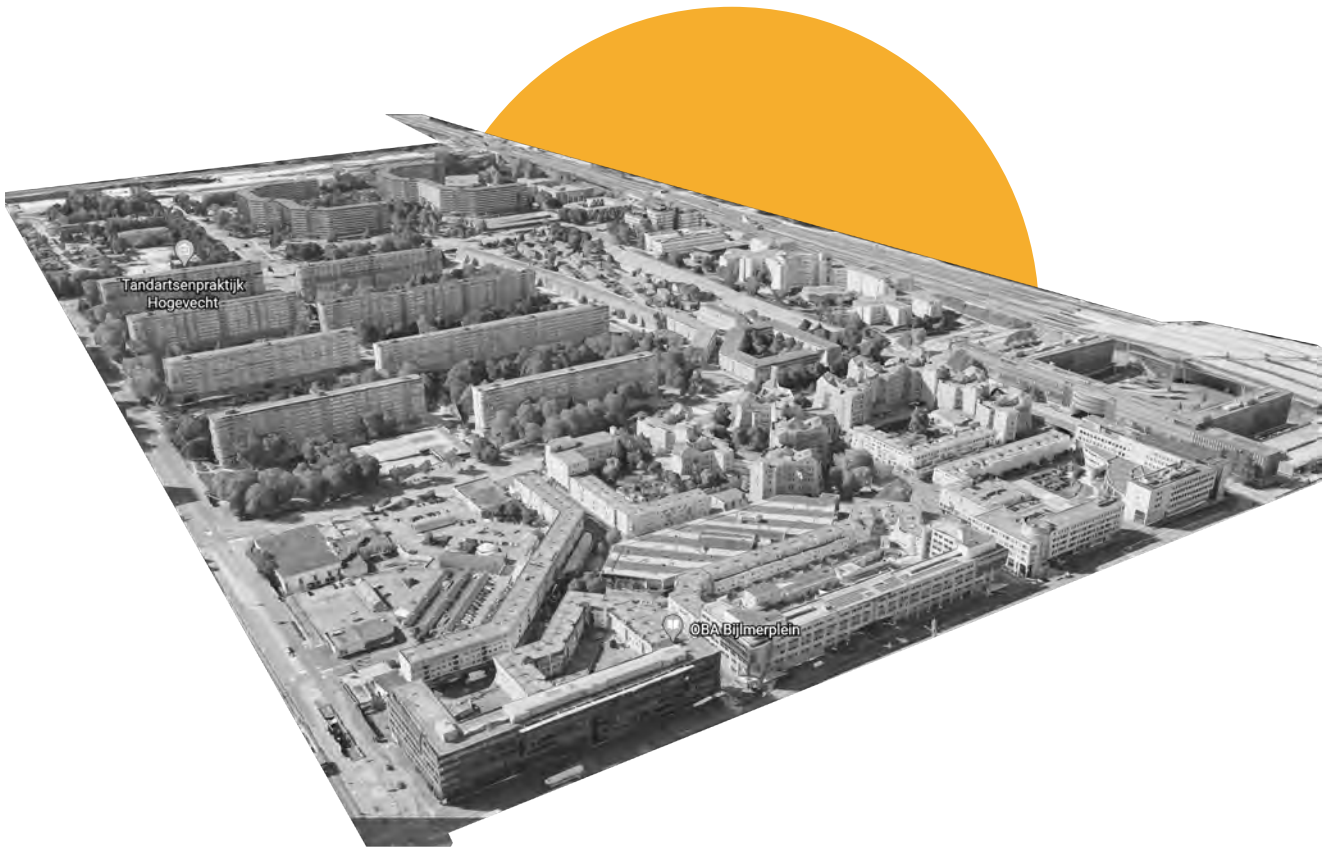
Bijlmerplein
Elevated decks
Public square
Mix-use



NEW CHALLENGES
Public/private
Social inequality
Climate adaptation
Mix-use functions



Conclusions



of Bijlmermeer overshadowed these neighbourhoods and pulled down facing similar social problems. Various attempts were made to make these 3 Heterodox in better conditions. Renovation was made in Hoptille by removing the problematic inner corridor to different controlled entrances. Heesterveld by accentuate to have creative identity by renewing the face of the building to be more colorful. Bijlmerplein also faced the similar problem in its elevated decks, and now in the renewal process of these decks to create better ambiance.

Nowadays with the leftover problems still, Bijlmerplein, Hoptille, and Heesterveld are facing new challenges. These three neighbourhoods have poor building quality and lead to poor insulation and maintenance problems. The more commonality in these neighbourhoods is the lack of connection in the ground floor which will become a

challenge in the future renewal. Moreover, the dynamic of demography and housing scarcity in the Netherlands put bigger challenges, apart from the potential from these neighbourhoods.

Challenges in General H-Buurt

- Three neighbourhood area **too small to make a difference**
- **Separated infrastructure**
- **Poor quality of building** of 70s - 80s (Poor insulated)
- **Lack of ground floor connection**
- **Lack of public space quality**
- The dynamic of **Housing Market and Demography**
- **Multicultural neighbourhood**

Conclusions

Bijlmerplein

Bijlmerplein is the only one neighbourhood that have **mixed-function typology** with its shopping area on the ground floor. The elevated residential on top of the shopping area attempts to have **direct connection** with the elevated street level in the bigger neighbourhood. This mixed-function was an experimental typology with **putting entrances of the dwelling on the side** of shopping street to create uninterrupted shopping facades. Bijlmerplein also has its own **public squares** around the “Sand Castle” which are appreciated.



Challenges

- **Vacancy** of shops
- **Lack of greenery** and too much paved surface
- **Elevated decks** have no quality for residents
- **Poor connection** between square and dwellings

Hoptille

Hoptille is also one attempt to create more pleasant environment by **cut half the height** of Rechte H-Buurt. Elongated block had the concept of creating inner corridor to create interaction among residence, but ended up with more problems. However the elongated building is translated as barrier and bridge from 11 storeys Rechte H-Buurt to the single family houses. It also aims for **enhancing interaction in the shared public spaces** in between the elongated building and the family houses. The facade of the elongated building has the **aesthetic idea of classical facade** in attempt to accentuate the public space in front of it. In contrast to the modern CIAM idea with slab facades. On the other hand, the single family houses were a result of **community participation** in the design process, resulting in a more desirable type of housing and less problem.



Challenges

- Elongated building **separates area** into two atmospheres/zones
- **Lack of mix use** and mix functions
- **No distinction** between public and private spaces
- **Lack of ownership**
- **Greenery is not personalized** and humanized
- Swapped **“Front” and “Back” side** which is the opposite direction from the initial idea.

Conclusions

Heesterveld

The idea of having 4-5 storeys building aimed for more **human scale** environment. Moreover, the enclosed building arrangement is something that is appreciated to create **intimate space** in the courtyard. These attempts are based on more **traditional typology** of medium-rise housing contrary from the idea of Bijlmer. Other than that, the facade had architecturally speaking, a rhythm by the use of the **prefabrication concrete panels**, which were quite innovative for that time. The **new colour accentuate the creation** of a new identity of Heesterveld. However, these new colours of renovation are considered to **hide the values** of the innovative prefabrication concrete panels and not align with grid rhythm of the facades.



Challenges

- Renovation that **improves the identity** but still align with the initial idea of the architectural intention
- **Poor connection** with public realm
- Ground floor is **not personalized**
- **Lack of different functions**

Reflection | Challenges = Ideology?

Modern Functionalism in 50s	70s back to traditional city concepts	Expectation in 70s/80s	Actual returns
Egalitarianism	Individualism	Safety	Segregated neighbourhood
Perfect blue print - pure encapsulation of CIAM ideas	'Improvised' planning and remediation	Responsive to neighbourhood problem	Heterodox neighbourhood
New cities - linear, open, and clean. reused of 'garden city' green	Traditional urban form - human scaled	Social interaction and cohesion	Low density urban structure Less public spaces
Four function: dwelling, work, transportation, and recreation - CIAM	Five spatially orienting elements: path, edge, node, district, landmarks	Space > function	1. Unevenly distributed program 2. Poor quality public space
Skyscrapers with great view, highrise	Single family house, lowrise	Matching housing demand, 'Normalise' living	Low density building Had progress in liveability
Cosmic spaces	Intimate spaces	Closer neighborhood	Poor communal space
Concrete	Brick	Dutch vibes	Hybrid materiality

Past

Present

RESULTS

Government

Introduction

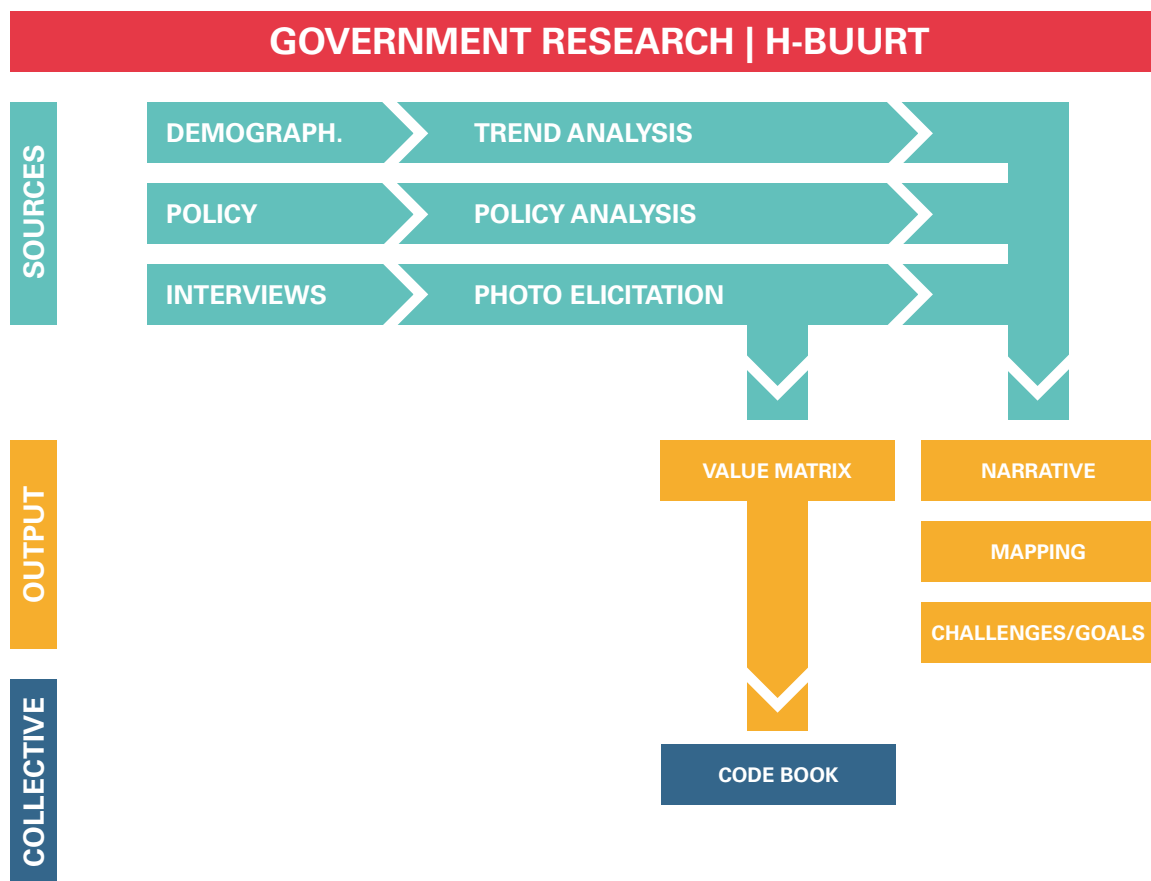
Government

The government stakeholder group focussed on policy and the perspective from multiple branches of the government of Amsterdam. The main sources for the research were desk research and research by interviews following the collective method by provoking statements through showing each interviewee the same set of photos of the H-buurt. Statements that would then be coded for “values” across all stakeholder groups.

Overview of data

There are 4 distinct data sets that were used as input for the research.

- The narrative overview of the past policies in Zuidoost
- Demographic data from both Zuidoost and Amsterdam
- Policies focussed on Zuidoost and H-buurt that are part of the current governmental plans for these areas
- Interviews that were transcribed. One with Marnix van der Dussen, projects manager at municipality of Amsterdam and Paul Chin, neighborhood coördinator of H-buurt.



Methods

Policy and demographics cross-examining

The objective of the research was to find past policy programs of Amsterdam relating to Zuidoost and H-buurt and to test their effectiveness. By making a parallel study of statistical data. Hoping to find that certain policies or certain interventions would show a change in the progression of societal parameters, like for example: income or unemployment.

For the past policies we used two sources: Anonymous (2016) and Projectbureau Vernieuwing Bijlmermeer (2014) that both laid out a complementary list of events that, for the study, summarized well enough the different developments that Zuidoost and H-buurt had undergone.

For statistical analysis the point was to stretch as far back as we could to follow the progression from the beginning of Bijlmermeer up and to today. What we ended up finding were the annual statistics named Amsterdam in Cijfers, each edition from 1980 till 2019.

Only for the information on immigration peaks did we consult other sources.

What this information allowed us to do was to cross examine [show a diagram of how that works] and find correlation between certain events or policies that occurred and the resulting effects on the population of Zuidoost.

Mapping of policies

The second method was to locate the aims and goals of existing plans and policies for the current and future state of H-buurt. By going over the area planning of Amsterdam (-Gemeente Amsterdam, 2018 and 2020) and listing all the different policy parts, and then structuring those by area and attributes and buildings. Through this we found specific target locations that are directly influenced

by these policies that we would then mark in a 3D map of the 3 segments of H-buurt that will be the case study locations for all our studio design projects: Bijlmer-Centrum, Hoptille and Heesterveld.

The lists of policies could then be further separated into three themes: 1. social policy, 2. development plans and 3. citizen initiatives. Marked by red, yellow and blue respectively.

Feedback through interviews

The interviews done with Marnix van der Dussen and Paul Chin (the interview with Kees Somers is planned Friday 13th of November, so unfortunately did not make it into the report) were firstly to gather the collective data for coding. And the extraction of values from the stakeholder statements. But the interviews also served as a way to reflect on the narrative of the stakeholder. To possibly find discrepancies between what we found through web research and the perspective of the people that were interviewed. So the feedback from the interviews further influenced the subjects we would study in the cross-examining of policy and demographics.

Results

Policy and demographics cross-examining

Through web research and the interviews we decided on gathering information based on the socio-economic position of Zuidoost compared to Amsterdam. The rates at which numbers declined or increased per parameter were then compared to the developments that had taken place and then attempted to find correlation between the events and the number shifts.

Crime and unemployment

First we took a look at the crime filings of Amsterdam in general and found a staggering doubling of the filings from 1970(35280 filings) to 1975(61346 filings) to then double again by 1985(132327 filings). What exactly accounted for this rapid rise in filings is hard to pinpoint on one factor. It is partially the increasing effectiveness with which the filing was being registered. But also perhaps the already low average income of Amsterdam at that time. And migration of a large number of people from less developed countries could have attributed to more tension and crime taking place.

For Zuidoost as well as Amsterdam crime has gone down incredibly in recent years. From 124.969 filings for Amsterdam of which 17.047(13,64%) in Zuidoost in 1994. To 80.186 of which 8.091(10,09%) in 2018. This drop was most notable from 2004 to 2008. At this time the enormous redevelopment and renovation of the Bijlmer was up and running. And money was being invested in maintaining order and liveability. Relocation and repositioning of buildings could together have contributed to this large change. Although there was a little increase in filings around 2014 the number has again declined parallel for both Zuidoost as Amsterdam.

This parallel decline showed that it was not just the case for Zuidoost thus the redevelopment may not have been the cause of all the change. We found that in 1994 the unemployment for Amsterdam(80089) as well as Zuidoost(13057, 16,30%) was very high. And that the unemployment in 2018 is as low as it has been in decades for Amsterdam(23000) and Zuidoost(2000). The correlation between crime and unemployment is seen to be very stark and evident in this case.

Income and education

What we saw when we looked at income for Amsterdam and Zuidoost is that before 2000 Zuidoost made roughly 90-100% of the income per person compared to the average person from Amsterdam. But after 2000 that slipped to 78% in 2007 and 70% in 2017. The average income of a person in Amsterdam is 35500 euros whereas in Zuidoost this is 24000.

What seems to account for this is the rather high percentage of high schooled(dutch HBO/WO) population in Amsterdam. In 2012 39% of the population of Amsterdam had an HBO or WO degree. Whereas in Zuidoost this was only 19%. And in 2017 that number rose to 45% in Amsterdam and only 21% in Zuidoost.

The risk with Amsterdam becoming increasingly more expensive to live in is that a large portion of inhabitants of Zuidoost will no longer be able to afford living there.

What accounts for this difference between Zuidoost and Amsterdam is hard to say but it is likely that the popularity of Amsterdam in the world and economy has made it a place where many highly educated people try to find a job and a home.

Results

Population and Migration

The population of Zuidoost from the start of the Bijlmermeer grew (from when we were able to gather information) from 54484 in 1982 to 88358 inhabitants in 1990.

Already early on the population was ethnically diverse. The population of ethnically Suriname people was 11937 in 1982 and 22009 in 1990 and climbed to 26410 in 2000 which is the number around which its population remained till now.

The population of people ethnically from the Antilles were 757 in 1982 to 4966 in 1990. Which is the number at which the population remained until it declined only recently from 5033 in 2004 to 4597 in 2008 and 4363 in 2018.

Still the overall population of Amsterdam and Zuidoost has been climbing since 2008. Amsterdam from 747290 inhabitants in 2008 to 854316 in 2018 and Zuidoost from 78922 in 2008 to 87999 in 2018. A growth that the stagnating percentage of the previously most representative non-western ethnic groups can not account for.

The number of ethnically Dutch has declined in Zuidoost ever since it dropped harshly between 1990 and 1994 (from 68% to 38,5% of the population) and has not risen as of late either (still around 22768 inhabitants, 25% of Zuidoost).

So a new group of people must be settling in Zuidoost and Amsterdam. This happens to be a rich mix of firstly Western Europeans (UK, Germany, Italy) and North-Americans (USA) and Southern-Asia (India) making up the bulk of newcomers. And secondly a smaller number of Middle Eastern (Turks) and Eastern Europeans (Bulgaria, Romania and Russia).

In the most recent in and out flow diagram of Amsterdam in Cijfers (2018) it is shown that for Zuidoost in 2017 more ethnically Suriname inhabitants leave Zuidoost (-306). As well as ethnically Antilles (-43) and Dutch (-261). But there is an increase of “rest non-western” (+130) as well as an increase of western inhabitants (+501).

Property

In the 80s, Amsterdam had a large private rental stock, which consisted largely of cheap housing. And so the stock corporation grew strongly and increased the proportion of owner-occupied homes. The property division in Amsterdam showed an increase in recent years in the proportion of owner-occupied and private rental housing and a decrease in the corporation held in the city. In 2019, the housing stock consists of 30.8% of owner-occupied housing, housing association homes are 40.7% of the stock, and the remaining 28.5% are homes that are rented out by private landlords.

In Southeast a larger share of the housing stock is rented out by housing associations. The shift from sale to private rent is seen in Zuidoost clearly. Shift from property sectors course, not simply because of inhabitants and also by new construction.

Results

Mapping of policies

Mapping of the policies resulted in 3D maps that provide core information regarding the policies surrounding the 3 areas of H-buurt.

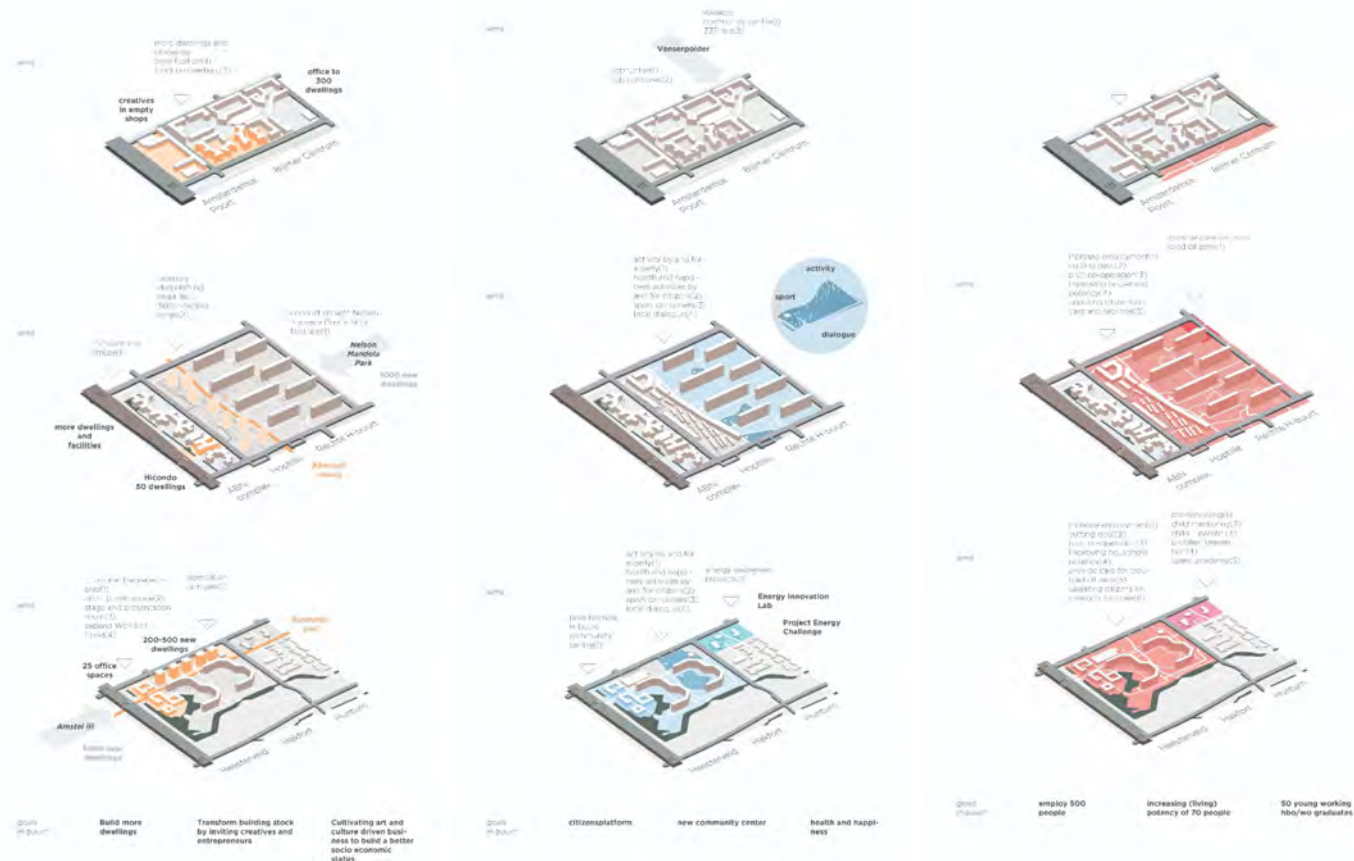
Based on social policies we found there is a big need for higher employment rates and level of education.

Amsterdam set goals. Of employing 500 people for a year to do maintenance jobs in H-buurt as a way to overcome a period of unemployment towards the job market. Increasing the living potency of 70 people: in quality of life, or by helping people be more self supportive. And through helping 50 young people acquire a higher level of education(dutch: HBO/WO).

But also providing children with help through pre-schooling, development programs and introducing talent competitions. Educating the parents through the children as well.

Development plans in H-buurt stretched from transformation of the Zandkastelen in Bijlmer Centrum to redevelopment of the parking garages at Heesterveld to make way for new housing. Ultimately Amsterdam is building more housing in and around H-buurt. The plans would result in densification, increased multifunctionality and a branding of the businesses that have arisen in Heesterveld. Creatives, entrepreneurs and young people are invited to boost the neighborhood further by giving them a place at Amsterdamse Poort and Heesterveld. Making those the two most prominent hubs for economic activity.

Third are the policies on citizen initiatives. By instigating activity for elderly, and all citizens around sports and dialogue. Creating facilities like a community center and places to keep outdoor sport equipment. There are also energy awareness projects at the schools, educating the children on topics that they can then communicate to their parents.



Results

Interviews

As for the interviews, they were conducted over Zoom. The whole conversation would be transcribed and coded through Atlas.ti. These codes, especially regarding the photoset would make it into the photomatrices. The codes represent the values, extracted from the statements by people in different branches of the municipality of Amsterdam. The values were then listed under the five photos: x2 Bijlmer Centrum, x2 Hoptille and x1 Heesterveld.

Bijlmer centrum

What stood out most in Bijlmer Centrum was the social value, for the role it has as a meeting place. It is very spacious and allows for sitting and shopping. There is also aesthetic value attributed to the large space and the green of this square. Though there are also challenges regarding drug dealing and vacancy in stores.

On the dwelling decks one story above ground floor, we learned there was a problem with housing many vulnerable groups. People on welfare mostly. This is a challenge for Bijlmer Centrum. The stone cladded playground on top of the stores are difficult to maintain because people do not take responsibility for them. And also aesthetically it is deemed dull and grey.

There is also a problem with people feeling unsafe when walking to their homes at night.

Hoptille

The photo also shows Rechte H-buurt which served us a lengthy story by Paul Chin on the more negative subsurface issues in that vertical neighbourhood. Like drill rap forming violent youth gangs, and drug related issues in the hallways of Rechte H-buurt. Now, fair to say he acknowledged there can exist a two world phenomena where one group does not experience any of the downsides of the area. He also said that because of what the community endures there is a strong social

endurance. And people look out for each other and support each other. Paul simply stressed the delicate balance between crime and a good level of livability in this part of H-buurt.

In Hoptille, on the west of rechte H-buurt the buildings were perceived as boring. Where accessibility by car seemed a problem so that cars would take pedestrian lanes. Though like mentioned before there is a high social resilience and people asked for a community garden which was provided. This shows the intention of the people to gather and be part of the community.

Heesterveld

On the story of Heesterveld we had two very distinct conversations. Marnix van der Dussen on the one hand explaining the housing situation. How Amsterdam is planning to replace the garages with 200-500 new dwellings. And the conversation steered to how this would affect the younger people in the neighbourhood. Whether in the plans there would be a place for them in the form of low cost housing. Which Marnix admitted is a hard problem in Amsterdam. There are limits to how social they can be when it comes to housing prices. So there is a fear that for certain people of H-buurt the new houses will not be affordable. And a gentrification could take place.

While the story of Paul Chin celebrated the fact that this Heesterveld complex, that was up for demolition, became a breeding ground for creatives and small businesses that now you would not dare to get rid of. It is an example of things that can happen in H-buurt.

The buildings are aesthetically pleasing, and though not liked by all, they give a new identity to the place. Paul Chin described Heesterveld as the sunshine in the story of H-buurt.

Conclusions

The conclusion to the findings is that there are many social challenges in H-buurt. But other challenges like crime are on a decline. Crime may not be as much a result of the area but more a problem for Amsterdam in general. That is becoming less of a problem as a result of higher rates of employment.

Amsterdam knows this to some degree which is why it is so focussed on employment in the plans for developing neighborhoods(dutch: Ontwikkelbuurten). As well as focussed on levels of education. Knowing that this will increase the economic situation of the citizens and give them the best chance of not having to move because they can no longer afford to live in Zuidoost. Because it is certain that Amsterdam will densify and change Zuidoost to house more people and find a better mix of living and work.

Despite the challenges of H-buurt(rechte H-buurt) there are also a lot of chances for growth and progress(Heesterveld). Through stimulating small businesses and youth. And by helping people in trouble find a better position in life Amsterdam tries to fix the socio- economic gap between Amsterdam and Zuidoost.

RESULTS

Owners

Introduction

Owners

This chapter focuses on the stakeholder Owners. This is one of the six heritage markets taken from Howard (2003). According to Howard, the owners are engaged with the built environment and objects, in other words; tangible elements. The owners are not just private parties or people, they can be governments and organisations, too. This market is concerned with economic stimulation of an area and gentrification. Other important topics are privacy, security, and finance (p.104).

In this research, the owners have been defined as owners of the real estate property, not of the public space. In the H-buurt, the public space is owned by the municipality of Amsterdam and this is covered in the stakeholder's chapter Government. The research is also focused on the five different neighbourhoods of H-Buurt, including Bijlmerplein.

For the research, it was important to interview from different perspectives within the stakeholder. This way, the interviews contained different professional - and even personal - backgrounds to cover, hopefully, all reactions, opinions and therefore values from the owner's perspective.

The interviews were all held with employees from Ymere. This housing corporation owns the housing in Bijlmerplein, Hoptille, and Heesterveld. It is an important stakeholder in the area. The intention was to also interview employees from other owners in the area, such as CBRE, but due to the time constraint it was not possible to plan the interviews.

The chapter will start with the applied methods and then move on to the results. Most of the raw results are included in the appendix. After the results, the chapter will conclude with some conclusions related to the stakeholder.

Methods

The structure of the research is divided into two parts. The first is explorative background research. This is followed by interviews in order to gather data directly from the stakeholder. During the interviews, three different methods were used. These were then analysed and led to conclusions.

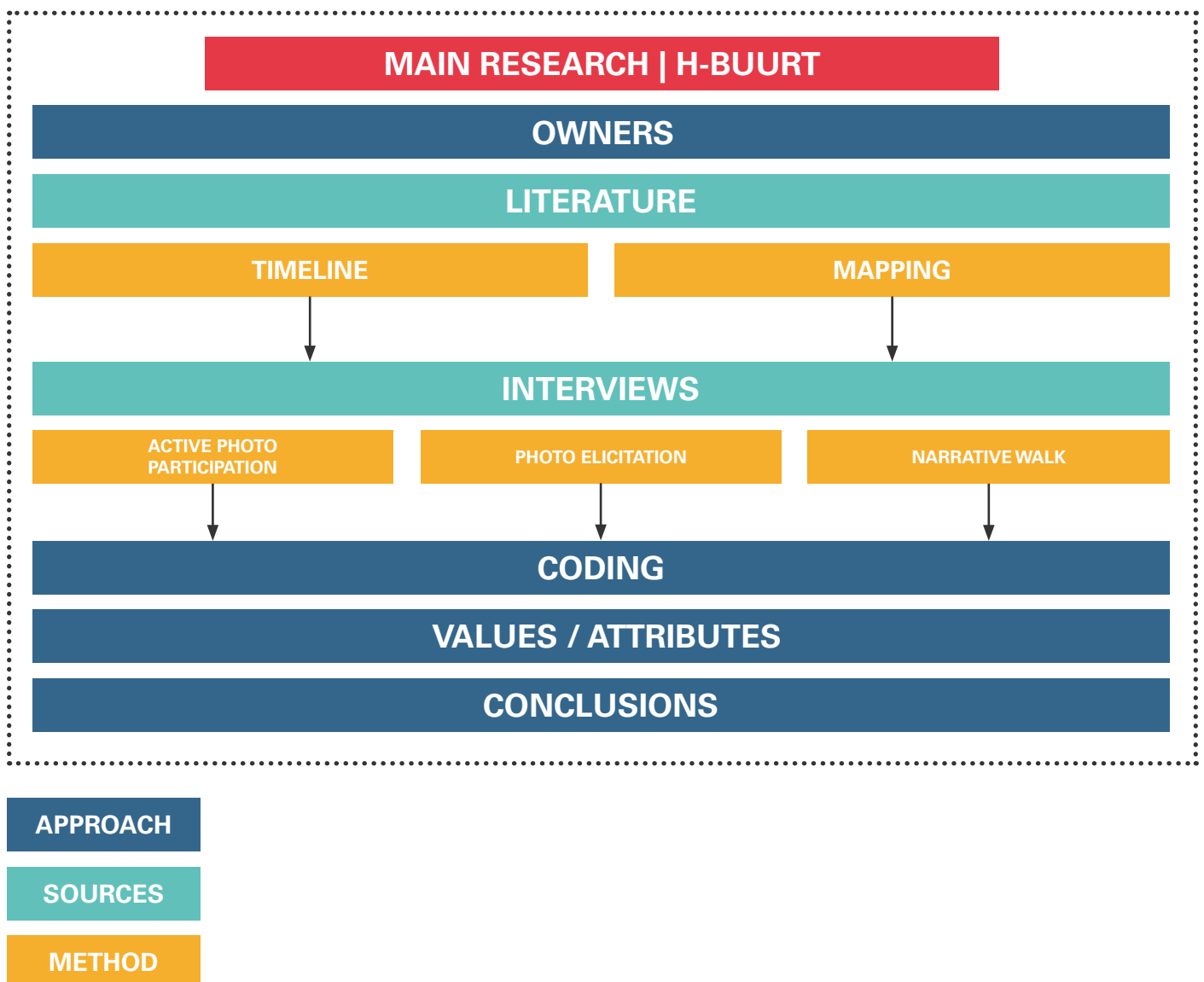
The background research is desk research and covers two topics. The first is research about the practices and visions of housing corporations throughout history in the Netherlands. The second topic is about ownership in H-buurt: Who owns what building and what kind of building is it? This research formed the basement on which the interviews could be conducted.

Five in-depth interviews were conducted with a range of job descriptions within Ymere. The in-depth interviews techniques were based on the text from Hennink, et al. (2020a). Tips on how to formulate the questions and how to structure an interview were used in the preparation of the meetings. In order to get the interviewee comfortable and to get the interview started, the interviewees were asked to bring three photos of the H-buurt (icebreaker interview question) These photos were related to their personal connection to the area and gave immediate insight in their important topics. The interview followed with some personal introduction by the interviewee in order to establish essential background information. This included their job description, duration of employment by Ymere, and place of residents. The next part of the interview was the photo elicitation. This is the collective method used by all stakeholder groups. The interviewees were asked to describe the photos and to point out negative and positive elements. The goal was to get a personal reaction to the photos shown. Those reactions allowed us to gather valuable information of possible owner related focus points. Only the first five photos of the collective photo set were used. This was

because the first two interviewees did not have anything to add about Heesterveld after discussing photo five. The sixth photo did not provide new information. The interviews were concluded by asking the interviewee about their future vision for the H-buurt.

The next step in gathering data was a physical narrative walk with three of the interviewees. The goal of the walks was to confirm the values mentioned in the earlier interview and gather more in-depth information. The route of the walk, and therefore the important elements, was to be determined by the interviewee. During the walk, photos were taken of important elements mentioned by the interviewee. This was a good documentation tool and gave more insight into their perspective including the individual values and attributes (Gabrielle, 2005).

Methods



Results

Timeline

There is a long lasting tradition of housing associations in the Netherlands, which is crucial to understand for further research and interaction with the Owners themselves. The gathered information over various decades shows the evolution of housing associations, how housing developed in general and can be connected back to Ymere, which is one of the first Housing Associations in the Netherlands. All this historical information can be displayed best in a timeline showing important steps in a chronicle order.

The timeline gives an overview from the very beginning of housing associations to what they are and represent today. This includes important milestones in history like the housing act in 2015, which had a huge impact on the operation of housing associations. Parallely, the timeline shows the past of Ymere, the beginning, the evolution and the vision they represent nowadays. The timeline functions as a background information source, so the topic can be understood and the owner's perspective correctly interpreted (Beekers, 2012; Lans, van der, et al., 2016). The timeline is in appendix Owners A.

Mapping

An understanding of the vision and operation of housing association has been obtained through historical research on a national scale. The area specific research into housing associations, their presence and the types of housing they own in H-Buurt zooms in and gives an understanding of the housing stock in the neighbourhood.

Three maps - functions, property owner, and housing types- show an overview of existing housing.

Functions: Most of the building stock is monofunctional housing (red), with the exception of Bijlmerplein and one building block in Heesterveld, which include commercial function on the ground floor while housing occupies the upper levels of the buildings (yellow). The western part of the area (close to the train tracks) offers office spaces (blue).

Property owner: There are three different housing associations present in H-Buurt. Ymere, Rochdale and Eigen Haard. Ymere, which owns the majority of Bijlmerplein, Hoptille and Heesterveld is the most present of these three. Rochdale owns the high-rise buildings in the rechte H-Buurt and the "Honeycomb" buildings in Hakfort, which are also high-rise. Eigen Haard owns the two buildings in the northern part of Hoptille, which are located between Bijlmerplein and the long building of Hoptille (City of Amsterdam, n.d.).

Housing Types: This map visualises what type of buildings per neighbourhood are present. Hoptille and Bijlmerplein have only social housing units, while Hoptille, rechte H-Buurt and Huntum have a mix between social housing, non-regulated rent and owner occupied housing. For Hoptille, this is mostly due to the offices in the area (Alle Cijfers, n.d.a-d). The maps can be found in appendix Owners B.

Results

Value Matrix

The photo elicitation provided us with many codes that are mentioned and give an overview of important topics. The coding itself, as a quantitative method, can be used to define values by quantity but also by quality. By defining various groups, those values can be used to analyse values on a larger scale. Therefore, a value matrix for each photo is used to give an overview of the values mentioned by the owners of low-mid-high value.

All value matrices are in appendix Owners C.

Photo 1:

The focus in the first photo lies on the public space. The possibilities for seating are highly valued, just as the no-social interaction. The openness of the space, the urban scale and the intimacy is valued low. The “stoney” character of the space is seen rather critically. In general there is a strong focus on tangible rather than intangible attributes.

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL
SITE			WELL VISITED			
SURROUNDINGS	NO UNITY			80s ARCHITECTURE		
STUFF			PRESENCE OF BIKE LANES			
SURFACE				AESTHETICAL INCOHERENCE LACK OF		
AMENITIES		COMMERCIAL AREA LACK OF HORECA	PRESENCE OF COMMERCIAL AREA SHOPS			NEW INTERNATIONAL BUSINESS SCHOOL
SCALE	BUILDING SCALE OUT OF PROPORTION URBAN SCALE NO INTIMACY	NO INTIMACY		URBAN SCALE BUILDING SCALE		
TYPOLOGY	DIVERSE TYPOLOGIES					DIVERSE TYPOLOGIES
SPACE		PUBLIC SPACE LACK OF PLACES TO LINGER	PUBLIC SPACE			
STORY		DIVERSITY IDENTITY				
SOCIAL		(UN) PROUD TENANTS NO SOCIAL ISSUES SOCIAL INTERACTION				
SERVICES	WELL MAINTAINED					WELL MAINTAINED
VISION	RENOVATION		RENOVATION CENTRALIZATION REDEVELOPMENT			REDEVELOPMENT CENTRALIZATION
ATMOSPHERE		DAY - NIGHT LIVELINESS LACK OF SAFETY				

Results

Photo 2:

A strong focus on materiality can be seen in this photo. The greyish materiality in the overall photo is seen as improvable. This connects to the mentioned lack of greenery and the appearance of mostly stoney surfaces. Furthermore, the quality of maintenance is valued low. The fact that there is the possibility for activities is appreciated by the Owners. At the same time a lack of activities is mentioned in regards to the non-use of the playground. This was mentioned in context with the construction, which has been built too late to be of any use for the children living close by. The ownership by tenants is seen improvable by the stakeholders. They acknowledge the fact that they can play a role in improving this feeling.

Photo 3:

The transition between high-rise and mid-rise was mentioned with low value, as well as the accessibility of the mid-rise housing of Hoptille. The presence of activities is of high value, connected to the busy traffic going on. The lack of activities was mentioned in the same photo. This can be traced back to the greenery that is not used, but is assessed with low value. The presence of trash cans is appreciated, but also criticized due to its location next to the housing. Therefore, the presence of trash cans is seen as indifferent, but depending on the questioned person within the owner group.

Photo 4:

Presenting itself in a recognisable envelope, the 80's architecture of the left building is highly valued, even if the architectural incoherence in the photo is of low value. Something that sticks out is the human scale between mid- and low-rise which is highly appreciated. Social factors on the other side are seen as more critical. The lack of ownership by the tenants and the lack of responsibility is lowly valued. It seems that the appreciated public space is in strong contrast to the neglected private gardens.

Photo 5:

Heesterveld is seen rather positively, which is represented by the high value of an attractive neighbourhood, even though architectural incoherence is mentioned multiple times. The presence of places to linger and the openness of the area is highly valued, but the responsibility of the Government seems to be seen critically by the owners. The creation of a hotspot in the area through the redevelopment is seen as very positive.

Results

Value Table

From all the value matrices, a quantitative table can be made.

This analysis gives an overview of the types of attributes and values used by the Owners the most and the least.

It is clearly visible throughout all matrices that tangible attributes (upper part of the matrix) are more mentioned than intangible attributes (lower part of the matrix). In total they are represented almost four times more often which should be seen in relation, since there are twice as many tangibles than intangibles. Historical values don't play a very important role for the stakeholder. They were not mentioned. Also political values are not much represented. In general, the number of tangible and intangible attributes is divided more or less equally over the five photos.

Narrative Walk

The narrative walks have been visualised in two different ways, maps and value matrices. For each walk a map is made that shows the

exact route of the interviewees. The numbers indicate important elements along the way. These can be found in appendix D.

The mentioned elements were put into the value matrices in order to analyse the occurring relations between values and attributes. From these matrices, conclusions have been drawn. These are surprisingly very similar to the ones of the photo elicitation. Tangibles are more often mentioned than intangibles and historical as well as political values are barely addressed. "Amenities" have not been a topic during the walk itself, but the attributes such as "Stuff", "Surroundings" and "Space" have been discussed quite extensively by the owners.

This shows that the focus was not only on tangible things but also on spatial use in general. The Owners centre their values around the vision of how places function and how they should function in theory. Connections between buildings and the public space need to be strengthened to optimise use of public spaces.

VALUES	1	2	3	4	5	
Ecological	6	7	7	6	4	30
Social	8	6	6	4	5	29
Economic	7	6	5	5	5	28
Aesthetical	3	5	5	5	3	21
Historical						0
Political	4	1	3	5	3	16
	28	25	26	25	20	

Attributes	1	2	3	4	5	TOTAL
TANGIBLE	20	20	21	20	15	96
Site	1	0	0	0	0	1
Surroundings	3	1	5	3	3	15
Stuff	3	4	4	1	1	13
Surface	1	3	2	2	1	9
Amenities	3	3	2	3	1	12
Scale	3	1	1	1	1	7
Typology	4	4	4	5	3	20
Space	2	4	3	5	5	19
INTANGIBLE	8	5	5	5	5	28
Story	1	0	0	0	1	2
Social	1	1	1	2	1	6
Services	2	1	0	1	0	4
Vision	3	2	2	2	2	11
Atmosphere	1	1	2	0	1	5
Past/present/Future	0	0	0	0	0	0
TOTAL	28	25	26	25	20	124

Conclusions

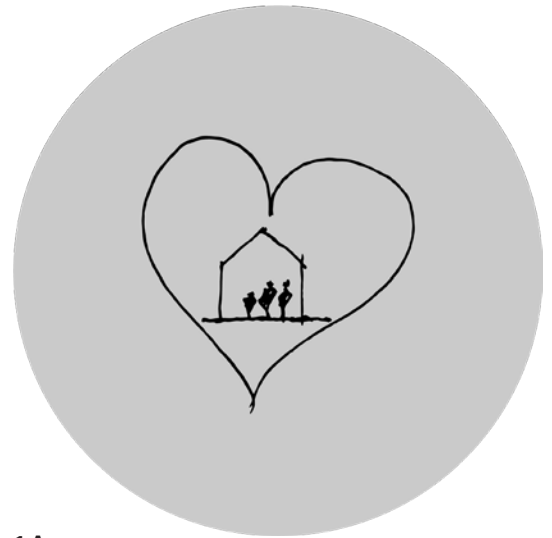
After analysing all the data gathered through the different methods, the value matrices, and the narrative walks, it seems that the owners have three main topics that they are most concerned with:

1. (Dis-)Connection:

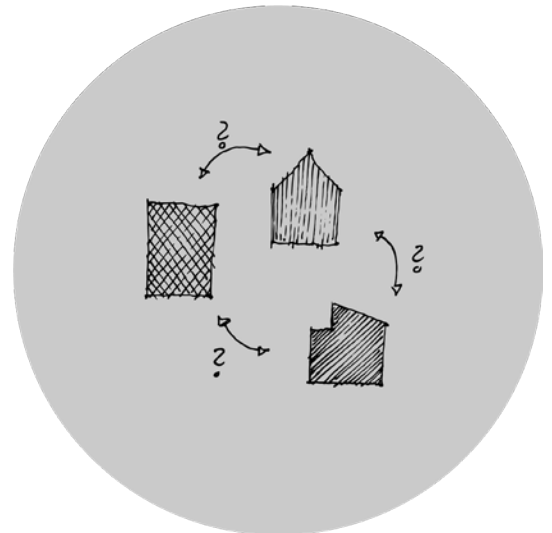
A. The diverse typologies are highly valued by the owners. Especially the human scale of Hoptille represented by the one family homes seems to be of high importance. The diversity of housing types on the other hand lacks an overall vision which connects all three neighbourhoods.

B. The connection of the three identities within H-Buurt seems of high importance without a proper solution to the problem. The missing vision can also be discussed in connection with the transition of public and private space.

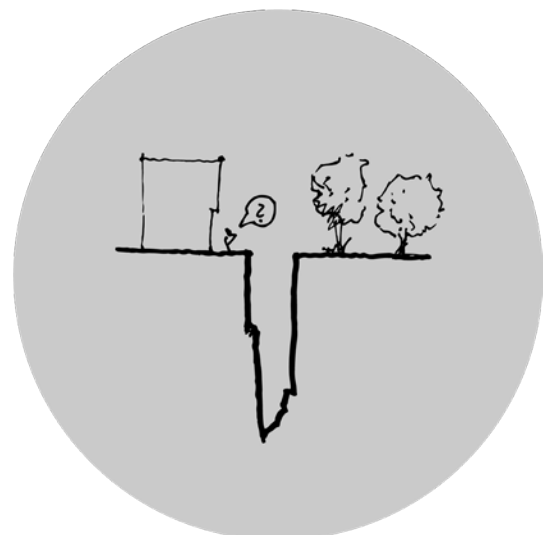
C. The disconnection of public spaces within the neighbourhood is a problem in the eyes of the owners, which seems connected to the lack of responsibility by the municipality.



1.A



1.B



1.C

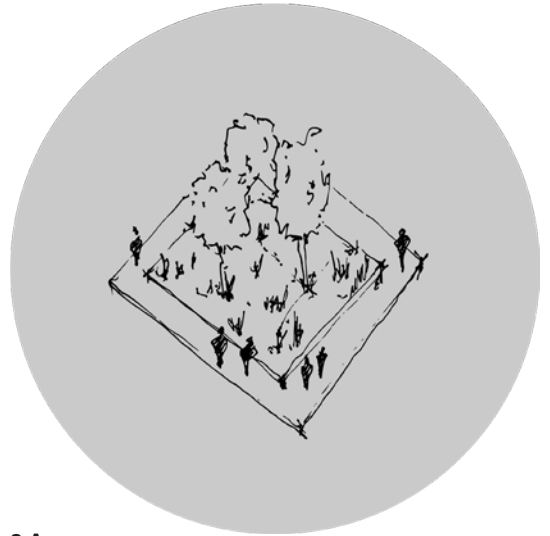
Conclusions

2. Appearance:

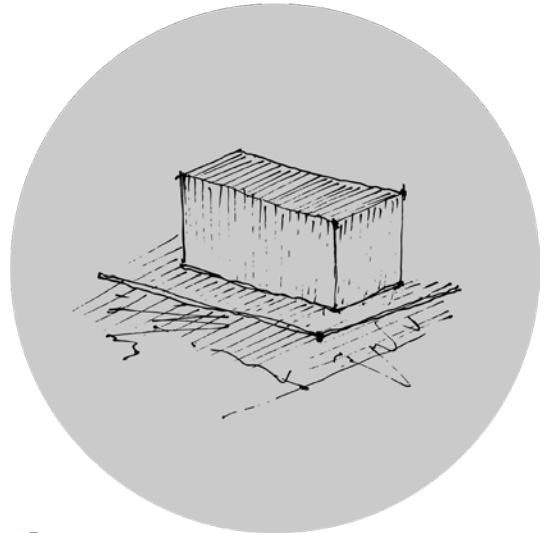
A. The second theme deals with the looks of the neighbourhood. The greenery is mentioned often as unused, there is no clear vision and the spaces are poorly maintained. All those things have been discussed by the Owners and are not appreciated, even if the quantity of green spaces is there.

B. A lack of both greenery and variety in materiality of buildings seems of importance to the Owners. A lot of paved ground, stone facades are not appreciated and would like to be changed.

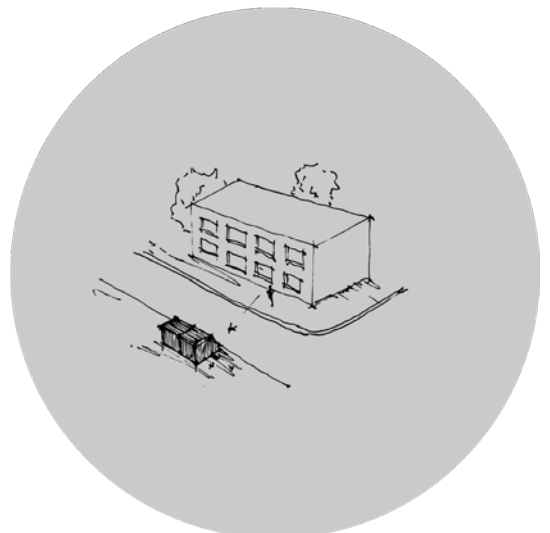
C. The existence of trash cans within the neighbourhood is highly valued, but the placement is seen rather critically. The position next to housing or even in the middle of the sidewalk is not optimal and gives opportunity for improvement.



2.A



2.B



2.C

Conclusions

3. (Mis-)Communication:

A. The last theme acts on a social level. During the interviews as well as during the narrative walks, there was the feeling of concern towards the misuse of public spaces. Defined as “hanging spaces” this results in social problems within the neighbourhood. Owners see the use of public space problematic and an opportunity for the neighbourhood.

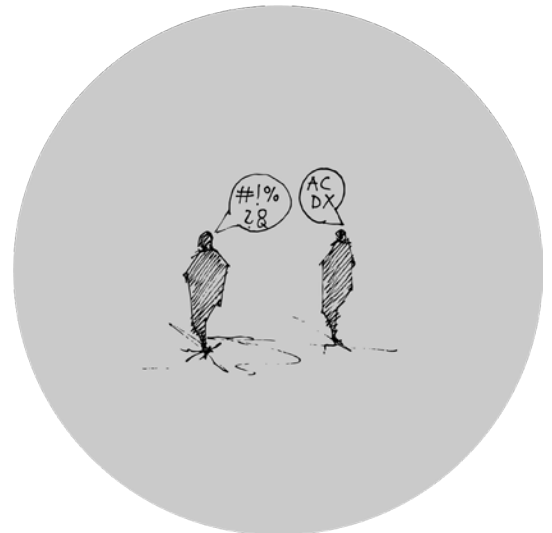
B. The social disturbance is also related to trust issues between different parties. It seems like the communication between the Owners and the municipality is improvable and could offer solutions to some problems.

C. The mentioned disconnection between private and public spaces can also result in safety issues. Mentions were especially closed off plinths, which don't allow “eyes on the street” which is something that needs to be changed.

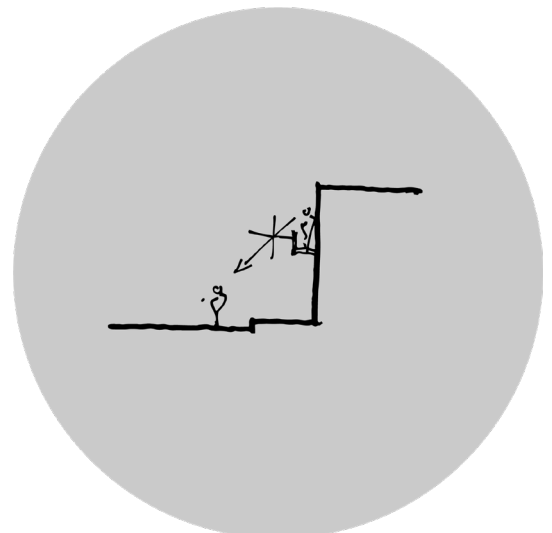
In general, it can be said that the public spaces are of high importance to the owners, even if they have no direct influence on it. The quality of housing is dependent on the quality of the public spaces, their interconnection and how they can be used. Therefore, a good communication between owners and the municipality is needed to introduce change, but the communication of the owners to residents and the other stakeholders is also crucial, so they become “Bijlmer believers” and are included in creating a vision for H-Buurt.



3.A



3.B



3.C

RESULTS

Users

Introduction

Users

The users group focused on the perspective of the people who live or work in the H-buurt or visit the H-buurt for a different reason. The participants in the users group are therefore divided in two groups: insiders and outsiders. Insiders are people who work or live in the neighbourhood and outsiders are visitors or tourists. These groups are indicated throughout the research, so the results of the two groups could be compared

The aim is to understand what the current users value in the H-buurt, so these can be taken into consideration for the design project. The values of the users are determined by extracting attributes from the interviews and connecting values to those attributes. The research question for this part of the research is: What are the values and attributes of the residential neighbourhood and buildings in the H-buurt from the users perspective?

For the research two sources were used, interviews and social media. The interviews were mainly conducted in person and the social media research was done online. These two different media were used in order to get a complete overview of all opinions.

For the first source, interviews, four types of interviews were conducted. In the first week a basic set of questions was used to get a general idea of the opinions about the area. This information was used to create a more detailed set of questions and a collective set of photos, which were used for the online questionnaire in week two as well as the in-depth interviews. This photoset was simultaneously used for further street interviews. For the second source, social media, information was gathered on Flickr, Instagram, and Facebook. The information consisted of pictures with hashtags and comments.

In this part of the report, an overview of the gathered data from the users' perspective is provided. First, an overview of the quantitative and qualitative data is presented in this chapter. After this overview, the social media research is explained, including the method and the results of this source. The method and results of the interviews are explained after the social media research. Lastly, the conclusions of the social media and the interviews are presented.

Overview Data

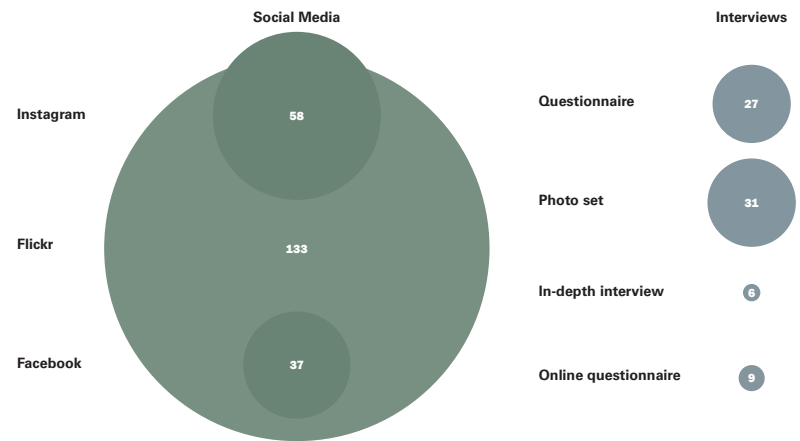
Quantitative

For social media, three sources were used: Flickr, Instagram and Facebook. Flickr and Instagram had a similar approach by using photos. In total almost 200 photos were used, 58 images from Instagram and 133 from Flickr. The approach on Facebook was slightly different, 37 posts for Facebook were analysed. Data was collected from Facebook community groups by analysing the posts including the comments, often a discussion between participants of the community group.

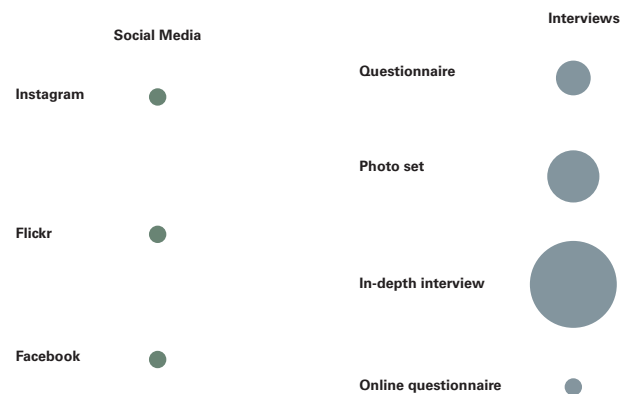
The interviews were divided into four types of interviews: a questionnaire (27), a photost (31), an in-depth interview (6) and an online survey (9) with a total of 64 live interviews and 9 online surveys. From all live interviews 26 were held at Bijlmerplein, 19 at Hoptille and 13 at Heesterveld. The percentage of male-female interviewees was almost equal with a total of: 48% to 52%. Most of the interviewees were users with a percentage of 53%, 25% were workers and 19% were visitors.

Qualitative

The social media sources gave less useful and qualitative information than the interviews. The amount of data that could extract from a picture was limited. For the interviews, all three types of live interviews were meaningful during every stage of the process. Especially the in-depth interviews resulted in a large amount of data. The results of the online questionnaire were on the other hand less useful. The answers were generally short and not too specific. Furthermore, this method did not give the ability to react to the given answers and ask more in-depth questions.



Quantitative value sources



Qualitative value sources

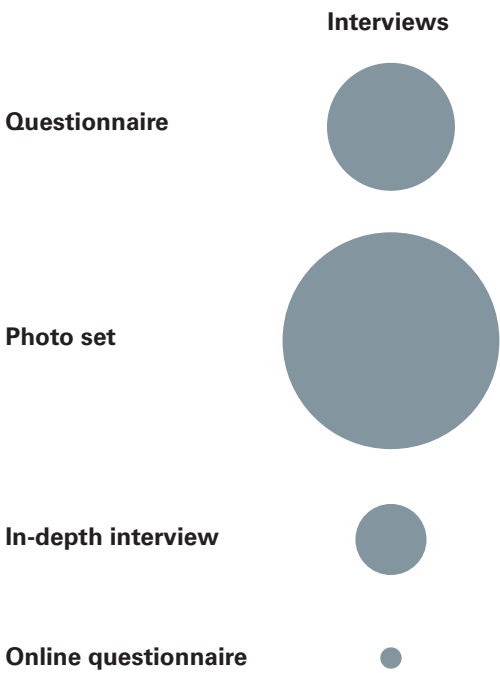
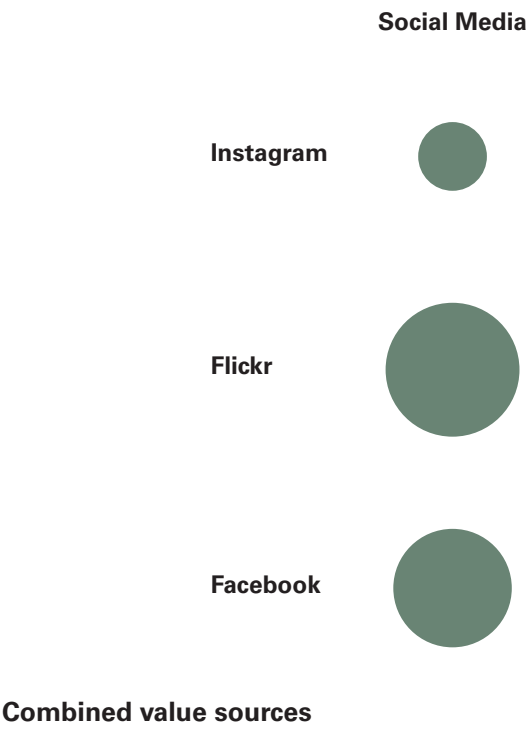
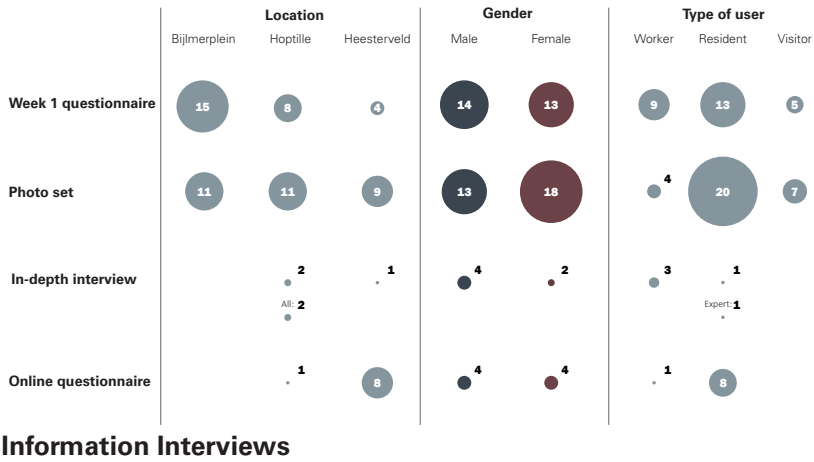
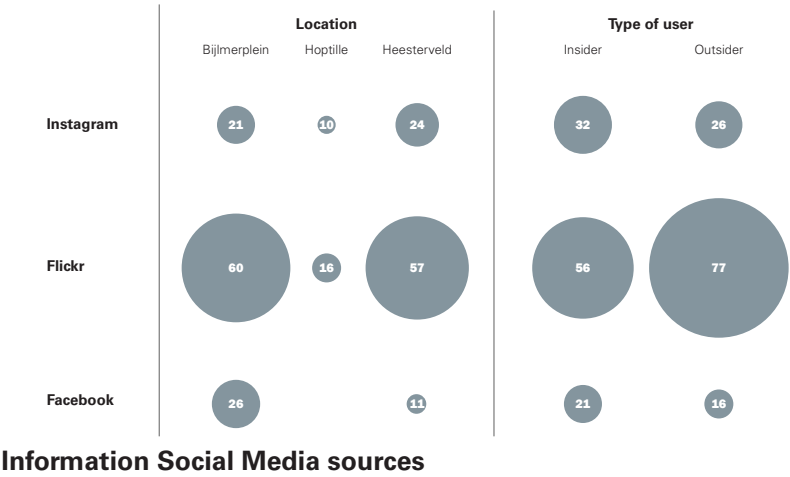
Overview Data

The collected data for both social media and the interviews was diverse. For social media, several sources were used, hashtags and community groups were used to find a diverse set of images and posts.

The interviews were held at different times, on different days on all three locations. During the interviews, a variation of age and gender and type of user was applied. However, this could only be controlled to a limited extent, because as a participant in public space it is often impossible to predict. Finally, the group of 7 teamed up in 3 smaller groups, these smaller groups switched locations regularly, to eliminate the style of interviewing as much as possible.

Quantitative vs. Qualitative:

The focus of this research was on the interviews. The high degree of qualitative data received from the interviews in combination with high amount of responses makes this data very valuable. The social media research offered the quantitative addition that provided insight into the appreciation of users who have not been interviewed.



Methods Social Media

The social media research methods were conducted differently depending on the characteristics of each social media. On Instagram and Flickr, images, user types, text, tags, and location were collected in raw data. This data was interpreted by extracting the values and attributes related to the posts.

The collected data of Instagram and Flickr was first sorted in a table and then applied to an ArcGIS map according to the location. At this point, the shape of each pin displayed on the map represents the user type, and each pin contains information about the images and tags. This information was converted to a hot spot map and a tag map through the analysis tools of ArcGIS. In the last stage of analysis, the tag map was separated according to the three areas to analyze each tag's context.

Unlike Instagram and Flickr, Facebook data was collected through local Facebook groups. Through posts and comments posted by Facebook groups, each group's values and attributes were analyzed. The collected data and analysis results were presented through collage.

Results Social Media

For presenting the results of the Social Media research, a combination between visualisation and text was made. In this way the results can be compared and differences and similarities were made visible.

Instagram and Flickr

In the case of Instagram and Flickr; the raw data that the images and hashtag data provided were transferred into matrices.

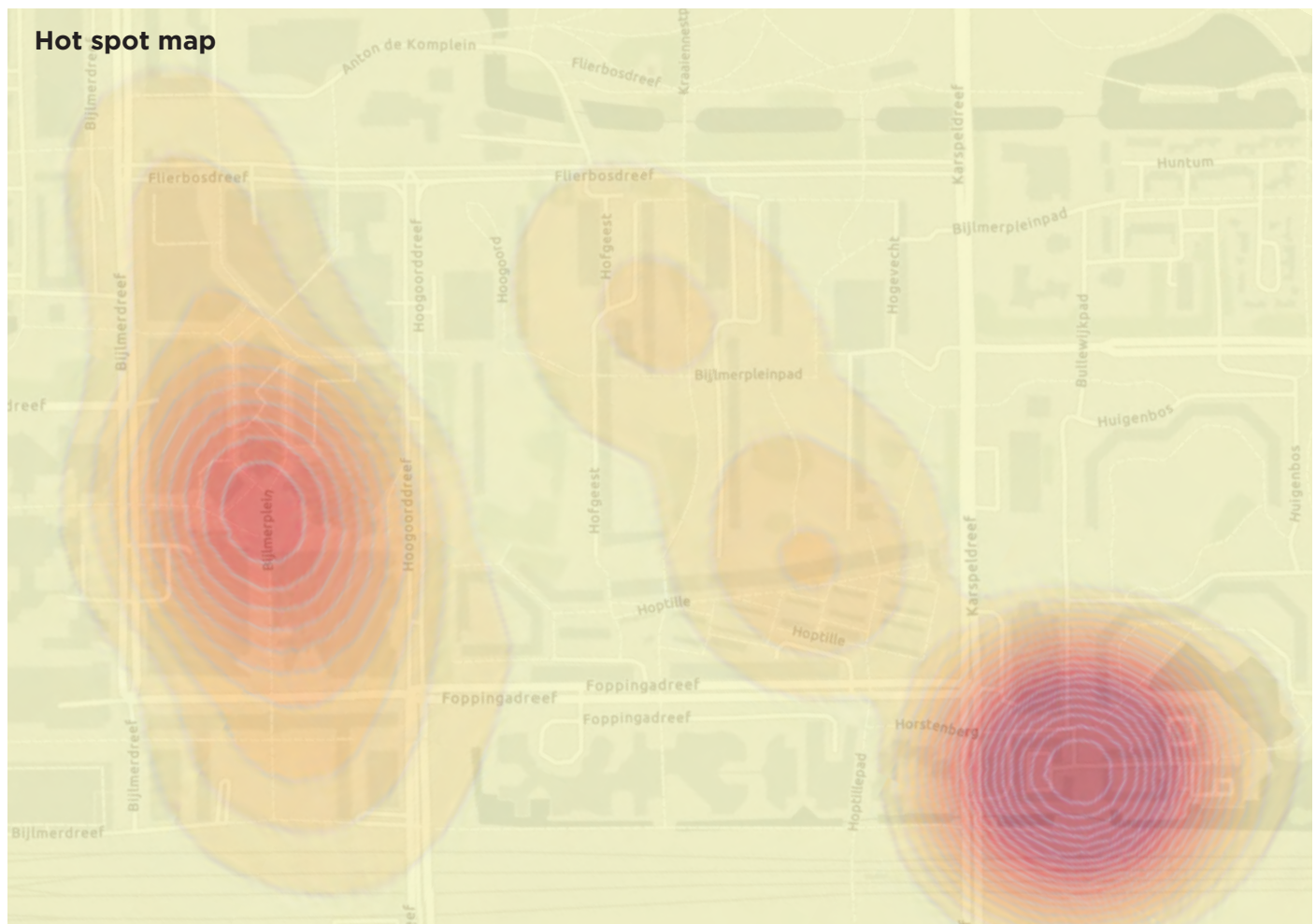
In the social media matrixes, green stands for low value but mentionable, orange stands for medium value as the attribute is mentioned more often, the red colour indicates high value as the attribute is highly valued. There is also a red or green dot which indicates a

negative or positive attribute and lastly the location, Bijlmerplein, Hoptille or Heesterveld, is indicated. This method differed slightly from the collective method, as in the method applied here high value is not considered the same as positive and low value is not considered the same as negative.

Mapping

From the raw data a hotspot map and tag map were created to show the most used hashtags and the location the pictures were taken.

The heat map shows that most posts on social media are located in Heesterveld and Bijlmerplein.



Results Social Media

Value matrix flickr research

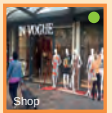
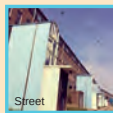
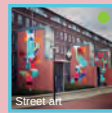
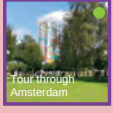
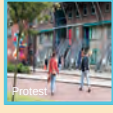
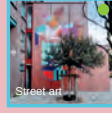
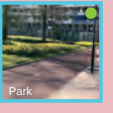
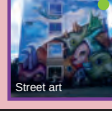
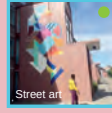
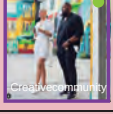
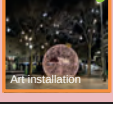
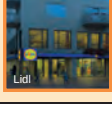
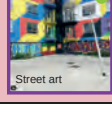
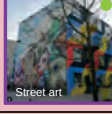
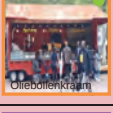
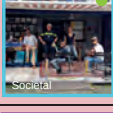
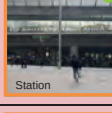
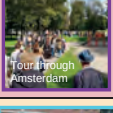
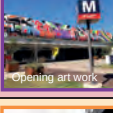
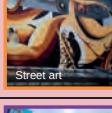
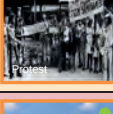
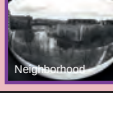
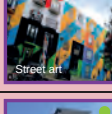
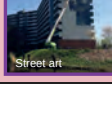
Users

		Value	Social	Economic	Political	Historic	Aesthetical	Scientific	Ecological
		Attribute	#63 broken window				#128 RCC building #49 flat	#19 ING building #86 window	
Tangible	Surroundings								
	Site								
	Surface	#109 street art(message)					#95 street art #95 art wall		
	Scale								
	Space						#64 ING interior #23 station		
Intangible	Typology								
	Amenities	#78 people #129 cafe					#51 SUBWAY		
	Stuff	#3 poster #38 store #65 election poster					#73 garbage #121 artwork	#81 grass	
	Vision								
	Services						#41 tower		
	Social	#99 neighborhood party		#16 BLM protest			#51 plaza #131 storage space exhibition	#86 city conference	
	Atmosphere								

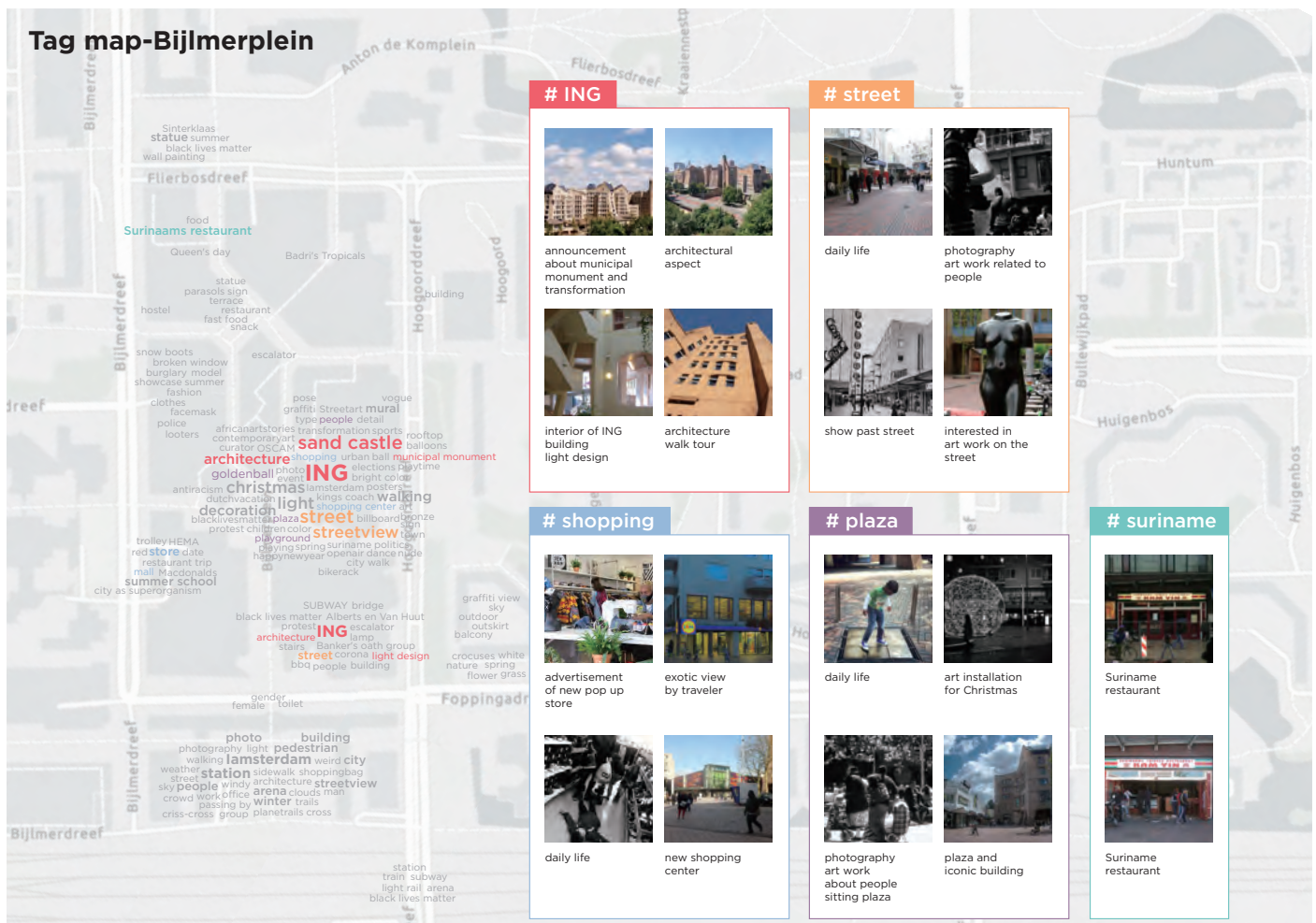
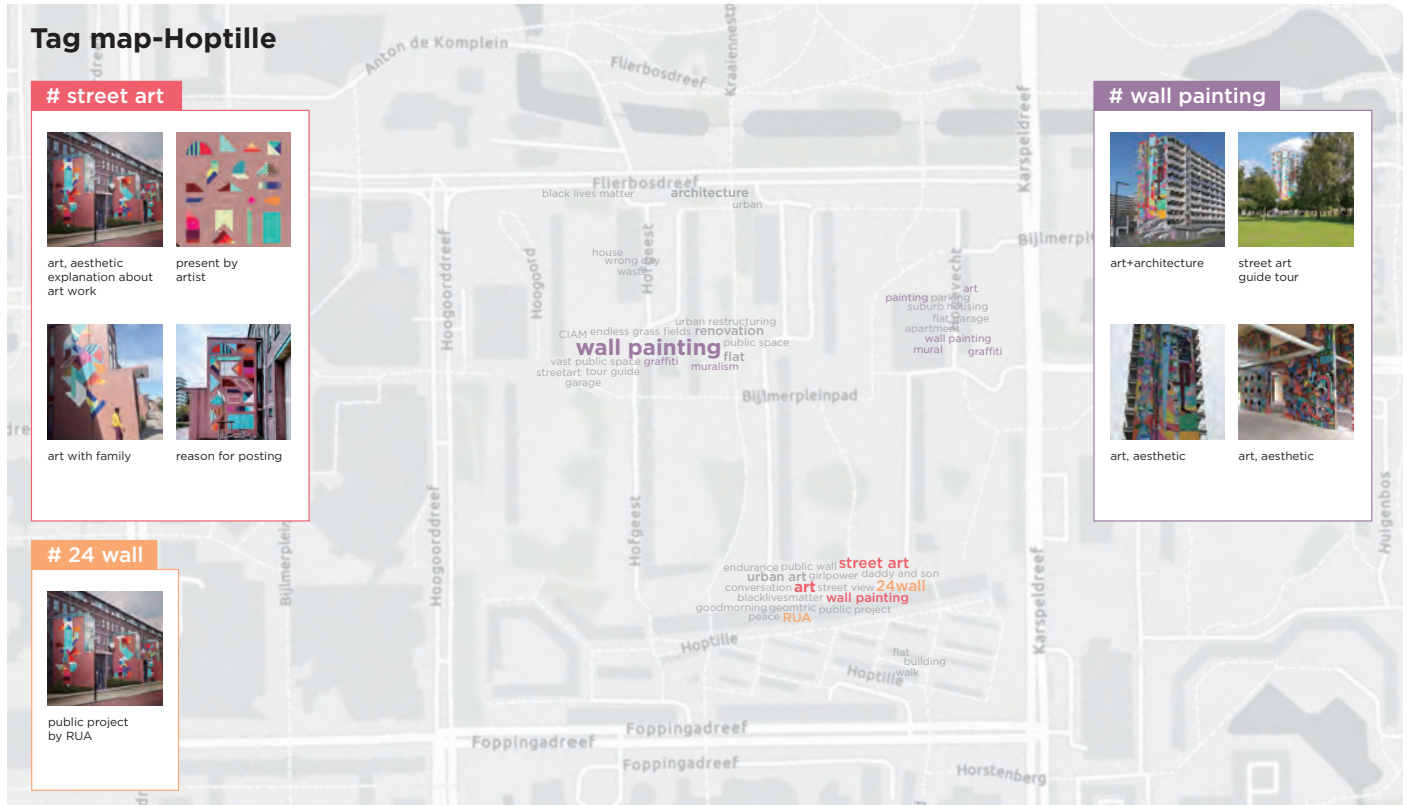
Results Social Media

Value matrix Instagram research

Users

		High value	Medium value	Low value	Negative	Positive	Bijlmerplein	Hoptille	Heesterveld
Value	Attribute	Social	Economic	Political	Historic	Aesthetical	Scientific	Ecological	
Tangible	Surroundings								
	Site								
	Surface								
	Scale								
	Space								
	Typology								
	Amenities								
	Stuff								
Intangible	Vision								
	Services								
	Social								
	Atmosphere								
	Past/present/future								

Results Social Media



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Results Social Media

Value matrix Facebook research
Users (Positive)

		Social	Economic	Political	Historic	Aesthetic	Scientific	Ecological
Bijlmerplein Heesterbeek	Reminders					Voluntary (5)		
	Site					Mural at Amsterdamse Poort (3, 4, 5)		
	Surface							
	Scale							
	Space							
Vrijburg	Typology		Opening store at Bijlmerplein (34-35) (15)					
	Aesthetics							
	Staff							
	Vision		"18th-century change not growth", Mural (5)	Residents wanted to get the permissions to make green rooftops from Ymmer (34)			Residents wanted to get the permissions to make green rooftops from Ymmer (34)	
	Services							
Social	Atmosphere							
	Participation/Influence							

1. Multicultural at Amsterdamse Poort (2)
2. Community activities participation for mural (5)
3. People in the community share requests and know how healthcare workers under Corona situation (7)
4. Lost and found (27)
5. Reminder for car lights (26)
6. One residents from Heesterbeek invited neighbours to join one project with her (32)
7. Volunteer to help neighbours with interior advice (31)
8. Invitation for events (31)
9. One resident alerted neighbours that thieves were stealing some bikes (29)
10. One resident alerted neighbours for reached window (33)
11. Helping neighbours for groceries (36)
12. Municipality gave green lights to planters around the Heesterbeek (34)
13. Free for pick up (37)



Value matrix Facebook research
Users (Negative)

		Social	Economic	Political	Historic	Aesthetic	Scientific	Ecological
Bijlmerplein Heesterbeek Amsterdam/ Netherlands	Reminders							
	Site							
	Surface							
	Scale							
	Space							
Vrijburg	Typology							
	Aesthetics							
	Staff							
	Vision							
	Services							
Social	Atmosphere							
	Participation/Influence							

1. Attempted assault (13)
2. Lack of interaction because of Corona (14)
3. One resident of Heesterbeek red block asked upper neighbours to stop throwing cigarettes to the terrace (30)
4. One resident of Heesterbeek red block advised neighbours to buy ashtrays for cigarettes residues (30)
5. Residents at Heesterbeek thought it takes way too long with the "emergency cylinder", they wanted to send a letter to Ymmer with a group and otherwise turn on the tenant committee (35)



Methods Interviews

The interviews were divided into four types of interviews: the questionnaire, the photo-set, the in-depth interviews and the online survey. This variation of interview-type was chosen, so the type of gathered information matched the needs per phase. Starting from an open approach to a specific approach. All data for each type of interview was carefully worked out and coded in the program Atlas.ti. From the coded documents, quantity and quality determination have been made. This resulted in matrices which included the positive and negative aspects of all locations.

Questionnaire: Week 1

A questionnaire was used to get a general idea what the users of the H-buurt think of their neighborhood. This questionnaire had an open approach to obtain information on all subjects and extract the attributes the resident valued. This set of questions was used in the next phase, which was more specific. There was a slight difference in approach for insiders and outsiders to make the questions relevant to the type of user.

The first questionnaire consisted of the following questions:

How long have you lived/worked in the H - Buurt? / How often and why do you visit the H - buurt?

Why do you live in the H - Buurt? / Would you consider living in the H - buurt?

How would you rate your neighborhood?

What do you like most in the neighborhood and why?

How would you like to change the neighbourhood and why?

What sets the H - buurt apart from the rest of Amsterdam?

Photoset: Week 2

A collective photoset was created in collaboration with all stakeholder groups. This was done to have a comparable method between all stakeholders. The aim with the photoset was to get raw data in the form of attributes from the photos, this method

provided a minimal degree of self-interpretation. In addition, this method contributed to the goal of finding the relevant information for our research: a specific approach that guided the users to tell something about specific locations. The questions ‘What positive and what negative elements do you notice in this picture?’ and ‘Why do you rate these elements as positive or negative?’ were asked about each picture.

In depth interviews: Week 2

The third form of interviewing involved conducting interviews by appointment. The in depth interviews took a relatively long time, for this reason passers-by were not the right target group for this type of interview. Appointments made it possible to reserve time to conduct an extensive interview.

The 6 in depth interviews are: a resident of hoptille, two residents of heesterveld, pastor of the Maranatha Community Transformation Center (MCTC), community police officer and an expert in the field of the liveability of hoptille. These people provided diversity by age, gender, location and type of user.

Online questionnaire: Week 2

The online questionnaire was the result of the rising numbers of infections of the coronavirus. This method made it possible to receive answers from people who did not want to conduct a live interview. In addition, this method made it possible to reach a larger audience. The questionnaire was a combination of the on site questionnaire and the photo method. This method was used to link the online interviews to the live interviews.

Limitations

The used methods differed from each other, they were however all used with the same goal in mind. The reason it differed is because of the capabilities of the users as well as the coronavirus limiting the group. The used methods were an online interview, on site

Methods Interviews

interview, lecture and narrative walk. All of them, except the lecture, included the photo set to be able to compare the information in a later stage

Coding in atlas

After organizing the street interviews into text files, the Atlas program was used for coding. This program is used for qualitative research. This program extracts useful information and classifies the data by coding. The code is the keyword or specific subject in quotation, and also represents attributes of the keyword, such as positive or negative.

The first part of coding began with general information about the interviewee: gender, user type, resident of a specific location, interview code and age. And whenever there was a specific topic in each interview response, the quotation was selected and the corresponding codes were assigned to the quote. Coded keywords made it easier to distinguish by using the same color-coding that contain similar subjects.

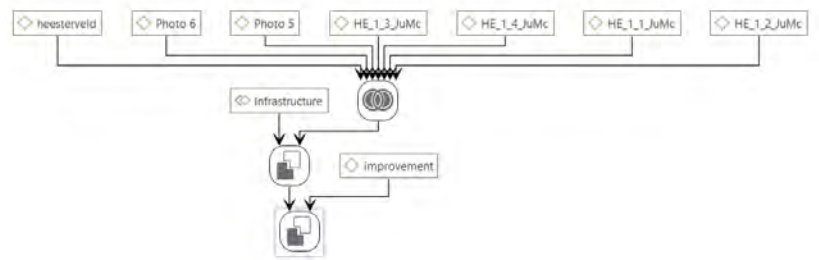
For the photo interviews, each quote about the photos got the corresponding code, so photo 1, photo 2, photo 3, etc.. After coding each photo quote, the keywords were assigned to the quotes as well. The color-coding among similar subjects was used, the same as first-week interview coding.

The in-depth interviews consisted of more specific questions and answers. Thus, more specific and elaborated codes were used to describe the extensive content. For example, the code lack of greenery was used for more specific information.

It also facilitates the analysis of positive and negative value by adding positive and negative codes in all interviews.

Method tables / smart codes

After the initial coding all the data that had been gathered from the interviews and social



media results had to be converted in order to draw conclusions from this information. The envisioned end result was to show tables per topic that would show both the amount of positive as the amount of negative things that were said about them. In order to get this kind of information a function in Atlas.ti to make so-called 'smart codes' was used. The idea of a smart code is that it applies to multiple quotations if those quotations meet the set of requirements. To explain this in a bit more detail, the ability to create a code that is location and subject specific for both the positive and the negative things that were being said was created. As a result, the ability to compare these smart codes with each other for each separate location and for each topic arose.

The smart codes were all lined up against the codes that were about the topic of which these smart codes were made. Since not every single person mentioned everything this resulted in a lot of rows in the tables that were empty and could be deleted. Doing so tables were created that showed only the necessary numbers for each location and specific subject, sorted in positive and negative elements. Since some of the things that were being said had both positive and negative remarks it was decided to also categorize the 'positive and negative' mentionings. The quotations that were marked with positive and negative had to be looked into separately in the end per topic in order to find the correct amount of times something either positive or negative was said about each subject.

Results Interviews

After coding the information and creating the tables, matrices of the interpreted information were created. These matrices were separated based on location and whether the aspects are considered positive or negative. Doing so created clear overviews of the data.

The attribute, subvalue, quote, photo and amount of mentions were put in the matrices per subject. The topics all included information about how many times it was mentioned and a quote from one of the interviewees about that topic. This gave an understanding of why this certain aspect is liked or disliked and how to manage the aspect in the design process.

For each of the matrices the five most important findings were highlighted, these were mainly aspects that are mentioned regularly. However, some aspects that were only mentioned once or twice but offer interesting insights were also highlighted.

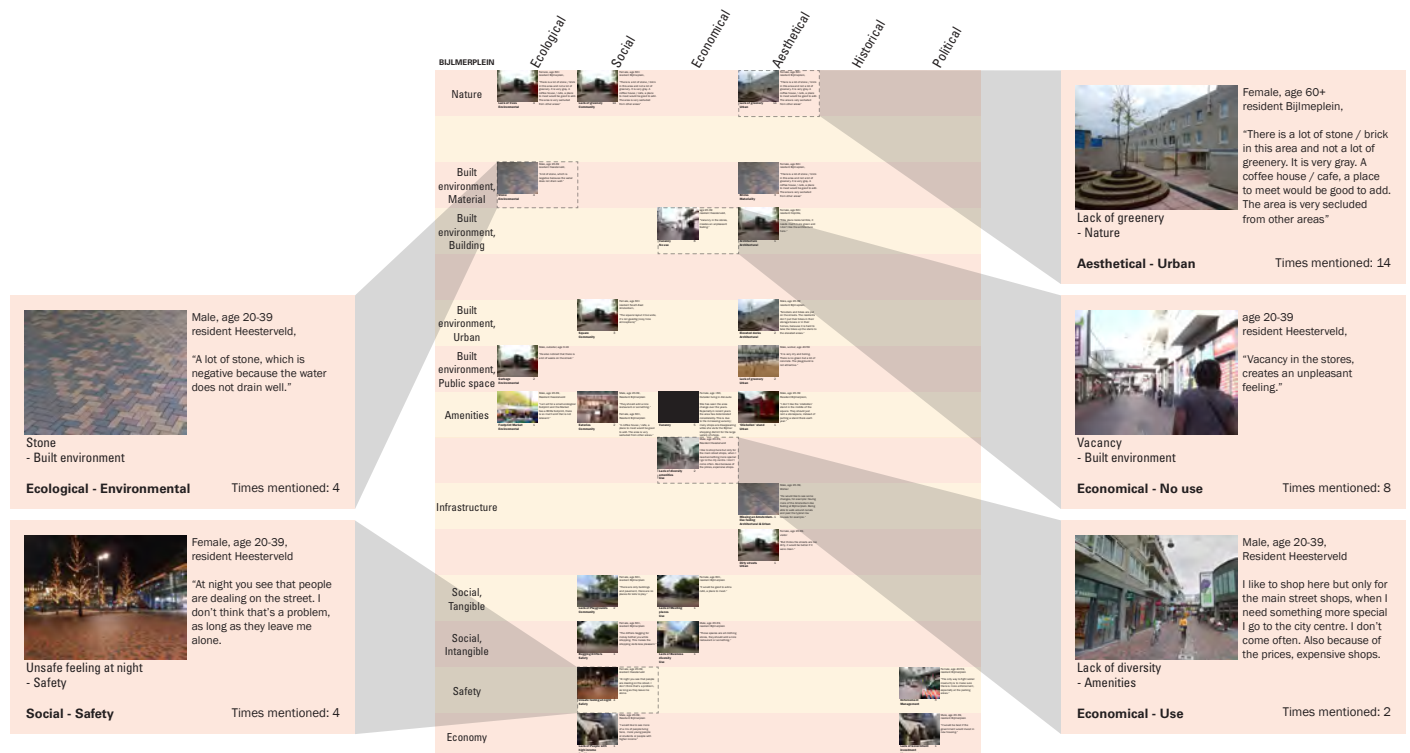
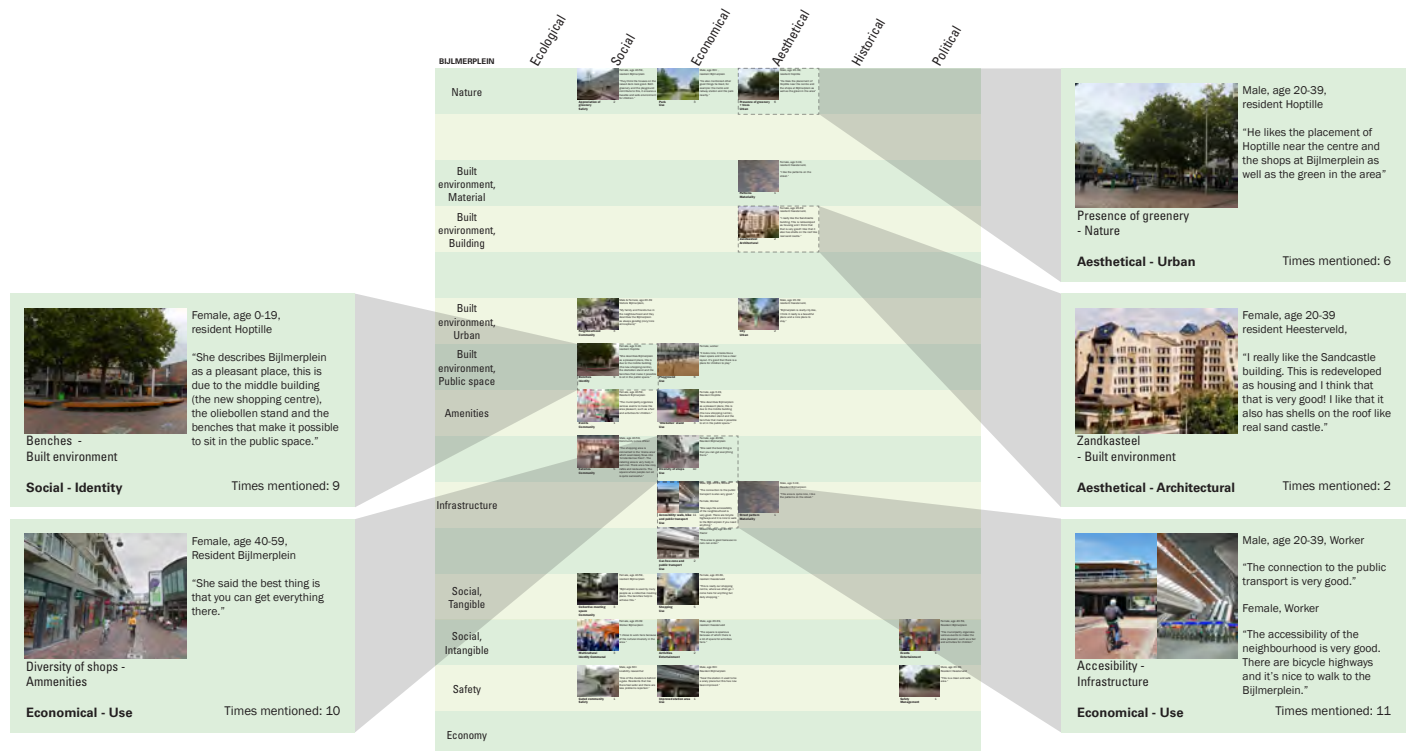
For example, many interviewees appreciated the colours on the facades of Heesterveld, it has been mentioned fifteen times, the most of any aspect. In contrast, only two interviewees mentioned the metro station as a positive aspect, which is appreciated because of the good connection it offers to the rest of Amsterdam.

Some of the opinions from the interviewees contradicted each other. For example, for Bijlmerplein among the positive aspects the presence of greenery is mentioned, while the lack of greenery is mentioned among the negative aspects. Similarly, the colours on the facades of Heesterveld were seen by most interviewees as positive, while some interviewees disliked the colours.

Overall, historical value was mentioned the least, only one topic with historical value was mentioned. Political value was also barely mentioned, with ten topics. Among the types of attributes, economy was mentioned the least, with only four topics.

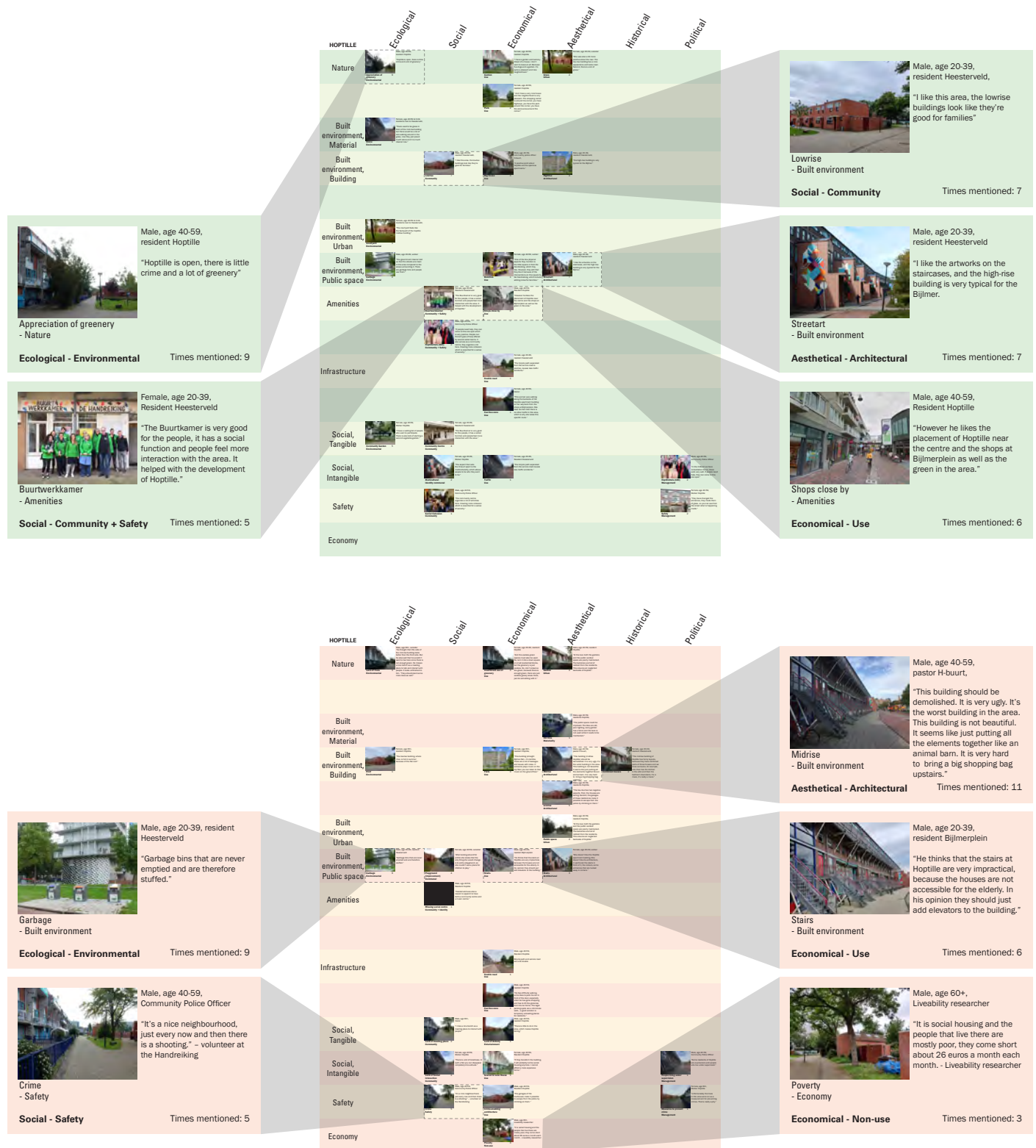
Results Interviews

Bijlmerplein



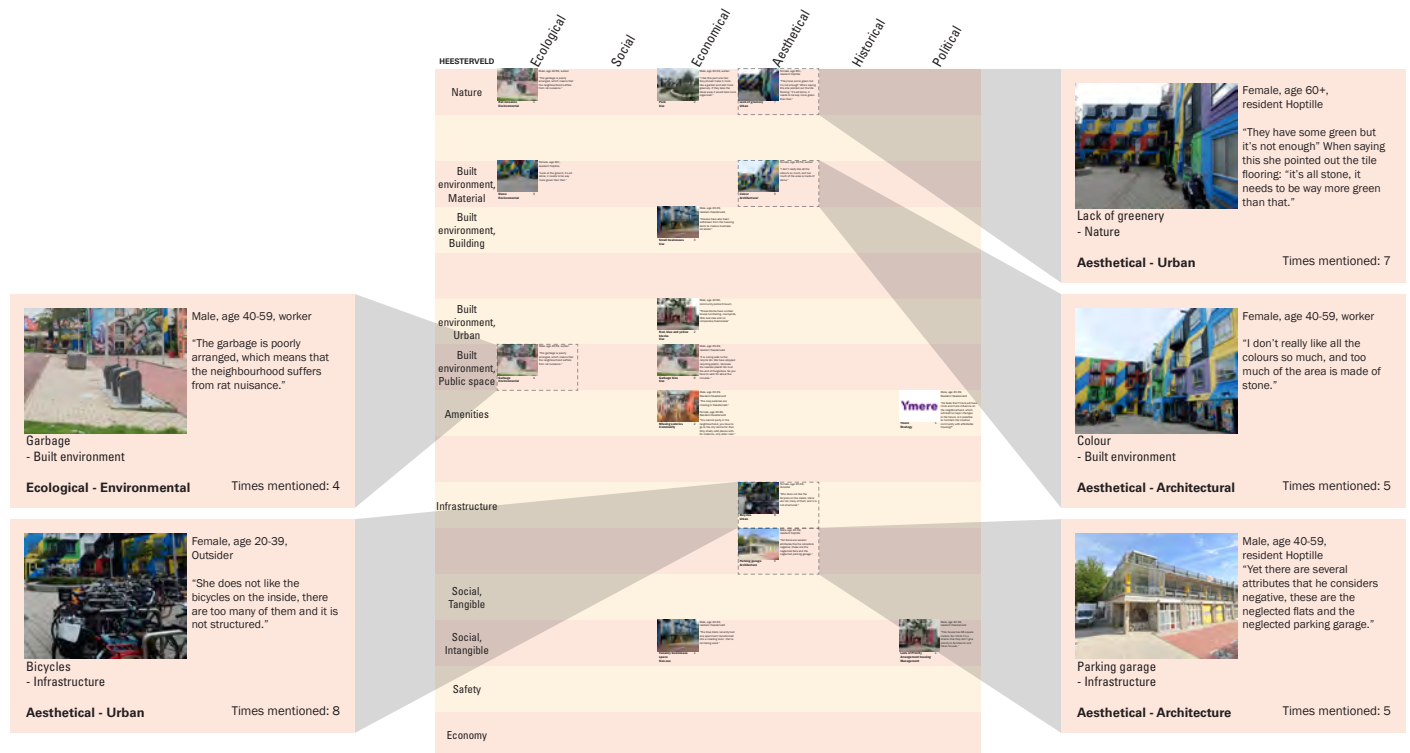
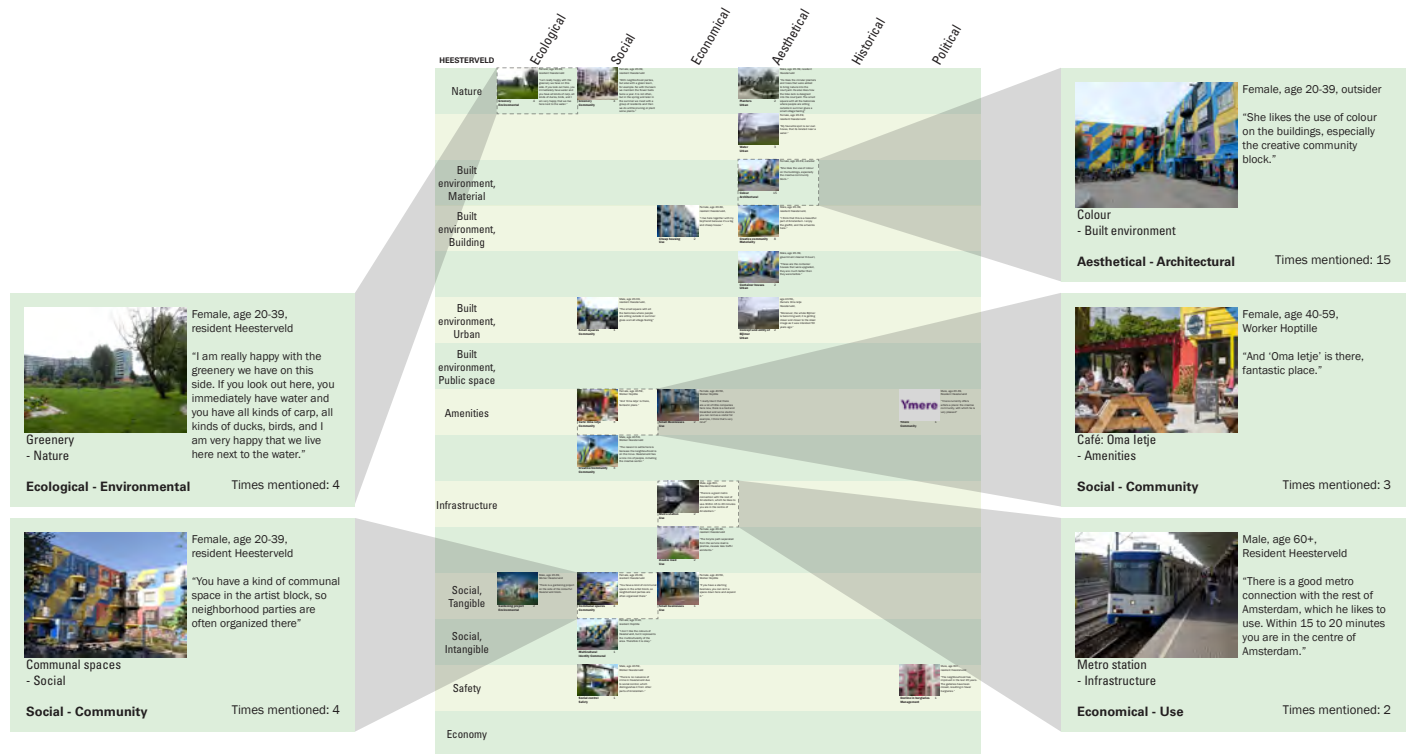
Results Interviews

Hoptille



Results Interviews

Heesterveld



Conclusions

Social media

In the social media part, research was mainly done on Instagram, Flickr and Facebook. Because of the different “specialities” of the social media platforms, they had different focus points. Flickr and Instagram were mainly based on the posted pictures with hashtags/ short sentences. These posts indicated posters’ personal appreciations, stories or complaints etc. While on Facebook, different community groups were gathered with similar interests. Multiple users post and reply within the community or group pages, presenting a feeling of discussion. As for the public community homepage, it had a certain group of people as admins to post some things which were related to their neighbourhood, and followers will reply to them with their opinions or share their memories to the original posts. As for the private group, everyone can post something that matters to them. The topics varied a lot, including social issues as well as normal daily life topics. The people from Wonen in Heesterweld private group are paying close attention to their community, they know what is happening in their neighbourhood and want to improve it.

In terms of the data collection approaches on these three social media platforms, it was divided into quantitative data collection and collective data collection. It was quantitative data collections for Flickr (133 posts) and Instagram (58 posts). However, for Facebook (37 posts), the collective data collection approach was used for covering different topics which were discussed by users in the online community.

As for the method for processing raw data, the quantitative data of Flickr and Instagram were applied on ArcGIS map, the result was shown in a heatmap and tag maps. While an overview collage was made as a result for Facebook. The coding methods were also used on social media research. However, it was found that it was not the best approach

to use them for processing the output. For example, from the perspective of Facebook, the coding method did not fit well with a non-quantitative data approach.

Value matrices were also made for all the three social media platforms. For the Facebook part, many posts focused on social aspects, so in both positive and negative matrices, there were many attributes which were related to social values. In addition, most of the attributes were related to social, economic and political values. For Instagram and Flickr, aesthetic values were mentioned most.

In conclusion, visitors of the area appreciate the street art and post a lot of photos of the murals and graffiti in the H-buurt. This is mainly done on Instagram and Flickr, for these outsiders the aesthetical value is the most important. For insiders, the residents or workers of the H-buurt, the social value is really important. They post pictures about social activities and not so much about the murals and street art. The platforms are also used to express political opinions, a lot of people, mainly insiders, post about the protests and the Black Lives Matter movement.

Interviews

Out of all the interviews a lot of conclusions were gathered. Too many conclusions to show all at once. However a lot of these conclusions can be found on the value matrices that were made for each of the three locations in the H-buurt. These matrices showed the results that were extracted from the documents, either because they were mentioned a lot, or because it was believed they were important mentions. This did not mean however that the other results did not matter, all students are able to go through the collected data to find their own conclusions to specific topics that may have been left out of the matrices.

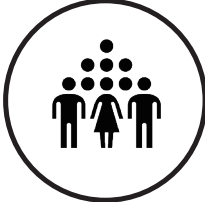
Conclusions

The matrices however give a good indication for the positive and negative elements for each of the locations. The interviewees mentioned aesthetical and social values the most. Political and historical values on the other hand weren't really mentioned. This probably had to do with the fact that an effort was made to keep the interviews as open as possible. This means that people probably did have an opinion about the political or historical values, but that the interviewer should ask specifically about it to get a response from the users in the areas.

One of the interesting things was found is that all of the three areas are seen as different from each other. Each area has its distinguishable positive and negative elements that can be addressed. There are some things that are overlapping however, on all locations people mentioned a lack of green for example. It is highly advised that everyone that is working on this research will use the matrices and if

needed the raw data, since there are many interviews done and a lot of answers given by the people that use the area. A simple overview of the final conclusions per location was made as well.

In conclusion there were four values, which were very important for the users. These values are the aesthetic, ecological, economical and social values, these were mentioned most by the residents, workers and visitors. The attributes belonging to the values could be positive or negative. For each location, different attributes were mentioned. Important attributes for the aesthetic value were the presence or lack of greenery, the street art and the buildings itself. The greenery and street art is interpreted as negative in Heesterveld and as positive in Bijlmerplein and Hoptille. There are however also a lot of people who appreciate the coloured facades in Heesterveld, so the range of opinions of the users is quite wide.

	AESTHETIC	ECOLOGICAL	ECONOMICAL	SOCIAL
Bijlmerplein	 - presence of greenery - Zandkasteel	 - lack of greenery - too much stone	 - diversity of shops - lack of diversity of shops - accessibility	 - benches - unsafe feeling
Hoptille	- street art - mid-rise building	- presence of greenery - garbage	- close shopping area - stairs - poverty	- community - low-rise (family) - safe feeling - crime
Heesterveld	- color - lack of greenery - bicycles (infra) - color	- presence of greenery - garbage	metro station	- communal space - cafe: Oma letje

Conclusions

Garbage was mentioned a lot in a negative way in relation to the ecological value. In Heesterveld and Hoptille this was mainly a problem. Greenery was also mentioned within this topic, in a negative way in Bijlmerplein and positively in Heesterveld and Hoptille. People think there is a lack of green in Bijlmerplein and they would like to see more greenery and trees there, while in Heesterveld and Hoptille there is a presence of greenery.

For the economical value, the vacancy of shops was mentioned in Bijlmerplein. People did think there was a diversity of shops, as well as a lack of diversity in the area. The accessibility was mentioned in a positive way in all areas.

The social aspect was also of great importance for the users, they were mainly positive about this subject. They only speak negatively about the crime and unsafe feeling. The positive attributes that were mentioned were the benches, the community feeling, communal spaces and the cafe 'Oma Ietje'.

The aesthetic and social aspect are both mentioned often in the social media and the interviews. These values overlap in both researches, the political, ecological and economical values do not completely overlap. In the interviews, political values are not mentioned that often, while they are mentioned in the social media. The economical and ecological values are not mentioned in the social media that much, because it is less in-depth information, while the people on the street mention those values quite often.

CONCLUSIONS

Collective Methods

The previous sub chapters explained the methods and results per stakeholder.

The collective method consisted of several parts: explorative research, photo elicitation, collective coding, collective matrices and collective themes.

Explorative research

The explorative research is explained within all sub chapters per stakeholder, due to the fact that these were adapted to each stakeholder.

Photo elicitation

The photo elicitation is explained in the introduction.

The collective coding

The process of coding is very personal, so it was important to set up a general collective method. Two things have to be taken into account when coding. First, it is important to give a positive, negative or opportunity interpretation when coding. Otherwise it

becomes difficult to see in what light the respondent or source sees the subject. In addition, the codes should get as much context as possible. Only indicating that street furniture is mentioned is not enough, there need to be indicated why it is mentioned, for example, an abundance or a lack of street furniture.

To visualize the collected codes a consistent method was also needed. The photo that was discussed is used as the background, so that it is clear what the subject is. Next, the attributes that are discussed in the photo are put on top of the photo, in colour. Touchable attributes in coloured areas, intangible attributes in text. The colour of these areas and text indicate how much value is attached to it. For this the traffic light model was used. Green means low value; action can be taken. Red means high value; this should not be tampered with. Orange means that the value is neutral. After this is done, the results can be analysed both quantitatively and qualitatively.

1. CODING

Consistency in;

Value statement
positive or negative

Context
Presence_of_benches
Lack_of_shops

2. VISUALISATION

Tangible attributes
marked by shapes

Intangible attributes
marked by text

Colour indicates value

Example



TANGIBLE ATTRIBUTES



INTANGIBLE ATTRIBUTES

GREEN
ORANGE
RED

low value
mid value
high value

Methods and Results

Quantitative analysis

For the quantitative analysis we look at how often certain values and attributes are mentioned. In these tables a darker shade indicates that an attribute or value is mentioned more often. From this it becomes clear that tangible attributes are mentioned significantly more. The values that are mentioned differ per stakeholder, but the emphasis seems to be on social and aesthetic values.

From these matrices, themes were extracted.

These themes were based on the significance of attributes of the various stakeholders. The themes are typical for the H-buurt and are location specific. The opinions of all themes were summarized per stakeholder which showed the differences and similarities between them.

Quantitative analysis

Darker shades indicate a higher number of mentions

Makers

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Tangible attributes are mentioned 3 times (almost 4x) more than intangible attributes. Past/Present/Future is almost not mentioned. Intangible and Tangible attributes have almost an equal share over all photos.

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Owners

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Tangible attributes are mentioned 3 times (almost 4x) more than intangible attributes. Past/Present/Future is almost not mentioned. Intangible and Tangible attributes have almost an equal share over all photos.

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Conclusions: Value values are mentioned more often than intangible values you need specific background information for historical values are not mentioned within all photos.

Government

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Tangible attributes are mentioned 2 times more than intangible attributes. Typology is only mentioned once.

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Conclusions: Value values are mentioned more often than intangible values you need specific background information for historical values are not mentioned within all photos.

Users

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Tangible attributes are mentioned 4.5 times more than intangible attributes. Services and Vision are not mentioned. Intangible and Tangible attributes have almost an equal share over all photos.

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	1	1	1	1	1	5
Economic	0	0	0	0	0	0
Aesthetical	1	1	1	1	1	5
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
Service	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	0	0	0	0	0	0
Past/Present/Future	0	0	0	0	0	0
TOTAL	2	2	2	2	2	10

Conclusions: Both Social values and Aesthetical values are mentioned the most by all. Historical values and Political values are mentioned only once in total.

The collective value matrices

Qualitative analysis

After gathering information, within the different stakeholder groups, through interviews, narrative walks, photo elicitation, questionnaires and analysis, collective matrices were used. These matrices were based on the photo elicitation. A set of values and attributes was used for this matrix.

The values are: **Ecological, social, economic, aesthetical, historical and political (Tarrafa, 2012)**. These are commonly used within the discipline of Heritage, architecture.

The attributes are subdivided by the whole

group in tangible and intangible attributes based on the article of Clarke et al.: **site, surroundings, stuff, surface, amenities, scale, typology, space, story, social, services, vision, atmosphere and past/present/future** (Clarke et al., 2019). All elements in the photos were assigned to an attribute type and value and the codes were valued per stakeholder group as high, mid, or low value.

Results - Matrices

Photo 1

In the first photo of the Bijlmerplein we see mainly social values. If we look at the amenities, the stakeholders are divided. The presence of stores is appreciated, but people are worried about vacancy. Aesthetically spea-

king, Bijlmerplein is less appreciated. Architectural incoherence is mentioned and the paving is seen as too monotonous. However, the square is identified as an important meeting place. The street furniture is universally appreciated.

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	G O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	G U M O	M O M O	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	G U G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
PAST/PRESENT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U

Bijlmerplein
Focus on social values

economic-amenities
PRESENCE OF COMMERCIAL SPACES
VARIETY IN SHOPS
VACANCY

aesthetical-surface
AESTHETICAL INCOHERENCE
LACK OF

social-stuff
BENCHES MEETING SPACE
PLACES TO SIT

Photo 2

In the second photo of the Bijlmerplein, on one of the raised decks, the emphasis is more on the surroundings and stuff (objects). The aesthetics are perceived in different ways. Either stony, gray and monotonous, or neat,

beautiful and clear. On the social level mainly problems are mentioned, because it is unclear who is responsible for the space, and residents do not seem to feel a responsibility for their surroundings.

Results - Matrices

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TYPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
PAST/PRESENT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U

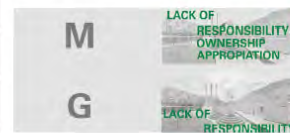
Bijlmerplein

Focus on surroundings and stuff



aesthetic-surroundings

Social-surroundings



Social-social

Photo 3

Hoptille is a controversial point. The shape of the long part of Hoptille forms a wall, separating two areas. Problems with drugs and crime are also mentioned, in addition to the

problematic image of the Rechte H-Buurt. The makers are neutral about the historical value of the Rechte H-Buurt; the other stakeholders do not mention it.

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TYPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
PAST/PRESENT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U

Hoptille

Hoptille is a controversial point, mostly focused on social values



social-typology

social-story



historical-surroundings

Results - Matrices

Photo 4

The inner street of Hoptille has a bad reputation. Stakeholders do not agree on its aesthetic quality. The high-rise is seen negatively, there is too little activity and the architecture is labelled as boring and

incoherent. Interesting is a conflict that arises over the typology; diversity is mentioned, but also that one is easily fined by the police here.

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TYPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
RETROSPECT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U

Hoptille

Inner street does not have a good reputation



aesthetical-surfaces

political-typology



Photo 5

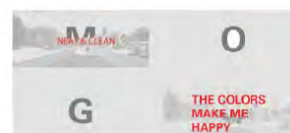
In Heesterveld the emphasis is on aesthetics. In general, the renovation of Heesterveld is seen as positive. The colours

and atmosphere are seen as positive and valuable. As a problem point, architectural incoherence is mentioned several times.

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TYPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
RETROSPECT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U

Heesterveld

Focus on aesthetics



aesthetical-atmosphere

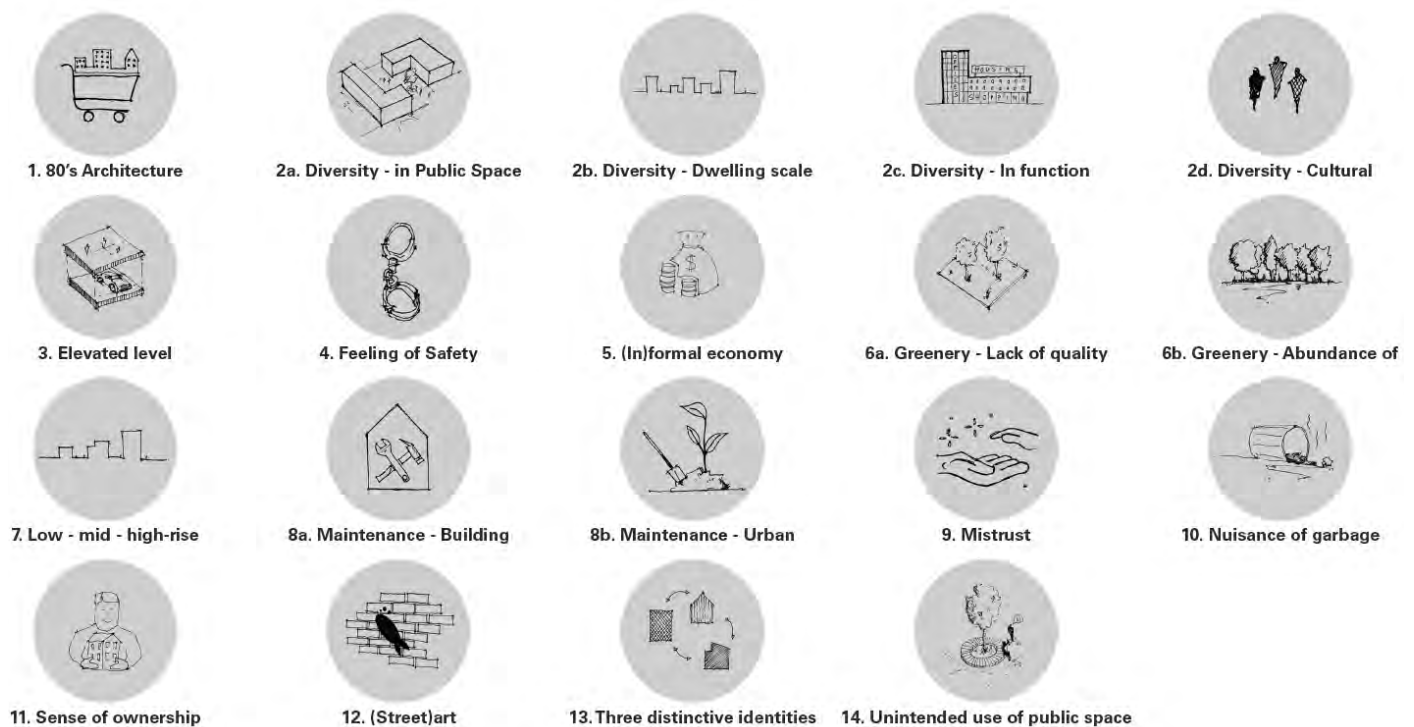
aesthetical-surface



aesthetical-surroundings

Themes

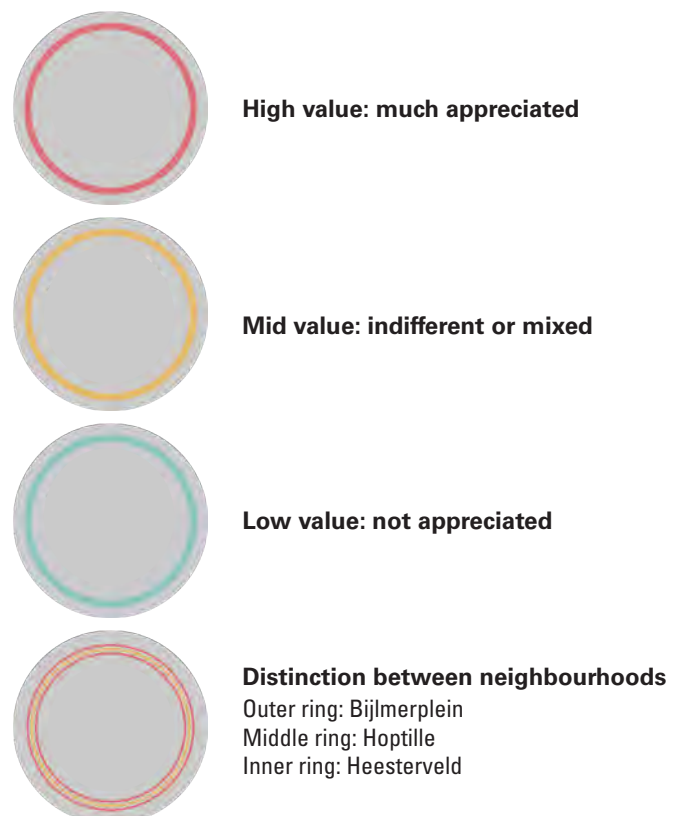
Themes overview



Method Themes

After identifying the nineteen different 'theme' codes for the H-buurt, every stakeholder group analyzed their main results to translate them into the main conclusions per theme. However, not all stakeholders have always mentioned all themes. So, in the cases where a stakeholder did not mention anything about a particular theme, it was left empty. After each 'theme' a visual overview is given to show the parallels or contradictions between the stakeholders.

The order of the conclusions per stakeholder per theme is as follows: **makers, government, owners and users.**



Themes

Theme 1| 80's Architecture

Makers

80s architecture in Bijlmer is the result of the Anti-Bijlmer (anti-CIAM) movement. Academics did not see 80s architecture as an architecture with style, but a pure architectural reaction to the failure brought by modern urbanism. Although academics did not agree that there is a style in them, Makers pointed out that some of the architectural expressions are still being recognised as the products of the 80s. For example, the use of brick in Bijlmerplein, the prefabricated concrete panels in Hoptille, the more intimate courtyard typology in Heesterveld. They generally mentioned that the quality of 80's architecture is generally low due to the lack of financial support during that period.

Government

Not addressed

Owners

Owners pointed out the clear structure of the buildings, which is especially mentioned within the context of Bijlmerplein. The layout is formed by the shops on the ground floor with the housing on top (element of 80s architecture). Therefore, the mix of functions (economical use) is valued. However, the execution of this layout has been lacking. The layout contributed to unsafe corners and narrow corridors. Owners have seen many opportunities for change considering a clear division between housing and shops. However, alterations seemed to be difficult due to technical problems, like the Central Heating System.

Users

Most of the users that were interviewed didn't mention anything in particular about the architecture of the 80's. Only the "Zandkasteel" building at Bijlmerplein was occasionally sometimes mentioned as a building with a 'nice' architectural appearance. Apart from this finding, a few users believed that the mid-rise building of Hoptille was very ugly. Together with the current state of this building, it was often mentioned. Nonetheless, this didn't necessarily mean it had anything to do with the architecture itself.



Makers



Government



Owners



Users

Themes

Theme 2 | Diversity

Theme 2a | Diversity in public space (urban)

Makers:

In the eyes of the stakeholder, the public space has been lacking in design, in connection and generally in sense of scale. Makers mentioned the square in Bijlmerplein as a positive attribute. However, they pointed out the room for improvement, such as the articulation between green and pavement, the sense of design and the surrounding supporting programs. Besides this, they also identified the public space of Hoptille as 'confusing' due to the choice of switching the front and back facade. The idea behind designing a long residential block with single family housing was the aim for social interaction within the shared public space. The enclosed block in Heesterveld offered intimate space, however it required a better connection to the public realm on the ground floor level.

Government:

The government indicated the public space as monotonous. The lack of street lighting and the lack of social control are noticed as the current issues of the public space. Besides this, they appreciated the benches and the playground in the public space. However, these elements in the public space are in need of maintenance. The presence of shared places in the public space is seen as a positive aspect. For example, they mentioned the square next to Karspeldreef. These

types are indicated as important elements which they would like to preserve and update in future developments.

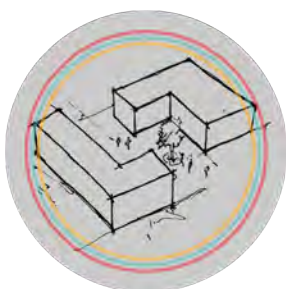
Owners:

The owners believed that the public space should be improved. To them, there has been a lot of greenery in many places throughout the neighbourhoods, but this is not of high quality. They mentioned the many bare pieces of grass and the lack of urban elements, such as benches and playgrounds.

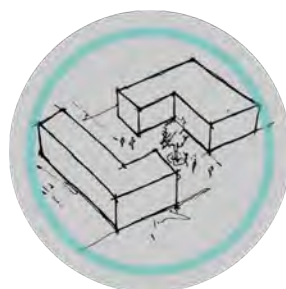
Users:

The users mainly appreciated the benches, playgrounds and the collective green. They like to sit and socialize on the benches and the playgrounds for children to play. However, they considered the areas of the playgrounds as boring and they didn't like the materiality. People also mentioned the unsafe feeling at the backside of Hoptille. In their eyes this is related to the fact that it is really quiet and there is little social control.

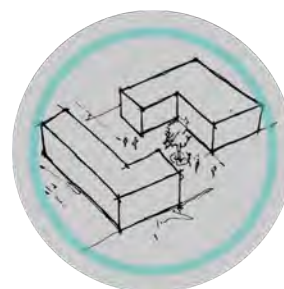
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



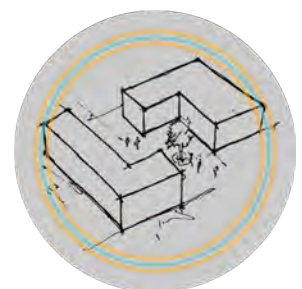
Makers



Government



Owners



Users

Themes

Theme 2b | Diversity in dwelling scale and types

Makers:

The housing units from the 80s are considered as being huge when comparing it to the nowadays standards. In particular, they mentioned single family housing in which only one single elderly lives. On the other hand, the type of single family housing was the most desirable type during the design of Hoptille, where residents were involved in this design process. They also mentioned the less social problems in these single family housing types.

Government

The government would like to create a higher diversity in housing. They mentioned that they would like to move away from mainly social housing. For certain areas they aim for a 30-50-20 mix; 30% social, 50% middle segment, 20% high segment. On the other hand they have seen problems occurring in which social housing units were privatized. For example, in these situations a VVE took over the maintenance of a block, which could lead to poor management.

Owners:

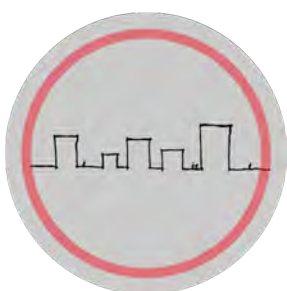
In the eyes of the owners, the dwellings are considered to have a nice size. They mentioned that the people live in the dwellings for a long period of time and that there are little mutations across the area. Besides this, the development side owners are less happy about the fact that it is 100% social housing. They would like to see a mix in price

ranges to resolve social issues in the area. But the social side of the company is opposed to interfering with the current mix too much. They believed that nothing will be resolved with this mix and a division will be created by placing high segmented housing units in the area.

Users

Multiple residents pointed out that they like the relatively big sizes of the apartments. At Hoptille a few people even considered their apartment as being huge. At Bijlmerplein less people pointed out the sizes of the apartments. A visitor, who was not from this area, wouldn't want to live here because she had the feeling that the apartments were tiny in this area.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



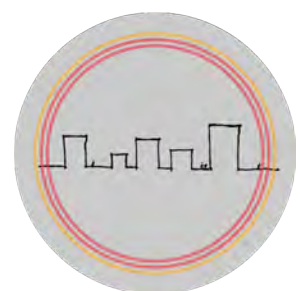
Makers



Government



Owners



Users

Themes

Theme 2c | In function vs monofunctional

Makers:

The separation of functions was part of the manifestation of CIAM back in the 1950s in the Netherlands. However, it did not work. In the eyes of the stakeholder, shops and grocery stores should be more accessible from the dwellings. The attempts of mixing functions at Bijlmerplein is perceived as positive, which is also suggested for the other neighbourhoods.

But the paradigm shift in the consumption behaviour should be considered when mixing functions, particularly under the impact of the pandemic.

Government:

The government would like to make the area less monofunctional. They mentioned that the main focus of the past was only on producing houses without integrating the functions people needed. They also linked this to safety. The presence of shops or terraces would improve social control, especially in the evening.

Owners:

The monofunctional character has been mentioned by the owners, but is not of high value. A connection between housing and different uses would definitely improve the neighbourhood, which would also impact the housing itself. Therefore, owners seemed to be interested in change, but they are quite limited in influencing change itself. Besides this, the existing structure in Bijlmerplein

with housing on top of the shops is highly appreciated by the owners. The relation between housing and shopping is lacking in other areas of H-Buurt. It seemed to be disconnected and thereby resulted in (social) urban challenges. There are redevelopment plans for Heesterveld to introduce other functions into the neighbourhood, such as office spaces.

Users:

According to the users, Bijlmerplein served as a centre where all amenities can be found. The increase in vacancy is noticed by the users, this is seen as a treat. The addition of catering and clothing stores would boost the area. Residents of Bijlmerplein are pleased with all the functions close to their homes. Users of Bijlmerplein, who do not live here, did not feel any connection with these apartments, mainly because they were not aware of these houses.

Hoptille is a monofunctional residential area. The residents are pleased with this approach, because they are able to find all the amenities which they need at Bijlmerplein which is close by.

Heesterveld has less connection with Bijlmerplein. Residents of this predominantly residential area are more focussed on their own environment. The current facilities boost the area, residents would like to see more of these non-residential facilities.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 2d | Cultural diversity

Makers:

One of the academics mentioned that cultural diversity is the special attribute of the Bijlmer. It creates a “Caribbean atmosphere” in Bijlmer back in the days, which is valuable for the area. Shops and markets were run by the Surinamese inhabitants, which created a close relationship among single cultural groups. However, the local Dutch community could barely mix with the Caribbean community. Cultural diversity is recommended, but the articulation of it required deeper thoughts.

Government:

The cultural diversity in the area is seen by the government as a challenge, but at the same time it is seen as the main driver for the identity of the area. Problems do arise when different groups mix. For example, the large groups of Surinamese immigrants who arrived in a largely Dutch community back in the days.

Owners:

The owners mentioned little about cultural diversity. For them, the diversity lies in the different neighbourhood characteristics within the urban environment, such as the public space and housing units.

Users:

Cultural diversity was frequently mentioned by users as an aspect that makes the neighbourhood unique. The people appreciated it, because they got the feeling they can be

themselves. One interviewee even chose to work here because of the multiculturalism. However, in Hoptille some people also mentioned that residents tend to only interact with other people within their own cultural group.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 3 | Elevated level

Makers:

Makers and Academics believed that the elevated level contributes to the lack of social safety in the past, although it creates traffic safety. This elevated level creates an unsafe feeling especially for pedestrians because of the lack of surveillance from cars. However, the idea of elevated level (road) in the area has been integrated to the Bijlmerplein Area to create a seamless connection from street level to the residential area above the shops.

Government:

In the eyes of the stakeholder, the separation of traffic streams mainly impacted safety. The underpasses are seen as dangerous. The government did not want to get rid of the elevated roads, mainly because of the cost of doing so. For them, the money is better spent on improving street lighting and general maintenance.

Owners:

The owners mentioned the separation on the two levels between the public space, the private spaces and the transportation. These aspects created mainly spatial issues which result in social problems. Since the elevated levels create a distinction between the flow of movements, these have a two fold character. One especially for housing and one for the commercial area. The owners have seen opportunities for improvement in the aesthetics and function of those elevated levels.

Users:

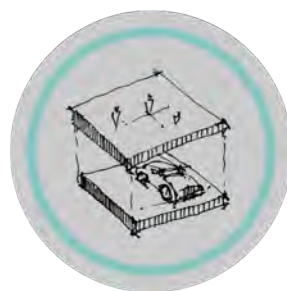
Something that was really remarkable about the elevated levels at Bijlmerplein is that a lot of people didn't even realize that these areas existed. A positive aspect of this is that a lot of the users thought it looked quiet and peaceful. But this aspect also has a negative side; people believed it didn't really look 'gezellig' (cozy/nice atmosphere). One resident said that people think it's too difficult to take a bike or scooter up to the elevated levels. And because of this, there are a lot of bikes and scooters on the street level, which is unpleasant to look at according to the users.



Makers



Government



Owners



Users

Themes

Theme 4 | Feeling of Safety

Makers:

Feeling safety were the concerns in the past. The problematic bigger area of Bijlmermeer has contributed to the social problem in the Bijlmerplein, Hoptille, and Heesterveld. Especially Hoptille with the inside corridor created an unsafe feeling within the residences. Visual connection between dwellings and public spaces is important for surveillance to enhance the sense of safety.

Government:

For the government, the feeling of safety is a two sided problem. Outsiders generally perceive the area as unsafe, insiders have a more positive view of the safety. A lot of them feel unsafe, especially at night, but not as unsafe as they should feel according to crime statistics. They mentioned drugs, criminality and feuds between rap groups are the cause for a large part of this problem. Besides this, poorly designed public space, like the old parking garages, created social issues, leading to the degradation of these spaces, and so on.

Owners:

In the eyes of the owners, the feeling of safety is of great concern. The topic is strongly connected to social issues and unintended use of spaces. Unclear sightlines, a lack of transparency of spaces and “no eyes on the street” turn many spaces into problematic areas. The owners are concerned with drug dealing, a nearby addiction clinic in the neighbourhood, and “hidden corners” connected to (green) public space. A lack of

sufficient street lighting resulted in serious day-night-problems within the district.

Users:

The feeling of safety has improved, as the amount of crime has decreased. Some users mentioned that there is little or even no crime in the neighbourhood anymore. However, there are still a lot of people who do not feel safe in the H-buurt. Especially at night, when there are men hanging around, drug dealers and addicts. These interviewees also mentioned the occurring shootings in the neighbourhood. This feeling of unsafety is also caused by a lack of lighting in certain areas, such as under the viaduct.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 5 | (In)formal economy

Makers:

They mentioned that formal economies, in forms of shops at Bijlmerplein, contributed to the liveliness of the neighbourhood. Meanwhile, there are ranges of formal stores being vacant today which creates a sense of desert in Bijlmerplein. Besides that they mentioned the areas that were used for drug dealing, informal economies were not mentioned by Makers and Academics.

Government:

Informal economies are mentioned, but generally not valued. Drug dealing is obviously not appreciated. However, they said that these types of economies are often only income for residents. When given the choice of working in a supermarket or working in the criminal circuit, young people go for the easy money. The municipality wanted to tackle this through education and social programs.

Owners:

The structure of some urban elements in Bijlmerplein create opportunities to encourage informal economies, such as drug dealing, which are not appreciated. Other informal economies are not mentioned by the owners.

Users:

The users generally appreciated businesses in the neighbourhoods. They disliked the amount of vacancy on the Bijlmerplein. It has been mentioned that the businesses are all that gave the Bijlmerplein its liveliness.

For areas that are lacking liveliness, adding business such as eateries has been proposed by interviewees. The small businesses at Heesterveld, such as the business hub that allows small companies to grow, are also appreciated. Besides drug dealing, which the users see as negative, there were no mentions of informal economies.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 6 | Greenery

Theme 6a | Lack of qualitative greenery

Makers:

For the makers, greenery is important in housing. However, cosmic greenery, created under the CIAM principle, became anonymous green without articulation of design and scale. Makers thought that social elements like benches or other variegated stuff should be placed in the green to enhance the communal sense. This aspect is also mentioned in the discussion about the square in Bijlmerplein.

Government:

A lack of qualitative greenery is seen as a maintenance problem. In the past, the budget for maintaining greenery was cut. The government now realised that this led to large, open spaces, where people do not feel at ease.

Owners:

This theme is mostly mentioned within the ecological value and is mentioned within all photos. Owners highly valued the presence of greenery in general, but they have been very critical when it comes to the responsibility of the maintenance of the greenery. They have seen this as a lack of action and vision. In the eyes of the owners, this responsibility lies with the government. For them, this lack of vision resulted in green areas without any usage, due to safety issues and a general lack of quality. They mentioned that it seems that

the green spaces are not tailored for current users and their needs.

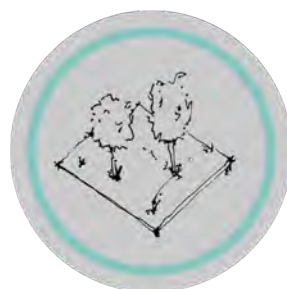
Users:

Overall, not all users thought that there is a lack of qualitative greenery. Especially for Hoptille and Heesterveld, there has been a great appreciation for the greenery in the area. It is often mentioned in the interviews. They mentioned the park that is nearby, the trees and the greenery. In Hoptille, people also mentioned the grass and gardens. In Heesterveld, people appreciated the water and planters. However, there has been also a group of users that did think there is a lack of qualitative greenery. In Bijlmerplein and Heesterveld, people thought there is too much stone and brick and they miss greenery. In Hoptille, a few people mentioned the grass as being useless.

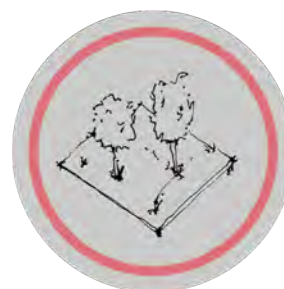
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 6b | Abundance of greenery

Makers:

In the eyes of the makers, cosmic greenery between neighbourhoods have lost the sense of scale. More articulated 'human scale' greenery is needed within the neighbourhood.

Government:

The abundance of greenery is mentioned a couple of times, but always in relation to the quality of the green space.

Owners:

The owners did not mention the greenery as an abundance. They mentioned the presence of it. They have been reflecting on the quality of it. They found the amount of it too little. They have been very positive towards greenery in general, but would like to see it improved.

Users:

Users did not talk about an abundance of greenery. In Hoptille and Heesterveld, people mentioned the presence of a lot of greenery, but they did not think it was too much. People mainly mentioned that they miss the green in specific areas. For example, on the square of Bijlmerplein, on the elevated decks in Bijlmerplein and inside the creative community block in Heesterveld.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 7 | Low – mid – high-rise

Makers:

The makers and academics agreed that the idea to create mid-low rise in Bijlmerplein, Hoptille, and Heesterveld aimed as anti-Bijlmer with 5-6 storeys. The high-rise Bijlmermeer with such density and abundance green with the idea of separate functions contributed to the social problems of Bijlmer in the past. In their eyes, the mid-low rise created a more pleasant ambience and human scale. Heesterveld especially also aimed to have intimacy with its inner courtyard. The makers believe that mid-low rises would be more valuable in these neighbourhoods.

Government:

The low rise part of Hoptille is only mentioned once, and in a negative way. The public space provides opportunities for crime to fester. Heesterveld is seen as an effective catalyst for social progress. But this is seen as a result of who lives there, rather than the building typology. The high-rise is seen as a problem on its own. Because of the scale of these buildings they function as a small village, so they need special attention.

Owners:

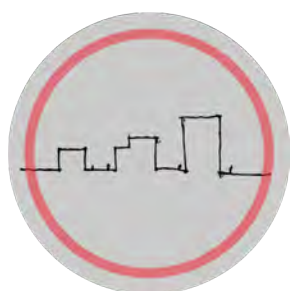
This theme is mostly mentioned within the ecological and social values. The owners liked the diverse typology in Hoptille, especially the single family homes were valued. This is mostly because they generally did not like the high rise. They liked the human scale, which is more present in Heesterveld and Hoptille, where the buildings do not exceed

six stories. They believed that the human scale is lacking in many parts of the H-buurt.

Users:

The users usually had strong opinions about the differences between the low- mid- and high-rise buildings in the H-buurt. Generally the most positive feedback was given on the low- and the high-rise. People liked how the low-rise buildings were good for bringing in families in the area and people often said that the high-rise buildings are very typical for the Bijlmer. The mid-rise on the other hand got a lot of negative feedback, mainly at Hoptille, this however never really seemed to be directed at the fact that this is a mid-rise building but more for the technical and social problems that this building has.

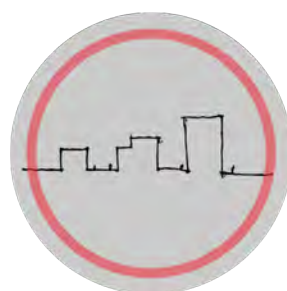
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



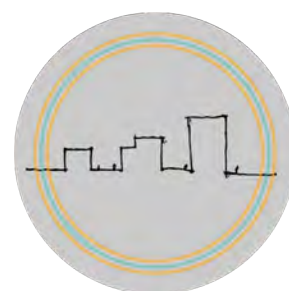
Makers



Government



Owners



Users

Themes

Theme 8 | Maintenance

Theme 8a| Building scale

Makers:

When looking at the building physics, buildings from the 80s are the worst ones. The buildings of the 70's and 90's are better. The cause of this problem was mainly the crisis in the 80s. The buildings lacked financial support, which is reflected on the building quality. In the eyes of the stakeholder, it is no surprise that buildings (such as Hoptille) suffer from technical problems, due to poor building materiality and insulation. However, for the apartments on top of the shops in Bijlmerplein (white) bricks have been used to obtain high quality.

Government:

On the building scale, the government pointed the finger at the occupants. At Heesterveld, the largest improvement came from kicking out problematic groups for creating a better community.

Owners:

The owners did not talk too much about the maintenance on the building level. They did however mention that the buildings from the 80's are hard to improve. They tried to do this in Heesterveld, but it did not succeed. The long building of Hoptille seemed to have serious maintenance problems, especially in regards to leakages, acoustic problems and insulation, which are, as mentioned before, hard to resolve.

Users:

Little has been said by the residents about the maintenance on the building level. Users are particularly dissatisfied with Hoptille; both the appearance of the outside (rear) and the quality of the building on the inside. The building of Hoptille has problems with the drainage resulting in odor nuisance. In addition to this, residents on the ground floor have noise nuisance from toilets flushed by neighbours above. The community police officer, who is familiar with many buildings in the area, stated that housing associations play a major role in building maintenance. Involved residents also offer a contribution to the buildings. This is possible with owner-occupied homes.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 8b | Urban scale

Makers:

Not addressed

Government:

On the urban scale the underpasses were mentioned as the largest problem. In their eyes, street lighting was in need of attention. Because of cost, a lot of the public space is maintained very cheaply. The municipality is looking into ways of improving this, for instance by improving the pavement.

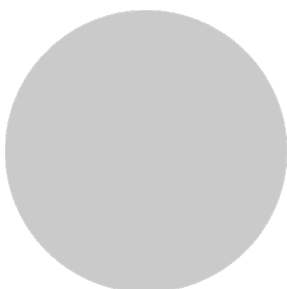
Owners:

Owners mentioned the unclear share of responsibilities of stakeholders, which results in problems. Vertical elements (i.e. fences) are owned by the VVE, pavement and public greenery is maintained by the municipality, while the front yards are from the residents. To make it more complicated, CBRE is responsible for some of the roofs and is also part of the VVE. The owners believed that if an area is kept clean and whole, it will be treated better by residents and it will stay that way. For them it is important to do so, because it would increase the living experience. Due to this complicated system, this is not always done. Therefore, residents complain to the housing corporation about it.

Users:

Users didn't mention a lot about maintenance on an urban level. Nuisance from rats has been a problem at Bijlmerplein. According to residents, this has been solved.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 9 | (Mis)trust

Makers:

Not addressed

Government:

Not addressed

Owners:

Within the social branch of the company, the owners sensed a mistrust of organisations, such as the government and the housing corporation itself. This is shown in the level of participation within the neighbourhoods. The residents did not seem to believe any action is going to be taken and their input is not valued.

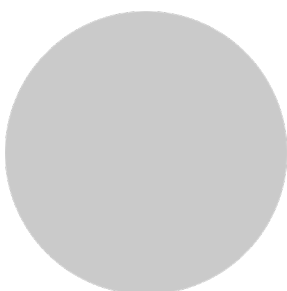
There is evidence of this in the public space. For example, the playground, that is made on one of the newly renovated decks, is hardly used by residents. The government has asked the neighbours about their wishes, but it took five years for these ideas to be realised. The result is an unused playground.

Local neighbourhood administrators however have gotten a position that is more detached from organisations and the people trust and know him personally.

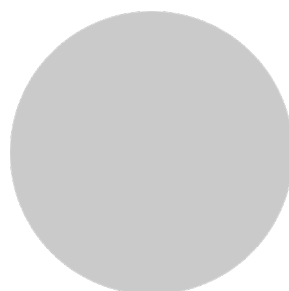
Users:

Residents have a mistrust of organizations, such as the housing corporation. For instance, one resident mentioned she was scared to lose her house. And on several occasions, interviewees first asked if the interviewers were from an organization, before wanting to do an interview. However, the users do trust smaller organizations with more personal contact, such as the buurtwerkkamer 'de Handreiking'.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 10 | Nuisance of garbage

Makers:

Nuisance of garbage has not been mentioned within the group of Makers and Academics. The placement of garbage containers however is. In their eyes, the placement is wrong as it claims a too prominent spot in the public space.

Government:

This was shortly mentioned at Bijlmerplein, where the distance people have to walk to get rid of their garbage is too large.

Owners:

This theme is mostly mentioned within the economical and aesthetical urban values. Owners valued the use of trash cans, but the placement of trash cans nearby housing has to be improved. The fact that trash cans are located nearby housing is important. On the one hand it motivates residents to get rid of their trash. However, it can be problematic at the same time, because the trash cans have a negative impact on the aesthetics of the surroundings. The presence of trash is also of importance and seems to be a problem within the neighbourhood. Since trash is lying around the public spaces the use of trash cans by the residents has to be questioned.

Users:

Garbage nuisance is mentioned in all locations by the users. The problem mainly had to do with rats nuisance, the accessibility of the trash cans and the pick up of the garbage.

ge. People commented that there is also a lot of waste on the street and that it is never emptied by the municipality. It has however already improved a lot; people mentioned that the problem used to be much bigger in the past. In Hoptille, some people mentioned that the streets are clean and there is no garbage. However, all other comments on garbage are negative for all locations.

Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



Makers



Government



Owners



Users

Themes

Theme 11 | Sense of ownership

Makers:

Makers, and moreover Academics, mentioned the lack of ownership is reflected in a visual way. The gardens at Hoptille are used to store laundry machines. A lack of personalisation is shown through anonymous gardens. This is perceived as a negative feature among both Makers and Academics. In their eyes, the sense of ownership could contribute to safety as well. However, this is lacking at the moment. Bijlmerplein has improved over time; individual fences have been put down and changes have been made to the elevated decks in forms of new planters and dividers.

Government:

This topic was brought up when discussing gardens of Hoptille. In the eyes of the stakeholder, people don't maintain their gardens. It was not clear if this was due to a lack of money or to a general lack of care for the residents' environment.

Owners:

The owners believed that there is a lack of ownership throughout the neighbourhoods. This is present in the littering within Bijlmerplein: the unused flower pots and the lack of participation in the public space. For Hoptille, this is visible by the lack of maintenance of the private gardens.

Users:

Although many users did not mention the sense of ownership, there was an opinion

that it was not easy to have ownership, because many social housing or flats in the area were provided in the rented accommodation. One user pointed out that most of the sale houses were bought by the seller and leased to the residents, which makes it difficult for the new owners to feel belonging to the neighbourhood.



Makers



Government



Owners



Users

Themes

Theme 12 | (Street)art

Makers:

In the eyes of the makers, street art had a negative overwhelming addition. The colouring of Heesterveld's facades is seen/ designed as a 'sign making'-process. People can identify themselves with a certain building/ community. For them, it is perceived as an architecturally bad thing. The verticality, plus the materiality of the building panels with balconies and architectural details, are totally lost by the diagonal lines painted over them. Both academics and traditional makers have agreed about this part.

Government:

The government has seen art as a strong binder for the area; people identify with it. On the one hand, graffiti is seen as a negative. On the other hand, organized art is seen as a positive. The colours of Heesterveld are appreciated by the stakeholder. The artistic community there is greatly valued, and the government would like it to become more permanent.

Owners:

Street art is mentioned mostly in connection to Heesterveld, due to the accomplished redevelopment. Owners have seen a big part of Heestersveld's identity connected to the colourful facade and wall paintings. The colourful stairwells in Hoptille are mentioned as well, but didn't seem to play a very important role for the identity of Hoptille. Some

owners have mentioned that the colourful transformation of Heesterveld should be kept in mind for future redevelopments within Heesterveld itself.

Users:

Users had different perceptions of street art in three different regions. In Bijlmerplein, there was not much mention of street art, apart from the huge graffiti which was painted on a specific shop's walls. As for the Hoptille area, both social media and street interviews mentioned the wall art painted on the stairs. They were generally positive about art on the stairs, and on social media, the artist herself said her work. The most frequently discussed street art was at Heesterveld. Many visitors were interested in the color and graffiti on the walls of the building and took pictures. Generally, users positively evaluated the street art and color of this place. Still, on the other hand, there were several opinions that the color was too excessive in terms of living space. In general, however, residents were satisfied with the art and color of the area. Due to the nature of social media, Heesterveld's art and vivid colors made many people post about it. Many social media users posted about art, reflecting the positive expressions. Many people perceived street art as a significant element of this area as a guide tour program takes place about street art in the surrounding area.



Makers



Government



Owners



Users

Themes

Theme 13 | Three distinctive identities

Makers:

The Anti-Bijlmer, as mentioned before, resulted in three strategies. Firstly, the four-to-six story building block with a courtyard at Heesterveld. Secondly, the elongated building at Hoptille, that turned its back literally towards the old Bijlmer. Finally, there is the mix of living on top of shops with their unique entrances at Bijlmerplein.

For them, the separate identities gained more strength by their materiality. Where Heesterveld consists of prefab concrete slabs, Hoptille has a mix of concrete and bricks. Bijlmerplein has a high quality white brick highlighted in the facades.

There is a lack of active plinth both in Heesterveld and in Hoptille. At Bijlmerplein more shops at the plinth will get vacant, which affects the feeling of safety.

The topic of entrances is another theme which is different at each location. At Heesterveld the entrance is situated in the corners. Hoptille (after renovation) has 'portiek' entrances along the block. Bijlmerplein has the entrances hidden at the corners of the block as well, like Heesterveld, but lead to an upper deck with 'portiek' entrances.

Government:

The three identities were mentioned in a sense of management. Because they all have such a strong identity, they should be seen as separate neighbourhoods.

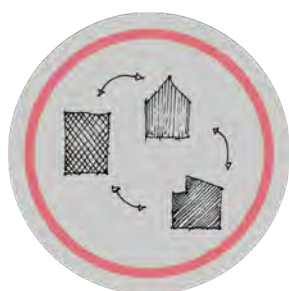
Owners:

The owners mentioned that the locations have three very different identities. For them, this is due to the differences in typologies, appearances and social issues. They mentioned Heesterveld as the most positive of the three and Hoptilles as the worst. Some of the methods, that the owners believed could improve the H-buurt, have been implemented at Heesterveld; for example, the use of the plinth. They believed this has worked and they would like to use these strategies in other areas in the H-buurt as well. There is no clear plan for the other buildings yet. Some of the decks in Bijlmerplein are renovated and a new team started on the discussion whether or not to keep Hoptille.

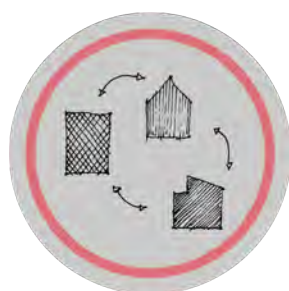
Users:

In all three locations a sense of community identity is present, even though in different ways. The bijlmerplein is seen as the most lively, even though there aren't as many community activities as in the other locations. The community sense in Hoptille is mostly established by the community centre and the activities they organize. Similarly, community activities are organized in Heesterveld, but moreover people feel like they belong because they live with like-minded people.

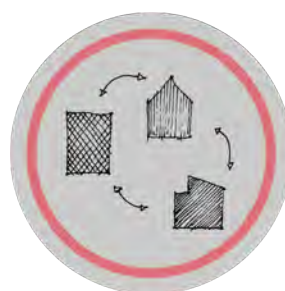
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



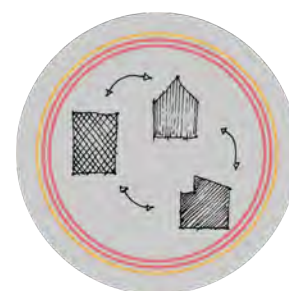
Makers



Government



Owners



Users

Themes

Theme 14 | Unintended use of public space

Makers:

The public space between the neighbourhoods is huge. In the eyes of the makers, it appears as anonymous without any character. In Hoptille, the public spaces did not seem public and the private spaces did not seem private. For them, this appearing misunderstanding also causes the non-use of private space. For example, the gardens in front of the housing units at Hoptille.

Government:

The topic of 'spaciousness' is mentioned by the stakeholder. This was in contrast with the presence of uncontrolled public spaces. The urban elements, like parking garages or squares with dark corners, have proved to be ideal for all types of shady activities. This is not appreciated by residents, who have to pass through these spaces to enter their houses. Unintended use can also be a positive. For instance, there is a gardening initiative at Hoptille which socially connects residents.

Owners:

The owners were very concerned about the public space, even though they have no direct influence on it. Most of the public space is owned and maintained by the municipality. Ymere is in close contact with them in order to have a common vision on the public space. In the eyes of the stakeholder, the public space has a huge impact on the living experience of their residents. One the one hand, public seating and playgrounds

improve the neighbourhood, but on the other hand it simultaneously offers places to "hang", which is not appreciated by the owners. In general, owners seemed to have different ideas about the use and the desire for public spaces by residents.

Users:

Users generally did not have much awareness of public spaces in the area. For example, most users were unaware of the playground behind the residential building at Bijlmerplein (shown in one of the collective photos). In Hoptille, there was a little playground behind the mid-rise building. However, according to street interviews, some children used it a few years ago, but now they didn't anymore. In other interviews, it was also noted that there was not enough space for sitting and that it was difficult for people to socialize.



Makers



Government



Owners



Users

Conclusions

Conclusions and reflection

This research report should be seen as a snapshot of the design studio process. This research has helped to shape the guidelines and frameworks for the main research question: “What are the heritage values and attributes of the residential neighbourhood and buildings in the H-Buurt, Amsterdam Zuid-Oost?”

This report has marked the main results and conclusions to create a wide range of information, which created the foundation for the next steps in this graduation studio. For this reason, the research was collectively done to collect a lot of information. In addition to this, an open attitude, without preconceptions, was required to try not already setting boundaries during this research phase.

Because of this, this report did not attempt to draw an overarching conclusion for all stakeholders. The broader the conclusions are, the more parallels and contradictions between the different groups are shown. The exploration of values, attributes and current challenges is of great importance in the next phase of this research: research by design. The themes are the foundation for defining the challenges within the neighbourhood of the H-buurt. These themes will also lead to the development of the value-based tools for different scale levels. In this next phase, these tools will be accessed against Level of Acceptable Change, to gauge the impact of the tools.

We would like to thank all participants for this first phase in this research and we are looking forward to show you the results of the next phases.

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MAKERS / Appendix

Appendix

Period	Actor	Idea/Photo	Source
1919-1933	Bauhaus/ Walter Gropius	The ultimate aim of all creative activity is a building! For there is no such thing as “professional art”. Let us therefore create a new guild of craftsmen without the class-distinctions that raise an arrogant barrier between craftsmen and artists! They tried to create a new reality with surfaces, lines and other geometric figures, uncontaminated by the feudal, bourgeois and warlike past. They also introduced the idea that function should take precedence over form. Not art for art, not form for form, but everything for the benefit of usability .	https://bijlmermuseum.com/het-bauhaus-manifest/
1929	CIAM Functionalism	Description of functionalism CIAM. Urbanism is the organisation of all functions of the collective living in the city and countryside.	Woud, A. van der, <i>Het Nieuwe Bouwen Internationaal Volkshuisvesting Stedebouw</i> (Delft 1983)
1933	CIAM	cities were too congested, noisy, polluted and chaotic. these problems could be solved by separating out the functions of a city into distinct zones for housing, working, recreation, and traffic. Zoning wasn't a new idea, but the architects from CIAM wanted to take it farther. The living spaces would be in high-rise apartments so that the ground-level was open for recreation and collective spaces— live in the sky, play on the ground. Cars would even drive on elevated roads so that pedestrians could have the space below all to themselves. There would also be separate districts for industry and shopping. Where old European cities were winding, cluttered and polluted, this new one would be linear, open, and clean , with everything in its proper place.	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
1930s	Le Corbusier	 Models of (unbuilt) urban design proposals: Concrete, the Modernist building material of choice, was inexpensive, and building apartments in high-rises required less land than building stand-alone homes.	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
1935	Cornelis van Eesteren AUP	Cornelis van Eesteren. AUP (Algemeen Uitbreidingsplan), not another layer around the city but a separate part , to relieve the centre. Bijlmermeer wasn't part of the original AUP, since the area wasn't part of Amsterdam. The city thought the idea would be rejected if the Bijlmermeer would	Bleumink R., (2018) Bijlmer versus Boekarest.

		have been part of the AUP, due to it being too disconnected from the inner-city.	
1950s	Bijlmermer vision	“city of the future” a new neighborhood, close to Amsterdam, that would be a CIAM blueprint — a perfect encapsulation of Modernist principles. It was called the Bijlmermeer, and it tested these ideas on a grand scale. tall concrete housing towers, but they did choose to arrange them in the unique shape of a honeycomb. The hexagonal grid would allow each apartment to get some sunlight every day. The apartments were meant for the middle class, and no apartment was designed to be “better” than another. Every man would be equal to his neighbor.	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
1950s	Pi de Bruijn	proposed to have apartments on the ground	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
1950s	lead architect Siegfried Nassuth	The ground was meant to be a collective space for everyone, according to the principles of modernism .	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
1950s	Van Eesteren Siegfried Nassuth	Bijlmer focused on middle class income families according to city of Amsterdam. The eventual spatial experience is primarily the result of urban planners and politicians, according to Mentzel (1989). Cause of this all can be found in the period after the second world war. Ambitious plans were made to make new neighbourhoods. The four storey housing of that time couldn't fix the housing shortage, a solution could be found by making a new neighbourhood, the Bijlmermeer. Eventually the government gave permission to Amsterdam to lease the area of Bijlmermeer for 12 years. First part designed by Van Eesteren, the project has been guided by Siegfried Nassuth.	Geordy van Bussel in Chepos - Bouwkundig Magazine 45 (June 2013) p. 28-29
1964	Bijlmer Kees Rijnboutt	Kees Rijnboutt about the Bijlmer: The current society is based on an “I” perspective , the Bijlmer could exist in a “We” society . Reference was the building in Scandinavia. As well as making common amenities as day care and laundry rooms. (did not work in the Netherlands). We wanted to make the City of tomorrow .	https://rijnboutt.nl/articles/1228
1965	Charles Moore (Sjoerd Soeters mentioned in kick off)	Charles broke things open...“In the city...urban and monumental places, indeed urbanity and monumentality themselves, can occur when something is given over by people to the public .” —Charles Moore	You have to pay for the public life : selected essays of Charles W. Moore

1965	Bijlmer Functionalism	Ideal for collective spaces ; the tenants were meant to maintain and fill in the empty spaces from the ideal of 1965 “samenlevingsideaal” but the practice proved to be different and the outcome was struggling in a negative way.	Bleumink R., (2018) Bijlmer versus Boekarest.
1966	Bijlmer	Constructed in 1966	
Early 1960s	head of the planning department Jakoba Mulder	feared a dormitory satellite city with alienating tower blocks . She pleaded for a considerable reduction in high-rises, making the Bijlmer more similar to the more moderate General Expansion Plan (envisioned in 1934) to the west of Amsterdam.	https://failedarchitecture.com/amsterdam-bijlmermeer-a-reputation-blown-to-smithereens/
Early 1960s	Aldo van Eyck, protagonists of the architectural movement Structuralism	critical of the ‘inhuman’ scale, even calling elements of the plan ‘frightening’ and ‘frustrating’	https://failedarchitecture.com/amsterdam-bijlmermeer-a-reputation-blown-to-smithereens/
1960s	Pi de Bruijn	advertisements depicted a paradise with modern apartment towers, surrounded by lush green grass and trees. De Bruijn and his wife moved into the complex in 1969. “I lived on the 9th floor,” he recalls, and “I had a four-room apartment: three bedrooms, a living room, kitchen, beautiful bathroom, and a balcony that was two meters wide and twelve meters long. It was a paradise of a balcony.” Complained about: waiting for metro line , shopping area. Driving through provided a spectacular view, but it was difficult to navigate or orient around a center, because there was no city center or town square. no one to ask for directions, because there were no pedestrians on the elevated streets.	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
Late 1960s	Bijlmer	Due to student protests, squatters, the marriage of Beatrix and Claus, the municipality of Amsterdam was pretty occupied . Leaving the Bijlmer to deteriorate .	
1968	Bijlmer	First tenant got their key, rent was 324 gulden per month	
1969	Bijlmerpark Nelson Mandela Park Hans Laumanns	Bijlmerpark was meant for recreation , made by landscape architect Hans Laumanns, meant to be according to modern standards, but Laumanns created an “engelse landschapsstijl” with high trees as a contrast to escape from all the concrete . As a result of this design decision, a feeling of unsafety was created due to the forest feeling and lack of social control.	Bleumink R., (2018) Bijlmer versus Boekarest.
1970	Bijlmer	Start construction of the metro line	

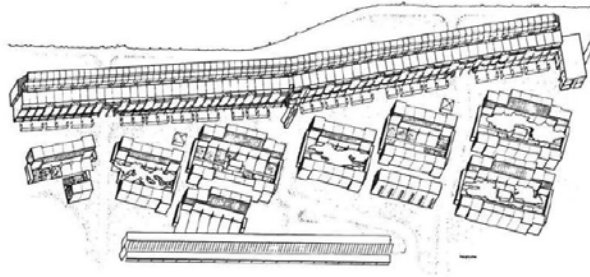
	metro		
Early 1970s	Oscar Newman (American urban planner)	turning against the massive concrete apartment towers that modernists had pushed for in the 30s and 40s. it was the vast amount of common spaces that had lead to Pruitt Igoe's downfall — these neglected spaces had become hiding places for criminals. He worried that the Bijlmer was likely to suffer the same fate.	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
Early 1970s	CIAM member Aldo Van Eyck	question and denounce this approach to building. went on national TV and cried literal tears over what an awful concrete monstrosity Bijlmer was.	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
Early 1970s	Rem Koolhaas	Rem Koolhaas said of the Bijlmermeer that it “offers boredom on heroic scale. ”	https://99percentinvisible.org/episode/bijlmer-city-future-part-1/?_sp=f1f9321d-87da-48a6-8bbd-9716812c7ba6.1519209766155
1975		Surinamese independence movement would cause a possible loss of citizenship, more than 100,000 people left for the Netherlands in the years. Bijlmer, with their many vacancies , became an attractive alternative. limited the number of Surinamese Dutch they would take as tenants. → squat	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/
1970s	Pi de Bruijn	“an invasion ” and “a ghetto. ”	
1970s	Guilly Koster, Surinamese presenter	it took the Surinamese time to adapt to living in the Bijlmer, but disputes the view that it was a ghetto. Koster points out that it was a failed experiment before the newcomers showed up, hence the vacancies.	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/
1972	Robert Venturi	‘Learning from Las Vegas’ - study is centred on non-planned cities that emerged as a result of spontaneous (commercial) activities, thereby idealising a type of urbanism marked by an absence of planning.	https://failedarchitecture.com/the-story-behind-the-failure-revisioning-amsterdam-bijlmermeer/
mid-1970s	Hoptille, Heesterveld design complains	design of both buildings , which did not match the behavior of its inhabitants at all, but rather reinforced any non-social behavior.	https://bijlmermuseum.com/page/6/
mid-1970s	heroin dealers	There were dealer-run apartments, stairwells, and storerooms where they could smoke or spray their 'horse'. And then the deterioration started, many tenants left quickly - about 30% of the total per year	https://bijlmermuseum.com/page/6/
Late 1970s	lead architect Siegfried Nassuth	still working on the project Partly because of his disappointment , had thought they were creating a	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/

		better kind of city, a utopian paradise that people would line up to live in. in 1979, Nassuth abruptly quit his job at the Bijlmermeer.	
1975	Bijlmer	After the independence of Suriname , people from Suriname moved to the Bijlmer. Due to being unemployed, couldn't afford rent, lived with multiple families in one house.	Bleumink R., (2018) Bijlmer versus Boekarest.
1975	Hoptille Rijnboutt	10 years after working on the Bijlmer, Rijnboutt worked as an independent on Hoptille. From 11 layers original to half of that. Rijnboutt: The houses of red brick lay sheltered behind a ' wall ' of a midrise building block.	https://rijnboutt.nl/articles/1228
1975	Hoptille	Public participation was applied. Preference for low-rise buildings and small-scale, with a special desire for a possibility of social control in the public spaces and access.	https://www.dearchitect.nl/projecten/hoptille-amsterdam-en-groeneweg-rotterdam-door-kees-rijnboutt?io_source=www.google.com&_ga=2.175397157.60979130.1601818115-544387096.1600350043
1975	Hoptille	<i>"Hoptille was a special project in the Bijlmer that deviates from the high-rise flats which had been built there until then"</i> <i>"Rijnboutt ascertained a demand for increasingly large private spaces and noticed a shortage of symbols in Bijlmer."</i> Attributes and features • Low rise • Unusual shape • Variation of orientation of the blocks • Distinctive use of colour sets • Low-rise alongside • Intimate inner spaces • Connection by passageways • Gallery and a footbridge as architectural elements	Martien de Vletter, The Critical Seventies, Architecture and Urban Planning in the Netherlands 1968-1982
1976	Bijlmer Metro	Metro line in use? (or 1980.. Check below RO)	Bleumink R., (2018) Bijlmer versus Boekarest.
1980s	Architects and Architecture 80's		Collage City, Collin Rowe
1980	Bijlmer	the metro train connecting the Bijlmer to the rest of Amsterdam finally arrived, and a shopping center opened up nearby .But the Bijlmer still didn't fill up. At the	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/

		highest point of vacancy in the 1980s, 3,200 apartments were sitting empty, about 25% of the units.	
1984	Bijlmer Renewal	Housing association 'Nieuw Amsterdam' has been founded. As a start for the renewal of the area.	
1984	Bijlmer	research from students from TU Delft. The residents didn't appreciate the functionalism values. The large scale was mentioned as a problem, it made it difficult for residents to orientate themselves in their neighbourhood. Every block was the same, this increases the feeling of unsafety and a lack of social control.	Bleumink, R., <i>Van beneden naar boven kijken. Onderzoek naar de beoordeling van oorspronkelijke bewoners en hun invloed op het resultaat van de Bijlmermeer in de jaren 1970 en 1980</i> (Amsterdam 2015). Online: http://www.jhsg.nl/rick-bleumin-k-van-beneden-naar-boven-kijken/ .
1980s	Hoptille, Heesterveld Design vision	Intended as anti-Bijlmers ... No monumental honeycomb flats here in an overwhelming green environment, but the old, familiar : mid-high residential blocks intended as experiments for a very progressive mix of tenants : mix ordinary civilians with fired prison criminals, students, living groups, ex-psychiatric patients. and other niche groups in the social housing sector	https://bijlmermuseum.com/page/6/
1980s	Bijlmer Functionalism	The idea of functionalism in the Bijlmer is slowly abandoned , cars are allowed at ground floor level. (albeit for loading goods mainly) Small businesses could open on the shadow side of the building blocks as well. Didn't happen on a large scale, but still the strict separation of functions wasn't in place anymore.	Bleumink, R., <i>Van beneden naar boven kijken. Onderzoek naar de beoordeling van oorspronkelijke bewoners en hun invloed op het resultaat van de Bijlmermeer in de jaren 1970 en 1980</i> (Amsterdam 2015). Online: http://www.jhsg.nl/rick-bleumin-k-van-beneden-naar-boven-kijken/ .
1980s	Bijlmer	Decision between renovation or demolition From the residents there was friction to demolish the building blocks. Kleiburg, according to them, is a cultural heritage . It isn't pretty, but it does tell a story about the post war ideologies.	Jolijn van Keulen in Chepos - Bouwkundig Magazine 45 (June 2013) p. 33
1980s	Bijlmer Renewal Social problems	90 percent of the houses was built as highrise. When making these decisions on an urban scale the wishes of the target group wasn't taken into account. A mismatch	Frederike Zielman in Chepos - Bouwkundig Magazine 45 (June 2013) p.

		was made. Add on top of that, the lack of amenities, technical problems within the building and high rental prices. This all resulted in vacant building blocks. A non-desired variety of people came to live in the Bijlmer because they couldn't find any other place to live. A high flow of people coming and leaving, made the connections in the neighbourhood anonymous. And social problems were appearing more and more. 1980s a focus on renewal. Housing association Nieuw Amsterdam was founded. Lower rent, better quality of the houses and lifting the Bijlmer from its "Dutch ghetto" image. To achieve this not only the built environment but also social problems needed to be tackled. The separation of functions was abandoned. Not only this but also the demolishment of flats helped improving social safety. The reason for demolishment of certain part wasn't due to technical state of the building. Diversity was created by adding different housing typologies.	
1986	OMA - Bijlmermeer Redevelopment	Proposed 'glorification' of the existing concrete slabs. We looked at it in a positive manner, appreciating the repetition of elements and its large scale. At the same time we considered this monotonous beauty the very basis of a problematic. The focal point for criticism is the built-up part of the scheme, for reason of its omni-visibility. urban activities produced by the actual Bijlmermeer is too poor. It doesn't match the potential of our culture of congestion and is anachronistic in view of modern urban pluralism. Thanks to its location in the centre of the con-urbanisation in the west of the Netherlands, and its rail and road connections, the Bijlmermeer can become an independent urban entity. The Bijlmermeer should not be approached by means of historical models; the possibility of modern architecture is yet not exhausted.	https://oma.eu/projects/bijlmermeer-redevelopment
1986	Architect, Owner, Residents	The plans must then be radically changed by the architect, as a result of which the two eight-storey residential towers are canceled. It basic principle, the long inner corridor acting as an extension of the public road continued to promote integration between the different households maintained in the plans.(p.8) To keep costs down, the inner street is reduced to approximately two thirds of the original size narrowed. Also, the skylights, which means outside light can enter directly into the inner corridor,	HOPTILLE: EEN IDEALISTISCH WOONCONCEPT OP TILT <i>Hoptille: an idealistic housing concept on tilt</i> By Frank Wassenberg Delftse Universitaire Pers, november 1988

		deleted from the plans. (p 9) All in all, Indeco Coignet's bankruptcy led to the search for a new one contractor and the simplification of the construction plans a significant delay of estimated to be more than two years, according to resident of the first hour W. Oudman. "The result was that the participation group was lost." (p.9) It is too long and too narrow and gives the people a sense of lack of freedom and a feeling of being trapped. The inner corridor despite the integration concept of Hoplift a dividing line between youngsters to one side and families on the other side of the hallway. The waste disposal is also not regulated, what leads to stench and rubbish in the hallway, according to the drafters of the note. (p10) note, "to give a category of people that are not in was able to live independently. Drug and alcohol use was commonplace day. The inner corridor was used by this group as a waste storage and as a meeting place used. This had its effect on the other homes, which made it difficult remained rentable. This resulted in a super-fast flow that soon failed could be more controlled by the Rental Department, "said the Housing Company East. (p10) Some people consider the inner street as an outdoor space and walk their dog. Nobody feels responsible for De Rommel and nobody cleans up. (p11) The rapidly changing residents can no longer be registered. Illegal habitation is the order of the day. The feeling of insecurity increases, burglary is a regular phenomenon. (p11) Bijlmer. Architekt Rijnboutt split the prescribed in the zoning plan building height of ten storeys in two times five storeys while retaining same density. Hoptille, for example, has the same building height as in Amsterdam is common. The two times five storeys are laid one behind the other and form such a long 'wall', the name that the building soon received popularly. This wall also forms a partition between some older ones on one side Ten-high Bijlmer flats and the low-rise Hoptille on the other side. (p15)	
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ground level. This concerns 28 homes intended for the elderly and two projects of the Central Housing, where together more than 20 people live. The other **190 homes are accessed via a 300-meter-long inner street,** which runs through the entire building on the second floor. This inner street is via six stairwells and an elevator freely accessible to everyone. The entrances to the maisonettes are on the first and on the inner corridor (p17)

Hoptille was built as an experimental project, involving a fresh and innovative architectural style, integration of different lifestyles and **participation of future residents** were of paramount importance. (p18)

Furthermore, the resident escorts loved it Housing company on. Supervisor J. Oudeman: "People who were often unknown in Amsterdam, they were handed a bunch of keys and told which one metro stop they had to get off. They had to own their house and their storage room see to discover. And that, while Hoptille was so complicated. " **The Housing Company's supervision of Hoptille was minimal.** Because of the large physical distance, it was quite a challenge for employees of the GWB to Hoptille to visit. (p22)



It is clear that this caused **great immaterial damage to the residents.** A somewhat exaggerated example. At night you lie awake from suspicious noises. In the morning, do not you with a pleasant feeling of home away when you know that the odds it is great that your house is searched when you return home.

When you open the front door you stumble over a junkie sleeping against it. If you say something about it you are threatened. In the hallway you see houses that have been broken up and destroyed. Arrived downstairs, a fire has already started in the storage rooms

The accumulation of all these problems would eventually come within **three years delivery lead to a complete renovation.** (p45)

Physical problems as the cause:

1. Inner Street



Rijnbouts: "In retrospect, **it was assumed that it was too optimistic the functioning of such an entrance hall.** Street life would continue indoors must put. **However, the open interior hallway did not work. Now I would never like that again** design an open building that is freely accessible to everyone. There has to be a formal separation between public and private spaces. " (p47)

In the complex on Groesbeekdreef, also designed by him, that is the beginning 1984 was completed, the same inner street was removed at the last minute plans deleted. Rijnbouts also mentions complex 'De Gordiaan 'in Lelystad, where the inner street is currently being modified.

2. Problems caused by the type of housing

Hoptille was intended for **youth housing only**. Later, in the mid-1970s, **these plans were adjusted** and integration was allowed of housing forms first. However, the emphasis remained on housing for young people. Architect **Rijnbouts**: "You have to realize that the 1 + 2 as a group are still was just on the market. This was one of the first complexes in the Netherlands where HATjes were built. "

These houses were rented per room to 2, 4 or 5 young people. However , they turned out to be unpopular and difficult to rent out; there were no young people who registered as a group for such a group home on this one place in town. **As a result, they had to be allocated per room to people who had never met had dealt with each other.** (p47)

3. Problems caused by the cost of housing

The costs of housing were high, both due to high net rents and due to the additional costs (p48)

4. Problems caused by the **organization of management**

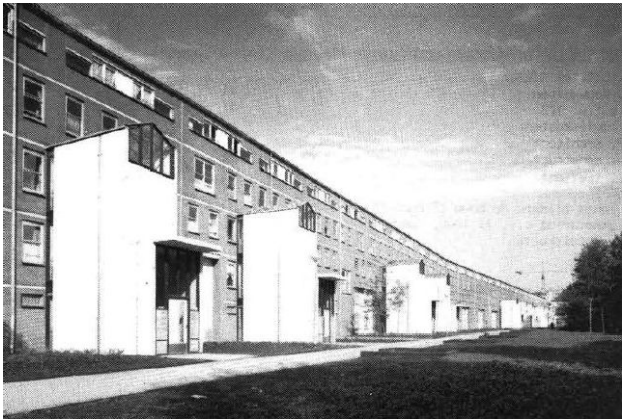
The organization of the management of Hoptille had two specific problems. It first was the division of the Housing Company into sub-companies, just on it the moment Hoptille was delivered, the second was the isolated location of Hoptille. (p49)

5. Problems caused by the isolated location

M. Klaren of the GDV about this:

"Hoptille **was actually delivered too soon**. Now it could be one for many more people attractive location. "

		<u>Social problems as a cause:</u> 1. Problems caused by the population composition It was explicitly intended to arrive at a mixed population composition. In the schedule of requirements from 1975 this is as follows: 'The objective of the Hoptille residential complex is possible are described as an attempt to integrate different houses occupant categories. (...) The integration idea, which is at the heart of the Hoptille complex underpinning implies a social constellation, in which the different resident types can live together normally. ' There was room for 'normal' s incomplete families, the elderly, working young people, students, single people elderly and physically handicapped (GDV, 1975). (p.51) Have (former) residents on the other hand, it is about Rijnbouts ideal: "It looked beautiful on paper. People who hung over the banister and have a nice chat. In practice that was quite different. Unfortunately. " (p51) This led to more tension than integration. The architect, K. Rijnbouts: 'We turned out to have misunderstood the way in which people (can) live together. Instead of watching over each other well-being and behavior, there was just a lack of social control '. (p51) 2. Problems caused by the housing allocation 3. Problems caused by the lack of resident guidance <u>External factors as a cause</u> 1. Problems caused by the space QP the residential market At the beginning of the eighties there was a change: the idea of the compact city made its appearance. Amsterdam wanted to be back within its own borders building to halt the years of decline in population size. Many alternatives to choose. (p56) 2. Problems caused by the general economic situation 3. Problems caused by the rent reduction for the Bijlmer high-rise building which increased the competitive position of Hoptille deteriorated further. 4. Problems caused development of crime in general 5. Problems caused by the image of the Bijlmermeer At the end of November 1983, the Architectengroep made Loerakker, Rijnbouts and Ruijsenaars provide a first overview of the differentiation of housing types after the home improvement. The improvement proposals included two types of measures; on the one hand structural changes to the buildings on the other hand, a reduction in the net rental. (p64) The main feature of the improvement plan was that the long inner corridor uncluttered units were subdivided and would no longer be publicly accessible to be. They wanted to achieve this by placing fourteen (the after all, thirteen stairwells were added, resulting in an average	
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		of ten homes would end up on a lockable staircase. Only the residents of these houses would have access to the stairwell. By placing partition walls, the G4s and G5s (de group homes) can be converted into independent homes with 3 or 4 rooms. This had already been taken into account in the 1975 schedule of requirements: "It residential complex must have a structural flexibility that future allows changes. For example, houses for group habitation if changes in demand have proven to be possible, it must be possible to rebuild image of family homes "(GDV, 1975). (p65)  After the renovation, the flat has 230 homes against 220 previously, in 14 different ones housing types. The number of HAT units has decreased in favor of the number family homes. Hoptille is undoubtedly cleaner than before the renovation. The graffiti has also been reduced. Hoptille makes one more clean and tidy impression than before. (p113) Crime has not decreased in Hoptille. Also in the neighboring complex (p114) The maintenance costs to Hoptille are compared to the situation before the renovation not dropped. (p115)	
1987	Het Zandkasteel	Architect : Alberts en Van Huut Completion : 1987 	https://www.arcam.nl/en/kantoor/gebouw-voormalig-hoofdkantoor-ing-alsook-nmb/

		Former headquarters ING (formerly NMB) The complex consists of ten T-shaped towers which are interconnected to form an S-shaped serpentine. The elevations, which slope backwards, are executed in brick and are supported by heavy concrete structures. On the first floor, the towers are connected by an interior street. On the storeys above, the office spaces are clustered in work units for approximately forty people. The 'organic' appearance of this building is often connected with the anthroposophical ideas of the architects, but many of the interventions were dictated by technical considerations.	
1987	Het Zandkasteel	The building has a floor plan in the form of an irregular S. On this S are adjacent 10 uniform office towers of 6 to 8 floors, each of which has a different orientation. On the second floor, the towers are connected by a 350-meter-long inner street, which also contains the restaurants and other communal functions. The parking garage is located on the bottom two floors. The shape of the towers is partly determined by acoustic requirements, the sloping and reclining walls reflect the sound of the Hoogoorddreef upwards. The facade of the building is finished with 3.5 million bricks, of which 600,000 pieces in 54 different non-standard dimensions. 	https://www.architectuur.org/bo-uwwerk/45/Hoofdkantoor_NMB_Bank.html
1987	Het Zandkasteel Ton Albert & Max Van Huut Architect	Regarded sceptically by colleagues and critics it may be, but the public at large has a high regard for this 'fairytale castle'. The free, oblique forms inside and out are the very nub of the design, in the architect's view helping the building's users to be freer and more creative in their work. These shapes, though, are also functional as regards admitting daylight, reducing traffic noise and improving internal acoustics. The forms are, besides,	http://www.architectureguide.nl/project/list_projects_of_architect/arc_id/1109/prj_id/431

		structurally logical and the heavy, solid inner leaf of the cavity wall is in its role of accumulator, a major contributor to energy efficiency.	
1987	Het Zandkasteel Ton Albert & Max Van Huut Architect's Characters	The architectural firm Alberts & Van Huut designs according to the ideas of organic building, an architecture that is inspired by nature and in which the human dimension is central. Oblique lines, meandering corridors and shapes like pentagons are important features in the appearance of this architecture. Box-shaped volumes and right angles are avoided as much as possible. The materials used by Alberts & Van Huut mainly consist of brick in a light color, wood, roof tiles and copper. The architects use all colors of rainbow in pastel shades  De Stijl was a wonderful movement. Very useful for our awareness of space and matter, precisely through the denaturing of materials, making the most angular things ... " -Albert (Interview De Tijd, 21-10-1988, p. 34) In subsequent projects, such as the Catholic Church in Nieuwegein from 1975-77, he increasingly uses oblique lines. Only 14 years after starting his agency, he says he discovers the similarity of his own work with Jugendstil and the work of Rudolf Steiner and Antoni Gaudi. ("Ton Alberts an organic building, architecture and spirituality" p. 9/10) He sees the use of rectangular shapes as a necessary development phase. Alberts: "Only when a culture has gone through that phase can it develop further in the direction of spirituality. I am convinced that in the long run only will be built organically. " ("Ton Alberts an organic building, architecture and spirituality" p. 23)	http://www.architectuur.org/alberts.php
1987	Bijlmer	establishment of the Bijlmermeer as an independent urban district in 1987, with its own locally elected councillors. the district's administrators and housing corporation officials thought that by wholesale urban renewal	https://failedarchitecture.com/amsterdam-bijlmermeer-a-reputation-blown-to-smithereens/

		the persistent negative image could change for the better. Local policy makers eagerly used and abused the Bijlmer's reputation and even reinforced it, which might be demonstrated by an European subsidy application entitled No ghetto: The urban renewal of the Bijlmermeer.	
1990s	Bijlmer	" The Drain of the Dutch Society. "	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/
1992	Bijlmer	Even before the plane crash, the government had planned to demolish some of the large high-rise apartment buildings. But the crash provided an extra imperative . The whole country was suddenly focused on the Bijlmer and its struggles. the city removed several of the high-rise apartment buildings, one after another as the residents were relocated.	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/
1992	Bijlmer Renewal	Structural improvement in the area started from 1992. PVB (Projectbureau Vernieuwing Bijlmermeer). This improvement involved abandoning the idea of separation of functions. Strong focus on clean, whole and safe neighbourhoods during the renovations. To make sure the liveability doesn't get worse. To improve safety, in the H-buurt, at the Rechte H-Buurt, all the entrances are now at ground floor level and the bridges, and inner streets are all gone .	Taeke Offringa in Chepos - Bouwkundig Magazine 45 (June 2013) p. 28-29
1992	Bijlmer	The airplane crash , also known as "the Bijlmerramp"	
2000s	Planners	many of the high-rises were replaced with smaller buildings, between one and five stories. Shops were relocated to be closer to the housing, and parking garages were torn down because no one was using them. Elevated road were eliminated. Accommodations for bicycles were provided. The goal now was to mix functions instead of separating them... opposite approach from the modernist idea. people want their apartments to be quiet and their cities to be safe, but they also enjoy the spontaneity and chaos of traditional cities. people didn't want to live in huge concrete structures. another neighborhood in Amsterdam was redesigned — it was done with bricks , a traditional Dutch material.	https://99percentinvisible.org/episode/blood-sweat-tears-city-future-part-2/

2007	Planners Heesterveld	Translated from dutch: Housing corporation Ymere intended to demolish the 300+ apartments and make space for new buildings. The economic crisis prevented this in 2007/8	https://www.kansenvoorwest2.nl/nl/project-uitgelicht-amsterdam-zuidoost/
2007	Heesterveld Planners Design	The proposed idea for the redesign of Heesterveld by Marco Henssen architects. Design focused on keeping part of the existing building volume and adding a new layer.	http://www.marcohenssen.nl/uploads/3/8/7/4/38747999/heesterveld_amsterdam.pdf
2007	Beijlmerplein Planner - Residents	The Amsterdamse Poort, built in the period 1984-1987, is in the sign of a large-scale renovation. The public space of the shopping center will be redesigned at the beginning of 2007 and the development of the shopping center will also be tackled (more or less drastically). Above the shops there are homes, which are accessed via walking decks.  Clusters 2 to 8 Positive characteristics from the Residents, : They mentioned the proximity of the shops, the excellent accessibility by public transport, the space and beautiful houses, the special atmosphere because many cultures come together, the liveliness, the activities that are organized in the Amsterdamse Poort. sufficient parking, although they do hear about drug nuisance. the fact that the shopping center is a meeting place for people from the neighborhood and far beyond. Problems: 1. Nuisance and social safety problems There is a lot of nuisance on the walking decks (hanging around, drug use, pollution, etc.) and residents (sometimes) feel unsafe. There is a lot of opportunity for abuse: the decks are accessible and quite unclear. According to residents and professionals 1 the decks suffer greatly from unwanted visitors. People hang out on the decks and the stairs leading to it, people sleep, drug trafficking and drug use occur and there is pollution (from litter, graffiti and urination to condoms and syring	Leefbaarheid loopdekken Amsterdamse Poort Liveability walking decks in Amsterdam Gate

		es) Graffiti on cluster 2 Graffiti on cluster 7 2. Problems of a physical nature These concern the poor technical condition of the decks themselves (such as loose tiles and leaks in the underlying stores) and the problems related to the current waste collection, the planters, niches, corners and function-free areas. The decks are over-designed in many places: there are many unnecessary walls and stairs. "With regard to the construction, management and maintenance of the walking decks, it has been agreed that this will be done by or on behalf of and at the expense of the Municipality of Amsterdam." <i>(this report is also provided with some solutions)</i>	
2011	Bijlmerplein Planner -	The zoning plan is mainly aimed at managing the existing ones buildings, but changes it to a limited extent functions within the shopping center possible....and the options for service companies in the pedestrian area have been limited in favor of the shopping function. The functional set-up of the Amsterdamse Poort, a shopping center with mostly houses above it, remains broadly the same. The boundaries of the zoning : The figure shows the planning boundaries roughly: Image: plan boundaries zoning plan Amsterdam Gede The Amsterdamse Poort is the central shopping center of Amsterdam Southeast and houses a wide range of functions such as shops, a shopper hall (covered market), catering, offices, parking facilities and homes. The public functions are in most cases realized on the ground floor, in a number of cases also on the 1st	BESTEMMINGSPLAN DE AMSTERDAMSE POORT DESTINATION PLAN OF THE AMSTERDAM POORT Gementee Amsterdam Stadsdeel Zuidoost

floor. In the office buildings along the Bijlmerdreef and Hoogoorddreef offices are located at all levels. The Amsterdam University of Applied Sciences and the ROC Amsterdam are located along the Burgemeester Stramanweg.

The shopping center is **characterized by a pattern of building blocks with a system of streets and squares in between.** The courtyards are partly designed as a garden and largely accessible to the public. At the heart of the area, the **major axis is split and angular rotations are applied. This creates a certain degree of complexity.**



The shopping center consists largely of a one-storey plinth with houses above it. **White brick was used as the main material.** Together with the coloring of frames and panels, these dominate the image of the shopping center. **An exception is Cluster 8. This “island” has two storeys of shops without houses, above which is built of steel and plastic.** The surrounding houses look out on it. The architecture is typical of the eighties of the last century.

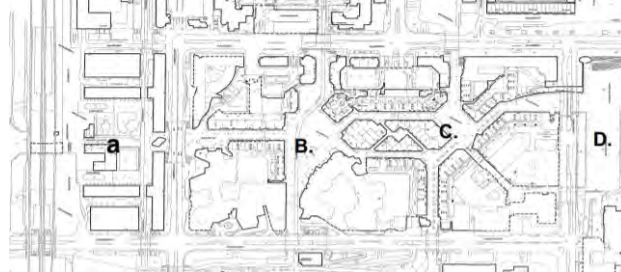
The redesign of the public space, **completed in 2007, has greatly improved the attractiveness** of the shopping center.



The **building height** of the shopping center is generally approximately **16 meters (5 storeys)**. The building height is higher at various places, especially along the edges, up to a maximum of approximately 10 building layers.

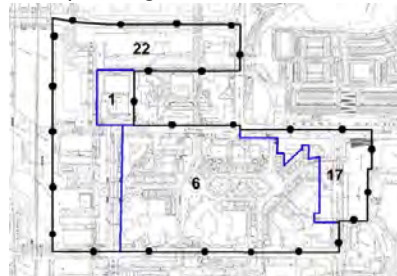
Within the Amsterdam gate there is a **series of squares:** Hoevenrode (A), the Foppingatraverse (B), the Grote Bijlmerplein (C), the Kleine Bijlmerplein (D) and the Anton de Komplein (E), which is just outside the plan area. The

succession of squares makes the area varied, attractive for shopping and offers a wide audience starting points for longer stays. **The squares have an important residential value due to the layout (with seating areas, catering facilities and terraces).** The aim is to further improve quality



FRAMEWORK :

The following zoning plans apply at the De Amsterdamse Poort planning area:



1. Zoning plan Bijlmermeer (number 1)

The zoning plan for Bijlmermeer was adopted on March 19, 1975 and on May 18, 1976. **Maintaining the existing situation (green verge)** is the starting point for this.

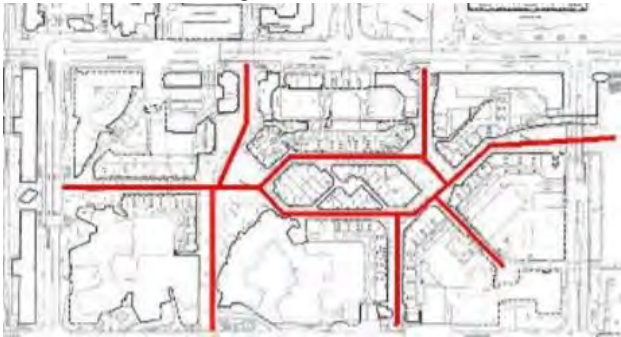
2. Zoning plan Main center (number 6)

The Hoofdcentrum zoning plan was established on January 8, 1986 and approved on October 14, 1986. Most of the grounds are designated as **"Center Facilities B"** in combination with offices or homes. Category A: retail, catering, business and personal services; Category B: offices; Category C: companies; Category D: sociocultural, medical and social facilities; Category E: sports and recreational facilities; Category F: forwarding facilities and storage spaces; Category G: built parking facilities; Category H: homes. **(it also provides with areas)**

3. Zoning plan De Nieuwe Bijlmer (number 17)

A number of zoning areas along the Flierbosdreef and Bijlmerdreef are designated as **"mixed facilities"**. In addition to mixed facilities, being companies, offices, social facilities and services including supporting catering, retail trade is also permitted (including the current Albert Heijn). Catering is also permitted on the side of the pedestrian

		zone. 4. Zoning plan for the Amsterdam Southeast Center Area (number 22) Educational Building, Offices, Public Spaces (Square) Randstad structure vision 2040 : For the Amsterdamse Poort, the preservation of a mixed metropolitan area with homes, offices and shops is paramount. This is in line with the aim of optimizing the space in the existing urban area. National Water Plan: preservation of the current shopping center is paramount. Existing urban green elements (such as gardens and green courtyards) will be retained. The water present is not damped. There is no physical space available to realize new (large) water and green connections. Structural Vision, the Amsterdamse Poort is referred to as "metropolitan urban area and regional centers". It has been indicated that "compaction" may take place around Amsterdam Bijlmer ArenA station In the metropolitan center area, the aim is to build mid-priced and expensive rental and owner-occupied apartments of 90 m² and more, student housing as well as homes and apartments for starters. Hoekenrode has an important link between the ArenA Boulevard, the new Bijlmer station and the Amsterdamse Poort. It is the ambition of the city of Amsterdam to make the Southeast area the second nightlife area in Amsterdam. In view of this, it is desirable for the square to be given a more human dimension and to be perceived as a pleasant, attractive and lively square due to the design and the companies The facade of the building is also being adapted. The	
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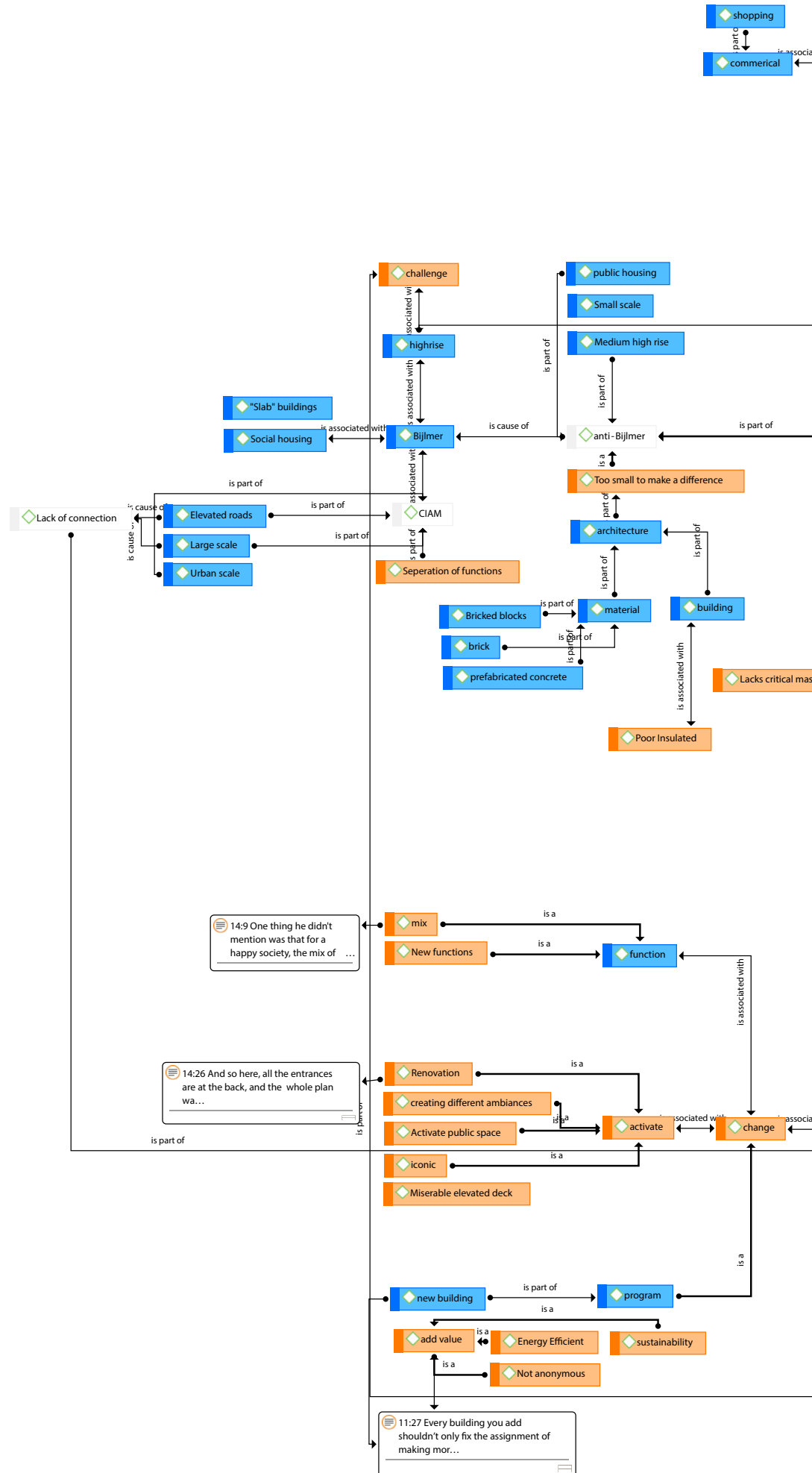
		starting point for this is as transparent as possible, with the plinth (ground floor and the 1 e floor) will be developed on the side of the square. In addition, an awning is added to the plinth. <u>POLICY IN THE DESTINATION PLAN AMSTERDAMSE POORT :</u> Retail Policy : In its current size, the shopping center has sufficient retail space for the function that the shopping center fulfills in the city. There is therefore no reason to allow extra gross floor space. The aim is to achieve a different division of branches and an increase in high-quality stores. The Amsterdamse Poort functions as a city district center for mainly non-daily shopping. Store structure : The basic principle is to maintain this store structure and to make the various pedestrian routes more attractive. The figure shows the structure:  Market : There is a market twice a week on the Anton de Komplein (just outside the plan area). this zoning plan offers the possibility to expand the market on Anton de Komplein in the direction of the Kleine Bijlmerplein, so that the market and the shopping area merge smoothly. Maximum Height : below the limit of 150 meters	
2012	Heesterveld community	Establishment of Heesterveld Creative Community. By a collective of students, cultural entrepreneurs and work(wo)men.	https://heesterveldcc.nl/over-ons/
2014	Garage Kempering - icon of history	The garages were more than concrete boxes to store cars in. At one point it also contained businesses and facilities, such as restaurants, exhibition halls for major art events; they were hunting grounds for junkies and thieves; you could play there; you could build a church in it (a Pentecostal church still resides in Kempering by the way); and in the distant past residents took hard actions against paid parking in the garages.	https://bijlmermuseum.com/page/6/
2018	Pi de Bruin	Bijlmer architect Pi de Bruin: 'We wanted to make a paradise'	https://www.parool.nl/nieuws/bijlmer-architect-pi-de-bruin-we-

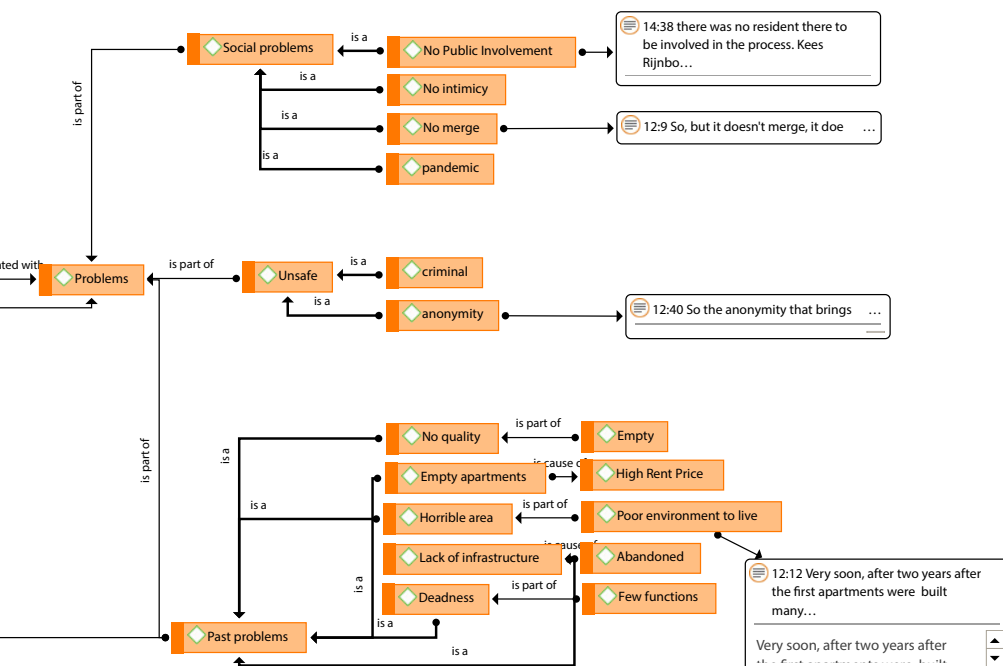
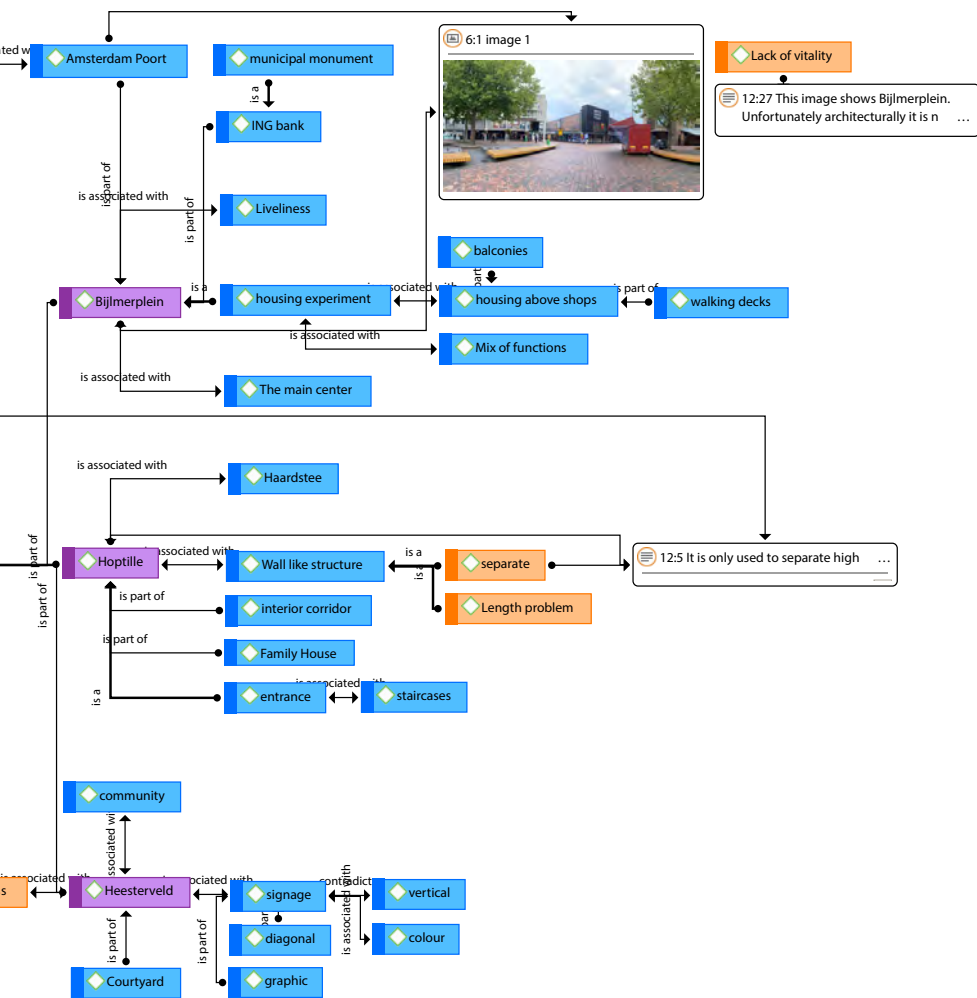
			wilden-een-paradijs-maken-b3c13870/
2019	Het Zandkasteel	The ING bank left this building at the end of 2019 and moved to a new office of Benthem Crouwel. Homes will be built in this NMB / ING office. Alberts & Van Huut made the design for this in collaboration with a / d Amstel architects. The building has been a municipal monument since 2017.	https://www.arcam.nl/en/kantoorgebouw-voormalig-hoofdkantoor-ing-alsook-nmb/
2019	Het Zandkasteel Renovation Architect - a/d Amstel architect & Alberts & Van Huut	The building from 1987 is a municipal monument and iconic elements such as the canopies, the colors, volumes, the fantastic gardens and internal street remain part of the complex and form the special living environment for the new residents and users. To create good homes in the building, balconies and extra windows are installed where possible within the monumental image.  The complex has 10 towers, 7 of which are being converted into houses. Three towers will be converted into a school	http://www.adamstel.nl/portfolio/transformatie-amsterdamse-poort/
2019	Het Zandkasteel Renovation Architect - a/d Amstel architect & Alberts & Van Huut		https://www.gensvastgoed.nl/project/the-sandcastle/

		"One of the towers is marked by water art work that Am Hey made of bronze. Water is a very important part of the building. It maintains the proper humidity" - Water art by Ans Hey "The building is an ideal combination of all arts, with its gardens, arts, colours and special spaces" - Max van Huut (Albert & Van Huut) "A building has to be lively. Look at all the detail in the building that detail in the building that highlight that fact such as water flow, hall ways and stairs." - Wim Scherpenhuijsen Rom ING CEO	
2020	Renovation ING Maple, Amsterdam	The revitalized ING building is part of the development of the city campus and innovation district Cumulus Park. Originally initiated by ING, the city campus is a joint effort of the City of Amsterdam, the Amsterdam University of Applied Sciences (AUAS), the Amsterdam Community College (ROC) and ING. It is a place where new generations of students, (mid) corporates, innovators, researchers, local entrepreneurs and residents inspire each other and work together to convert new ideas into tangible solutions, products and services. In addition to five ING buildings, Cumulus Park includes the buildings of HvA, the ROC and restaurant The Traveler.	https://www.atelierpro.nl/nl/projects/278/renovatie-ing-maple-amsterdam

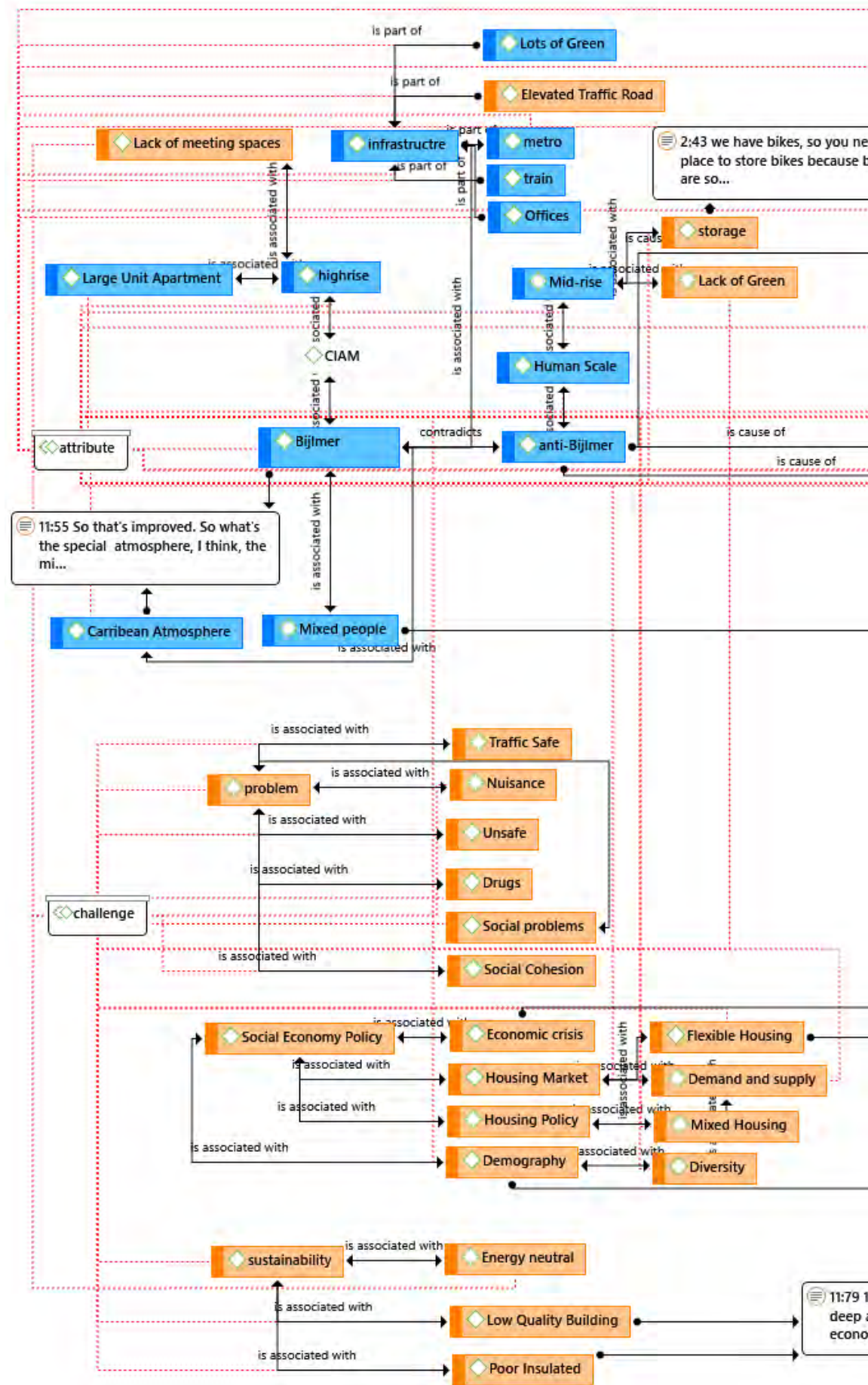


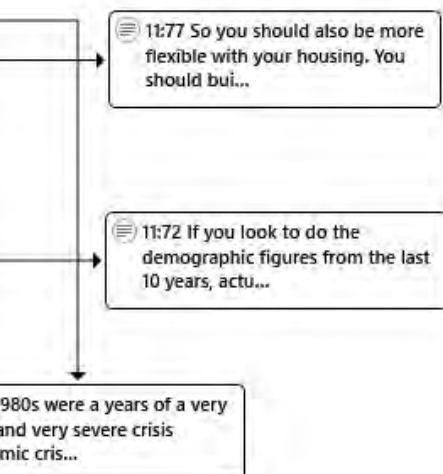
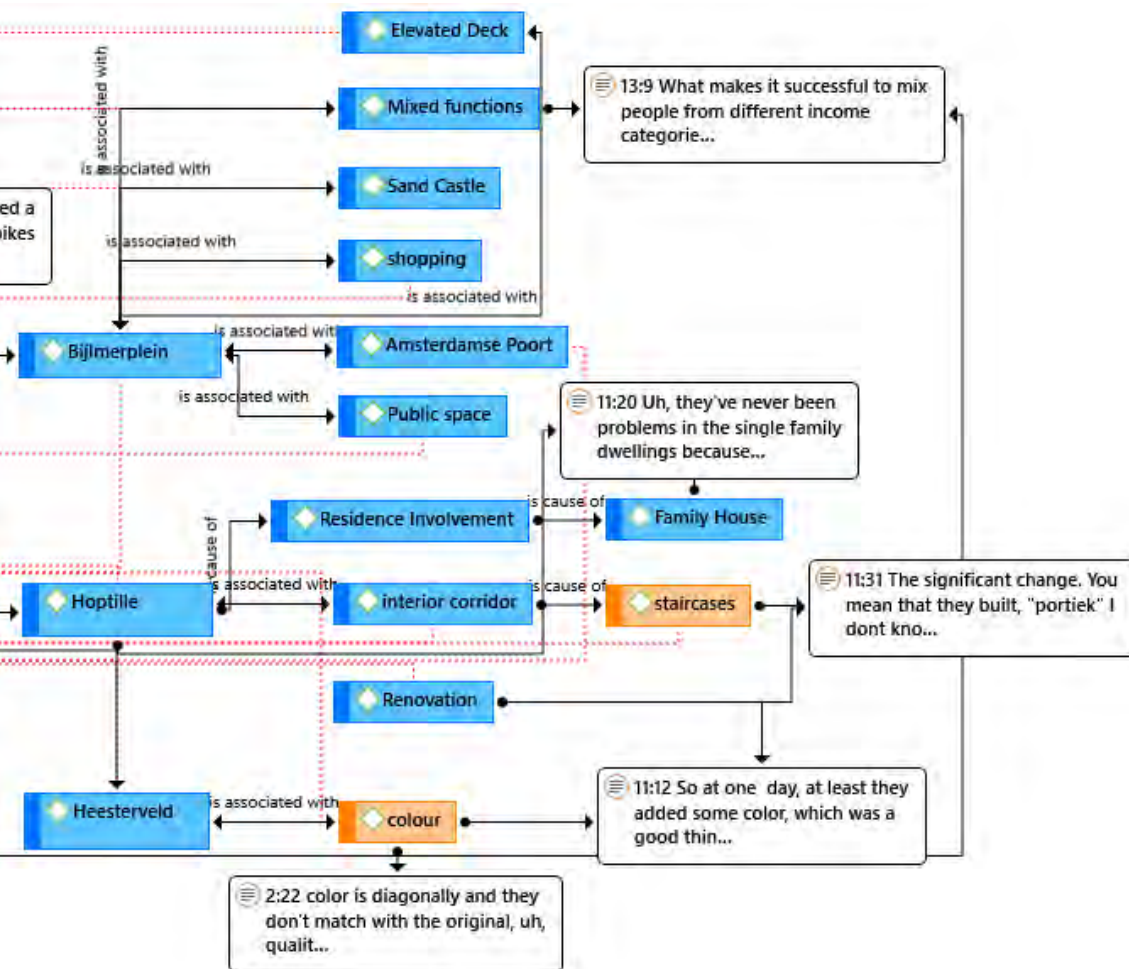
Qualitative- Makers



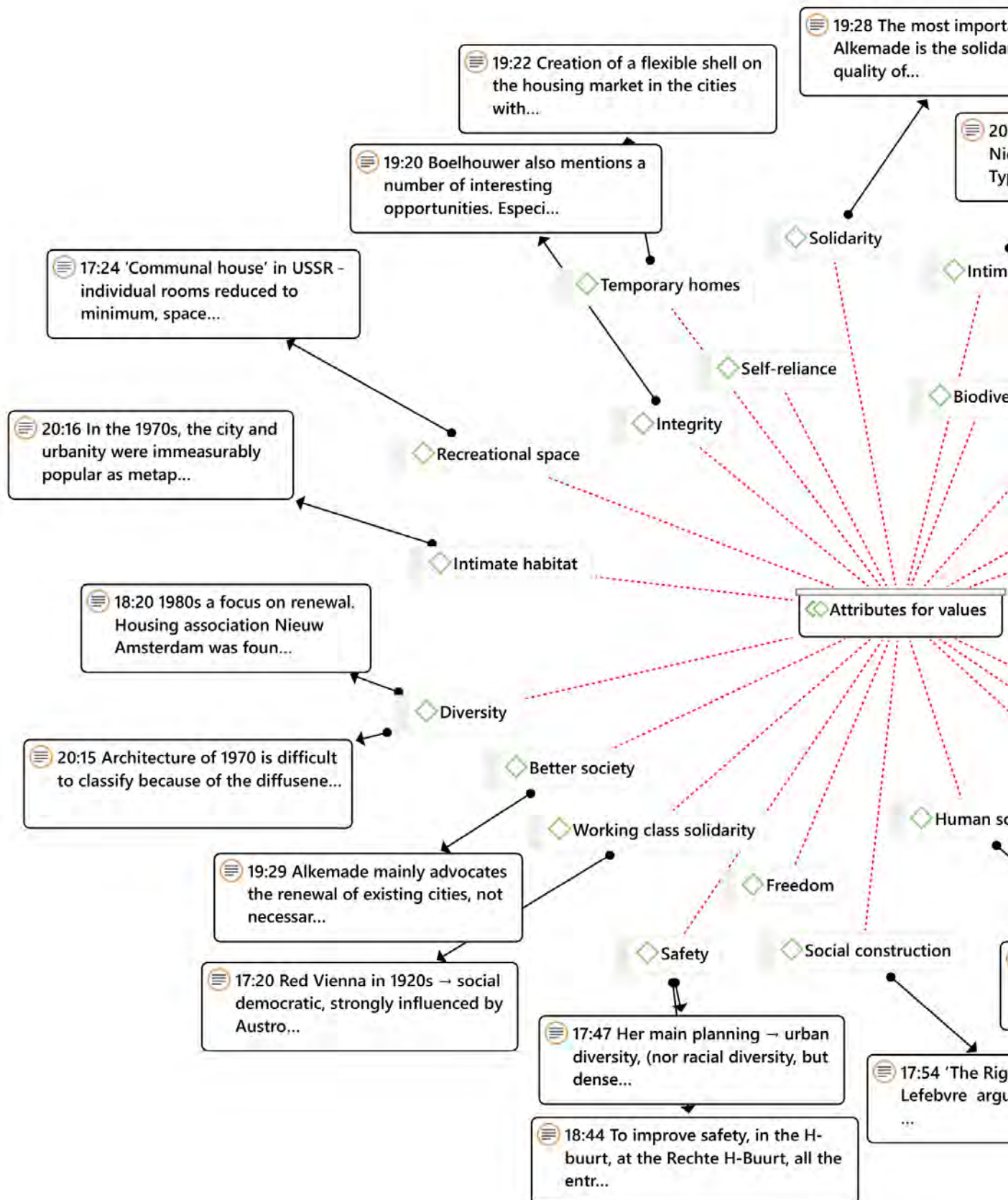


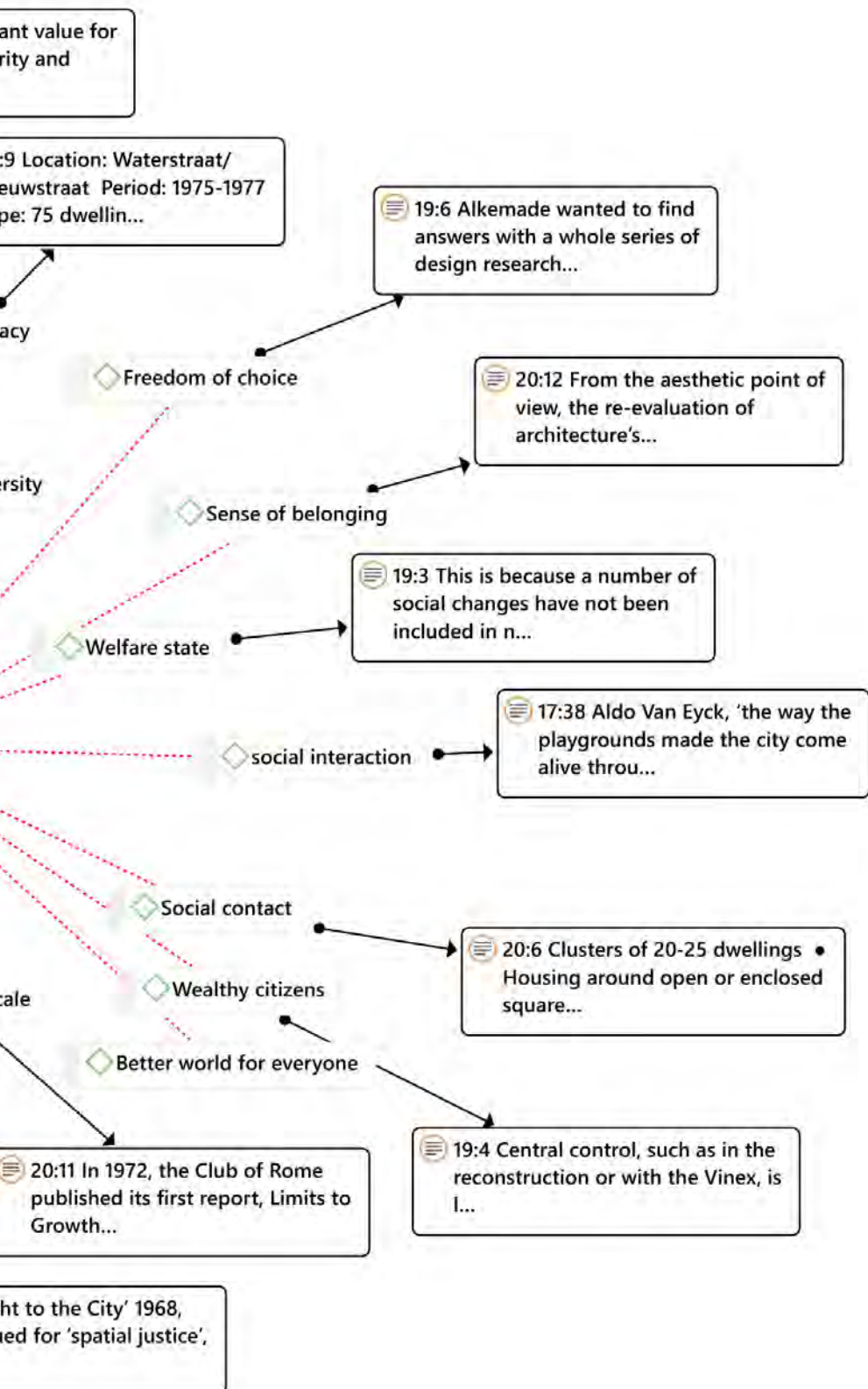
Qualitative- Academics



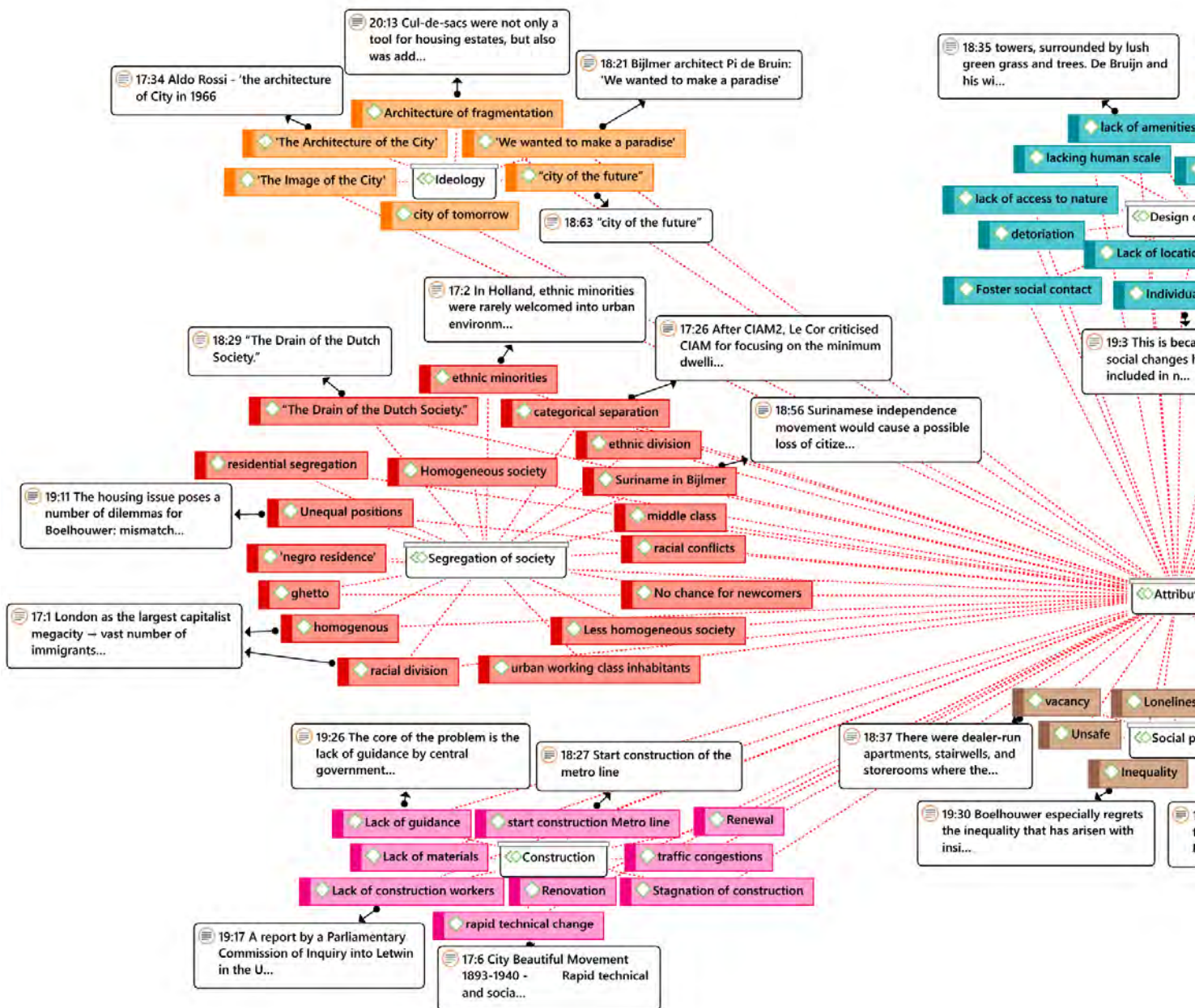


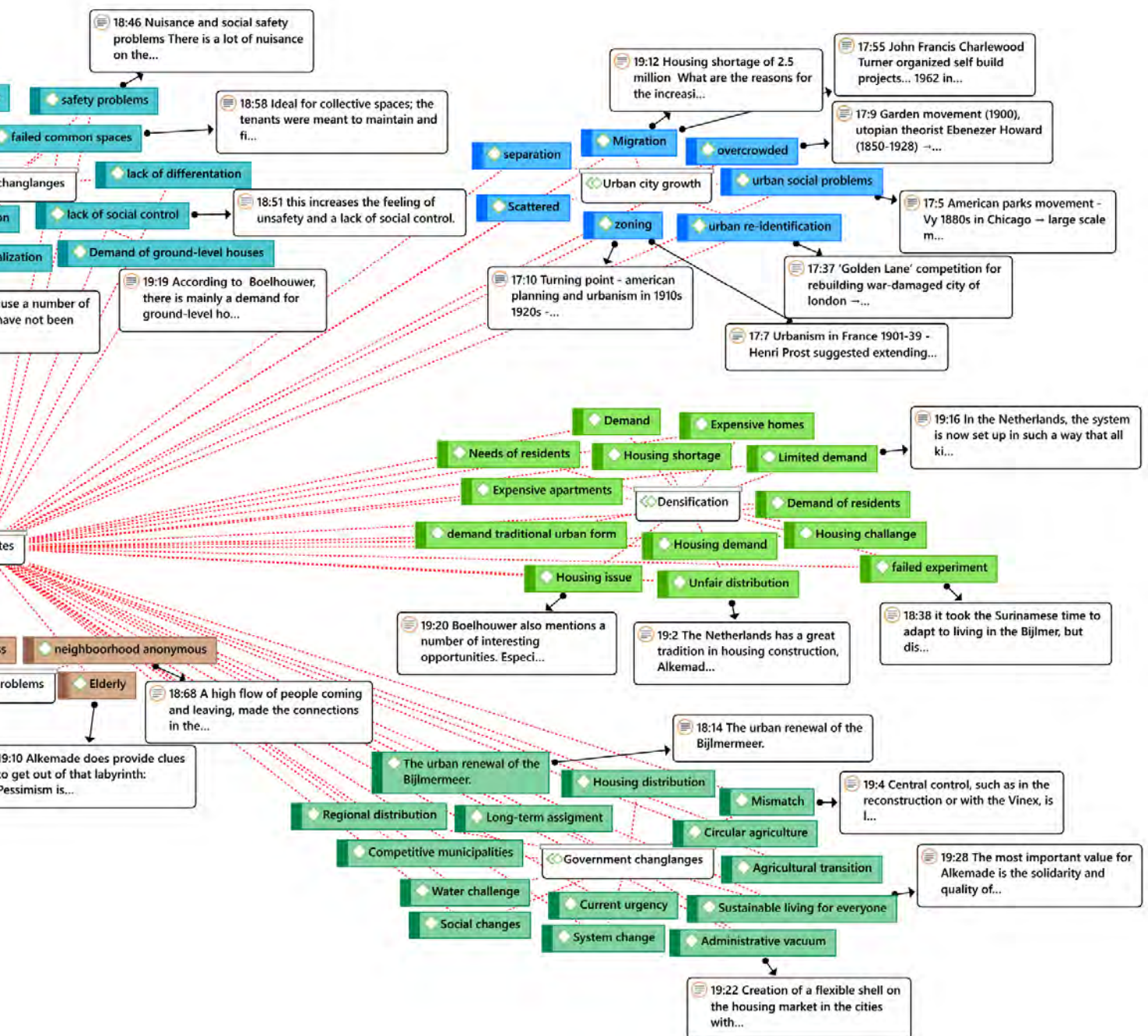
Qualitative- Literature



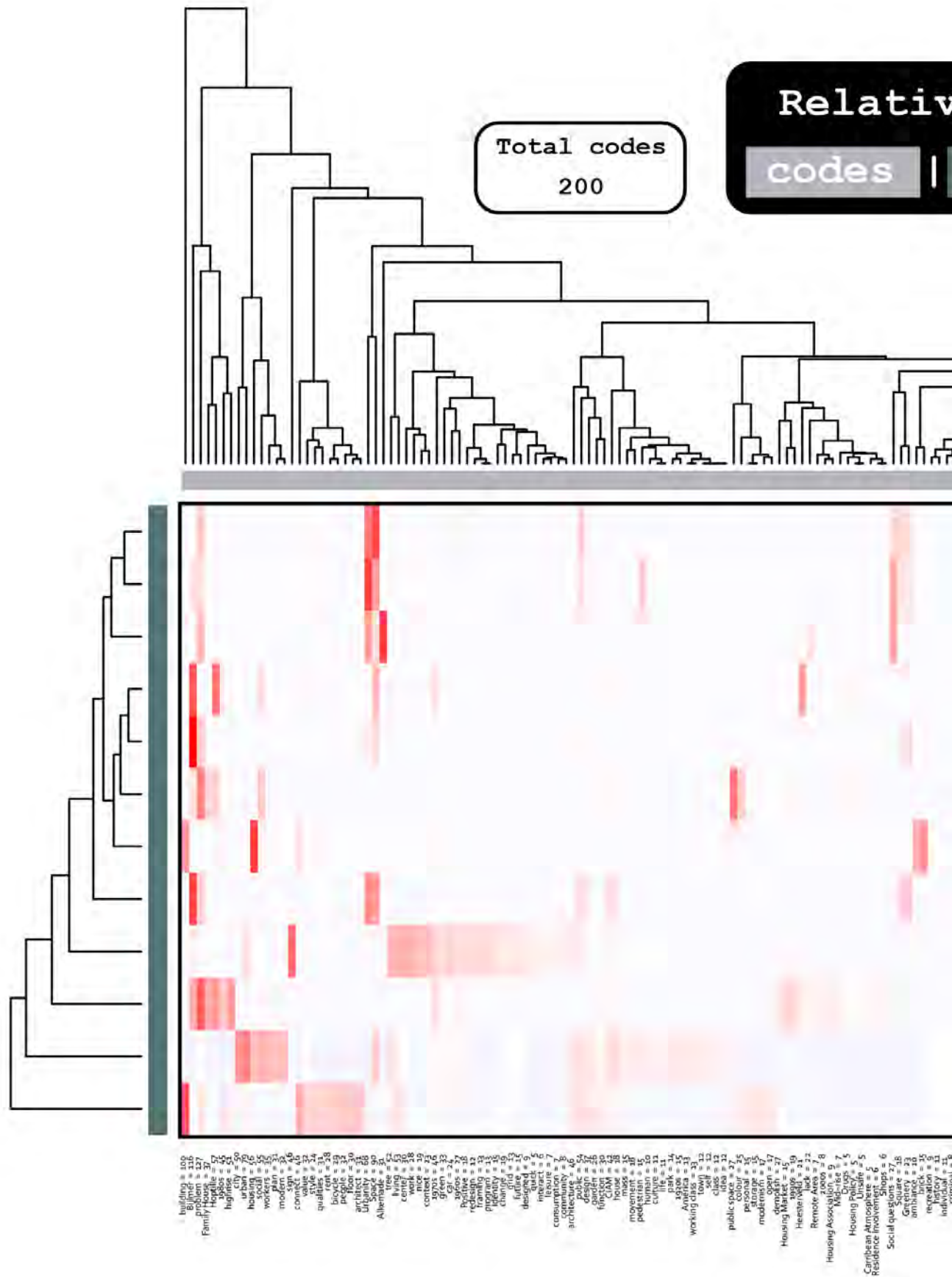


Qualitative- Literature

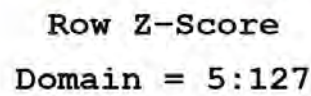




Dendrogram Heatmap



Total source	
12	

[illegible]

Ultra_General_31-127

building = 100
 Bijlmer = 116
 problem = 127
 Family House = 37
 Hoptille = 57
 1980s = 45
 highrise = 51
 city = 50
 urban = 79
 housing = 56
 social = 55
 workers = 35
 plan = 31
 modern = 32

High_Khoi_7-46

tree = 52
 living = 53
 center = 30
 work = 28
 nice = 19
 context = 23
 1970s = 46
 green = 33
 car = 24
 1960s = 27
 Positive = 18
 redesign = 12
 framing = 13
 program = 13
 identity = 15
 change = 19
 grid = 13
 future = 15
 designed = 9
 quick = 5
 interact = 6
 leisure = 7
 consumption = 7
 community = 8

Ultra_General_31-90

Urbanity = 68
 Space = 90
 Alkemade = 31

F n B

High_Marie_24-46

sign = 46
 connect = 46
 value = 32
 style = 24
 qualities = 31
 rent = 28
 bicycle = 29
 people = 32
 floor = 30
 architect = 31

Khoi:

High_Design..._10-54

architecture = 46
 public = 54
 design = 37
 garden = 26
 function = 30
 CIAM = 42
 house = 18
 mass = 15
 movement = 18
 pedestrian = 15
 human = 10
 culture = 11
 life = 11
 park = 14
 1920s = 15
 America = 13
 working class = 13
 town = 12
 self = 12
 class = 12
 idea = 12

Medium_Marie_15-27

public space = 27 **X**
 colour = 25
 personal = 15
 storage = 15
 modernism = 17
 open = 17

Sjoerd

Low_General_6-17

recreation = 9
 history = 11
 individual = 11
 criminal = 8
 facade = 9
 neighborhood = 17
 traffic = 15
 transform = 16
 dwelling = 13
 scale = 15
 Safety = 12
 train = 6
 staircase = 8
 shopping = 8
 potential = 9
 parking = 6
 protested = 6
 historian = 6
 anthroposophical = 6
 bench = 6
 professional = 5
 postmodernism = 5
 planning = 5
 hidden = 5
 accentuate = 5
 church = 5
 entrance = 15
 ownership = 11
 inside = 7
 play = 7
 inhabitants = 9
 children = 8
 levels = 8
 mix = 16
 rhythm = 10
 supposed = 11
 detailing = 11
 garage = 11

Medium_Frank_6-27

demolish = 27
 Housing Market = 15
 1990s = 19
 Heesterveld = 21
 lack = 22 **X**
 Remote Area = 7
 2000s = 8
 Housing Association = 9
 Mid-rise = 7
 Drugs = 5
 Housing Policy = 5
 Unsafe = 5
 Carribean Atmosphere = 5
 Residence Involvement = 6
 Shops = 6

Henno

Medium_General_15-27

Social questions = 27
 Square = 18
 Greenery = 23
 ambiance = 10 **X**
 brick = 15 **X**

Hans

Low_Sjoerd_5-15

builders = 5
 Elevation = 8
 interior corridor = 14
 Renovation = 15

Low_General_5-11

communal = 9
 highway = 11
 Segregation = 10
 system = 11
 industrial = 8
 suburb = 7
 reform = 7
 cultural = 7
 organise = 7
 Amsterdam = 10
 socialism = 9
 postwar = 9
 residential = 9
 utopian = 9
 material = 8
 Le Corbusier = 5
 low rise = 7
 self build = 5
 rejection = 5
 regionalism = 5
 democracy = 5
 group = 5
 Berlage = 7
 1940s = 7
 walk = 6
 situationist = 6
 Europe = 6
 district = 6
 1930s = 6
 air = 6

Low_Aca/Lit_5-17

Image = 16
 Pavement = 9
 Closed = 8
 Private = 11
 society = 17
 Variation = 17
 Supply = 10
 Outsiders = 5
 Landscape = 7
 Bijlmerplein = 11
 interview = 5
 Rochdale = 6

Low_General_5-12

deck = 6
 global = 5
 migrants = 5
 economic = 5
 Homogeneous = 5
 sustainable = 7
 experiment = 7
 freedom = 7
 light = 12
 Intimacy = 9
 Attempt = 6
 Maket = 6
 Abandoned = 5
 traditional = 5
 Lost = 7
 Anonymity = 8
 Courtyard = 6
 Poor = 6

#General

General_Code(insert) :

Social⁵⁵ housing⁵⁶ (was for) workers^{37...}
Modern³² city⁵⁰ plan³¹ (hyped) highrise^{32 ...}
Building¹⁰⁰ (in) Bijlmer¹¹⁶ (has) problem^{127...}
1980s⁴⁵ Hoptille⁵⁷ (built) family house^{37...}
Urbanity⁶⁸ space⁹⁰ (have) social questions^{27...}
Greenery²³ squares¹⁸ (even) brick¹⁵
(contribute to) ambiance^{10...}

codes
20

#Maker_Khoi

Khoi_Code(insert) :

(All about) sign⁴⁶, framing¹³, context²³, identity^{15 ...}
Redesign¹² (by) community⁸ interact⁶, (result was)
quick⁵ (which is) nice¹⁹ (for evaluation) ...
Trees⁵² (at) centre³⁰ (of courtyard) ...
Program¹³ (like) living⁵³, work²⁸, leisure^{7 ...}
1960s²⁷ 1970s⁴⁶ (many) car^{24 ...}
Green³³ (is) positive^{18 ...}
Grid¹³ (-like tree placement is pre) designed^{9 ...}
Future¹⁵ consumption⁷ change^{19}

codes
24

Aca_Code (insert) :

#Aca_Frank

Resident involvement₅ (in Hoptille family house) ...
Demolish₂₇ (highrise for) midrise₇ ...
Heesterveld₂₁ (was) remote area₇ (from centre) ...
Drugs₅ (problem) unsafe₅ ...
1990s₁₉ (many) housing association₉ ...
Shops₆ (and) Carribean atmosphere₅ (is valuable) ...
2000s₈ housing market₁₅ (and) housing policy₅ (changed) ...

codes
14

#Aca_Marie

(Bijlmerplein should) open₁₇ (up and) connect₄₆ floor ...
(80s) architect₃₁ (no) style₂₄ (unlike) modernism₁₇ ...
People₄₅ (are blocked by) bicycle₂₈ storage₁₅ ...
*Public space₂₇ (not) personal₁₅
(because most of the people just) rent₂₈ ...
(Heesterveld has) qualities₃₁
(with its) colour₂₅ (attempted to accentuate) value₃₂ ...
Sjoerd (Hoptille) public space₂₇ (not addressed) ...

codes
16

Value Matrix Img1

	ECOLOGICAL	SOCIAL	ECONOMIC
SITE			
SURROUNDINGS			
STUFF			
SURFACE			
AMENITIES			
SCALE			
TYPOLOGY			
SPACE			
STORY			
SOCIAL			
SERVICES			
VISION			
ATMOSPHERE			
PAST/PRESENT/FUTURE			

AESTHETICAL

HISTORICAL

POLITICAL

OTHER VALUES



Value Matrix Img2

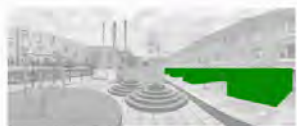
	ECOLOGICAL	SOCIAL	ECONOMIC
SITE			
SURROUNDINGS		 LACK CONNECTION BETWEEN PEOPLE AND THE HOUSE	
STUFF			
SURFACE		 LACK VISUAL CONNECTION BETWEEN DWELLING AND THE SQUARE	
AMENITIES			
SCALE			
TYPOLOGY			
SPACE			
STORY			
SOCIAL			
SERVICES			
VISION			
ATMOSPHERE			
PAST/PRESENT/FUTURE			

AESTHETICAL

HISTORICAL

POLITICAL

OTHER VALUES



Value Matrix Img3

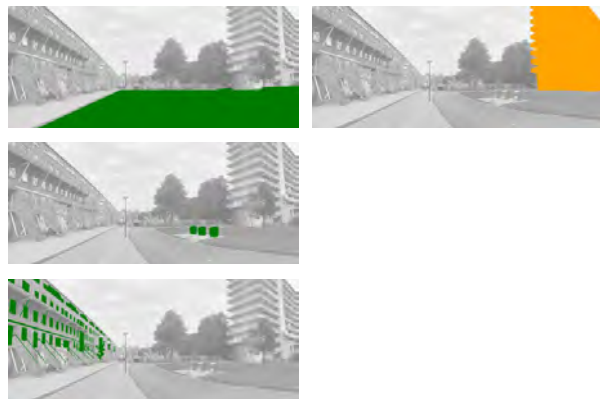
	ECOLOGICAL	SOCIAL	ECONOMIC
SITE			
SURROUNDINGS			
STUFF			
SURFACE			
AMENITIES			
SCALE			
TYPOLOGY			
SPACE			
STORY			
SOCIAL			
SERVICES			
VISION			
ATMOSPHERE			
PAST/PRESENT/FUTURE			

AESTHETICAL

HISTORICAL

POLITICAL

OTHER VALUES



Value Matrix Img4

	ECOLOGICAL	SOCIAL	ECONOMIC
SITE			
SURROUNDINGS			
STUFF			
SURFACE			
AMENITIES			
SCALE			
TPOLOGY			
SPACE			
STORY			
SOCIAL			
SERVICES			
VISION			
ATMOSPHERE			
PAST/PRESENT/FUTURE			

AESTHETICAL

HISTORICAL

POLITICAL

USE VALUE



ONE OF THE FIRST
POST WAR
FAMILY HOUSE

BACK FRONT
FACADE CHANGED

Value Matrix Img5

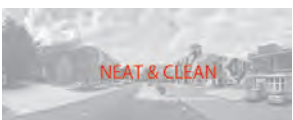
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SITE			
SURROUNDINGS			
STUFF			
SURFACE			
AMENITIES			
SCALE			
TYPOLOGY			
SPACE			
STORY			
SOCIAL			
SERVICES			
VISION			
ATMOSPHERE			
PAST/PRESENT/FUTURE			

AESTHETICAL

HISTORICAL

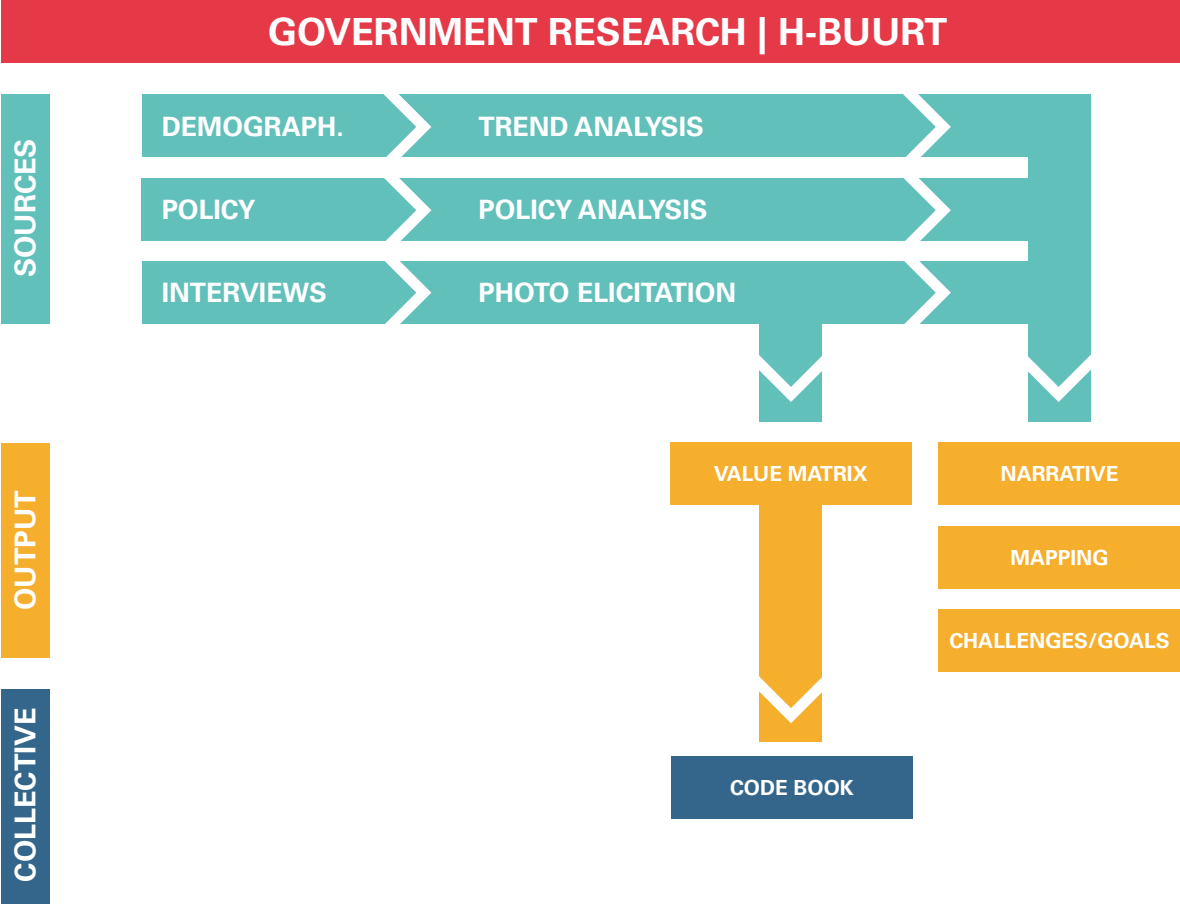
POLITICAL

OTHER VALUES



GOVERNMENT / Appendix

DIAGRAM



TABLE

dwelling vacant	1970	1975	1980	1985	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam			9085	13547	10547	-							
Zuidoost				4541	1333	-							
%				35,52%	12,64%	-							

crime filings	1970	1975	1980	1985	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam	36280	81348		132327	108930	124989	110162	108021	108233	82990	97072	93312	80188
Zuidoost				11971	17047	14381	13893	13153	7633	8954	9152		8091
%				10,85%	13,64%	13,05%	12,88%	12,38%	9,20%	8,92%	9,81%		10,06%

vestigingsverschot			1982	1988	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam													
Zuidoost													
%													

autochtonen			1982	1988	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam			558817	540845	524455	424810	405308	400027	379131	381374	390813	400083	398113
Zuidoost			37145	48282	51285	34974	30090	28335	24428	22417	21162	22394	22708
%	groep/zuidoost		68,18%	84,94%	58,04%	38,56%	39,29%	33,35%	29,80%	28,40%	25,54%	28,84%	25,87%

Surinamers			1982	1988	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam			39542	45046	54839	87892	70379	71790	71248	68813	68538	67490	64654
Zuidoost			11937	18249	22006	25587	28081	28410	28059	28308	28832	26362	25584
%	groep/zuidoost		21,91%	22,80%	24,81%	28,21%	30,68%	31,08%	31,79%	33,33%	32,14%	31,34%	29,05%

Antillen			1982	1988	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam			3541	5773	9063	10869	10718	11823	11968	11440	11891	12088	12211
Zuidoost			757	2205	4935	4968	4915	5387	5033	4597	4581	4562	4383
%	groep/zuidoost		1,38%	3,00%	5,56%	5,48%	5,78%	6,34%	6,14%	5,82%	5,50%	5,43%	4,98%

totaal			1982	1988	1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam			700861	679393	698221	724195	718175	731289	738763	747290	760044	811185	854319
Zuidoost			54484	71270	88358	90701	88287	84951	81978	78922	82888	84071	87999
%	groep/zuidoost		7,77%	10,49%	12,71%	12,52%	11,88%	11,62%	11,10%	10,68%	10,49%	10,30%	10,30%

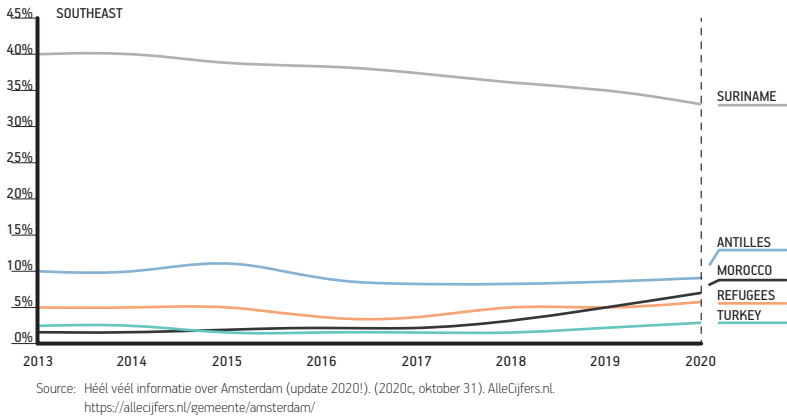
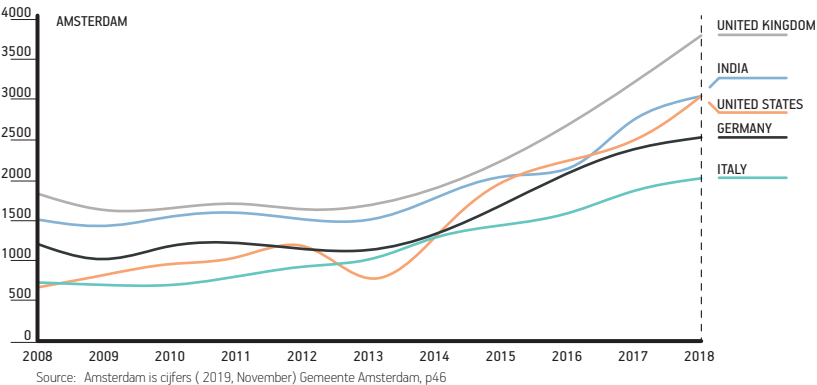
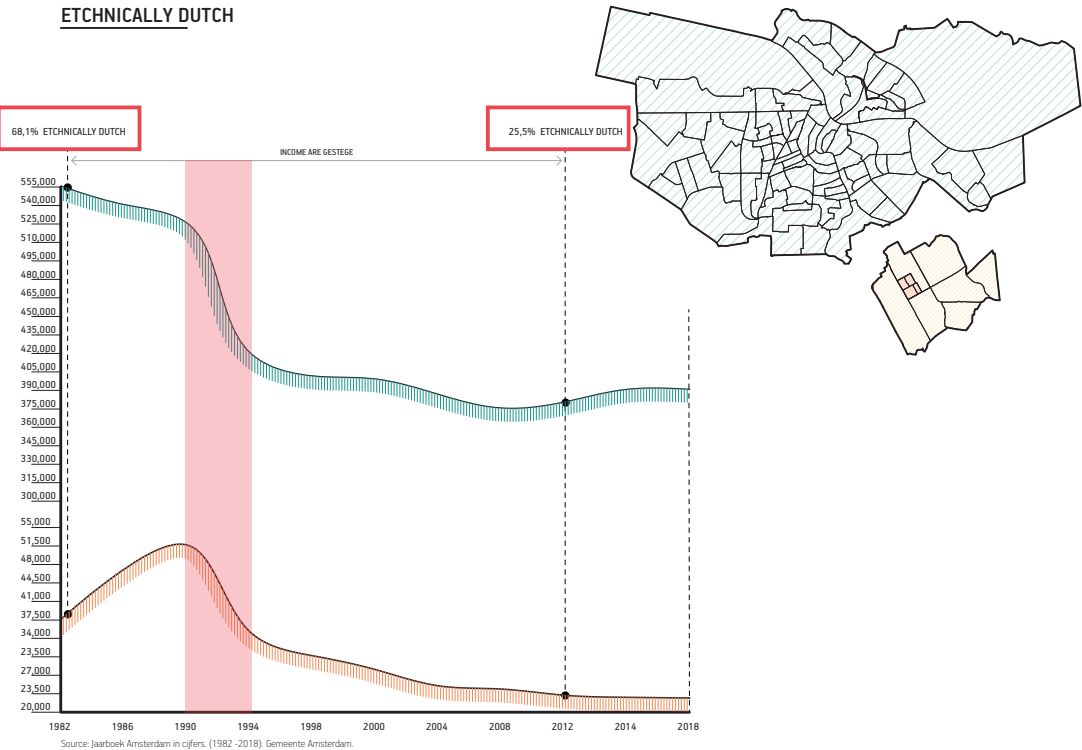
onder de werkloze bevolking							
opleidingsniveau	AMST 1990	ZO 1990	AMST 1995	ZO 1995	AMST 2008	ZO 2008	
hoog		14010	792	21282	1723	8443	488
midde		10879	1175	17030	2818	7918	1094
laag		40420	7047	48180	9574	24945	3980

hele bevolking			
AMST 2012	ZO 2012	AMST 2017	ZO 2017
39,00%	19,00%	45,00%	21,00%
34,00%	41,00%	32,00%	43,00%
27,00%	39,00%	24,00%	38,00%

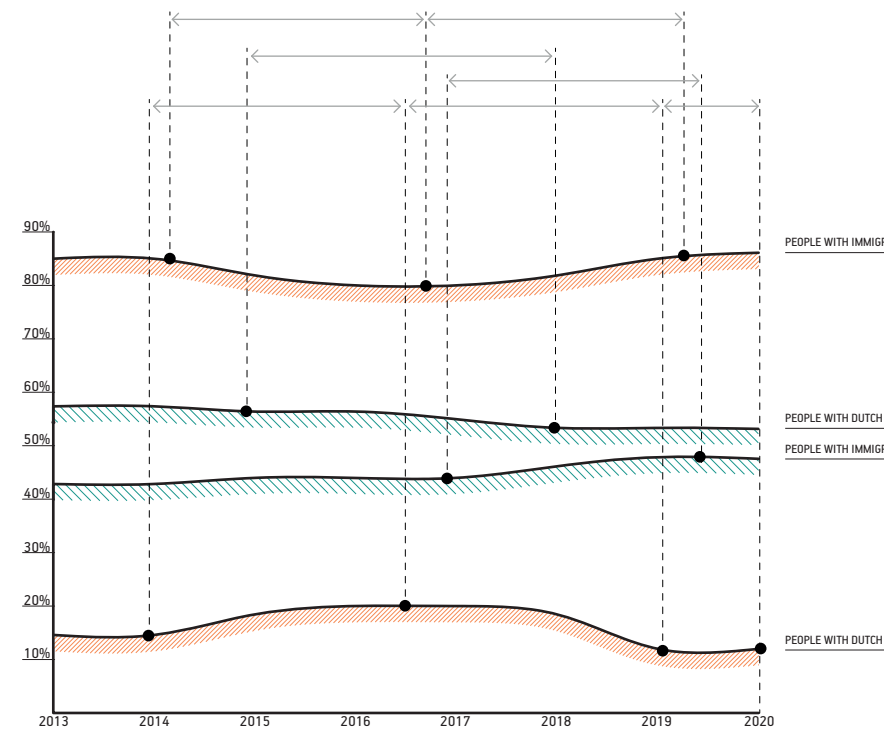
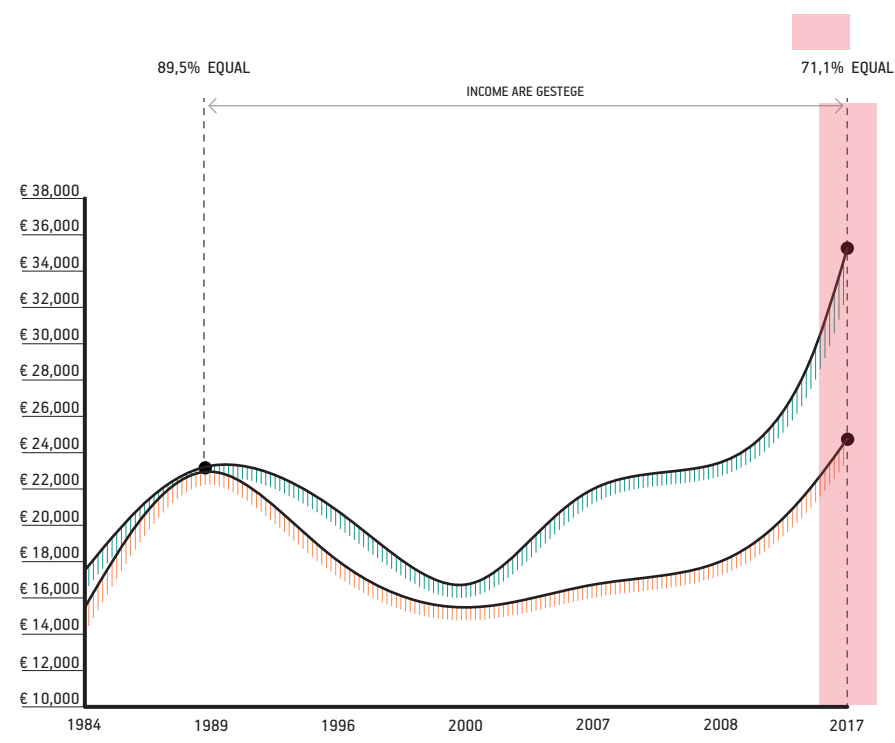
unemployment			1990	1994	1998	2000	2004	2008	2012	2014	2018
Amsterdam			55309	80089	75280	49550	52459	39012	38119	39000	23000
Zuidoost			9011	13057	12511	6824	6569	5538	5082	5700	2000
%			13,80%	16,30%	16,62%	13,77%	12,52%	14,19%	14,01%	14,62%	8,70%

income		1984	1989	1998	2000	2007	2008	2017			
Amsterdam		16800	22900	20850	16800	21800	23700	36800			
Zuidoost		15030	22850	18000	15500	16800	17800	24900			
%		89,49%	99,78%	86,33%	93,37%	77,78%	75,11%	70,14%			

GRAPH / migration

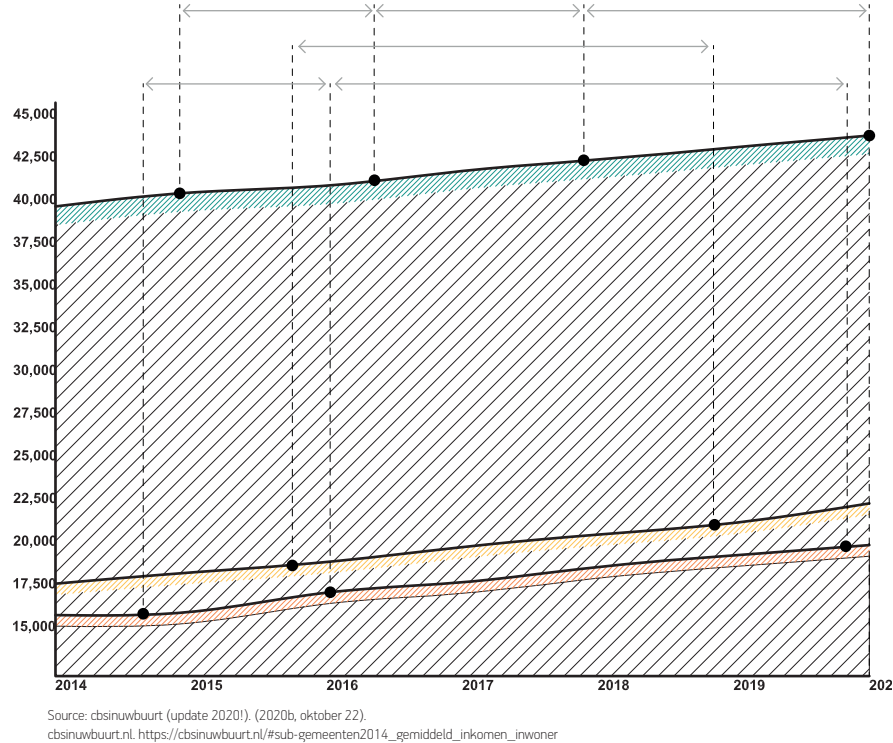
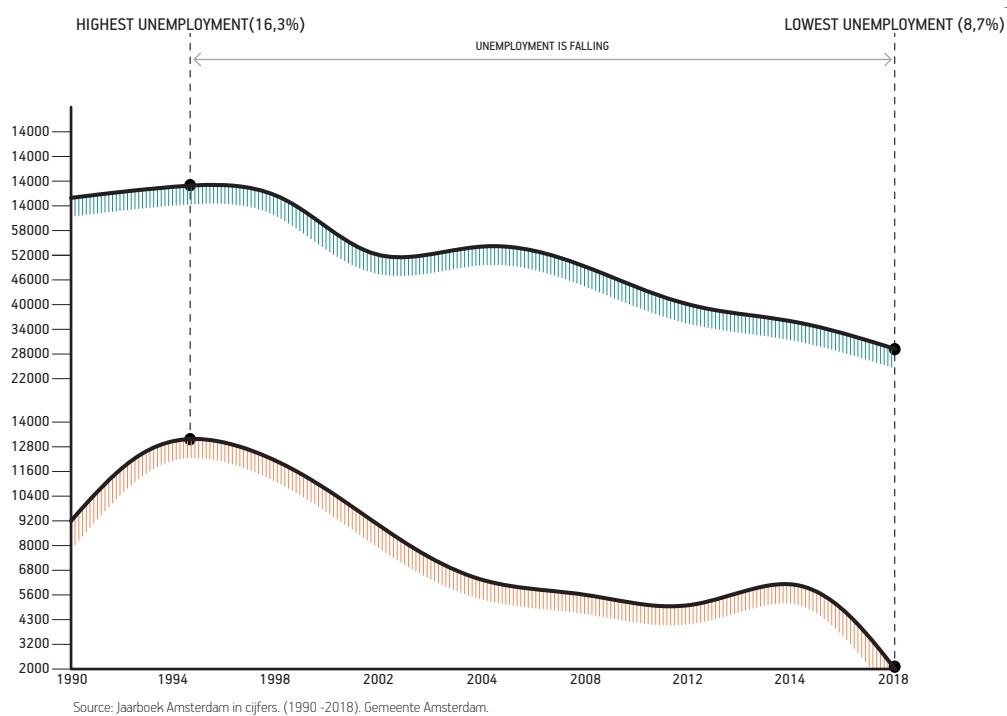


GRAPH / income

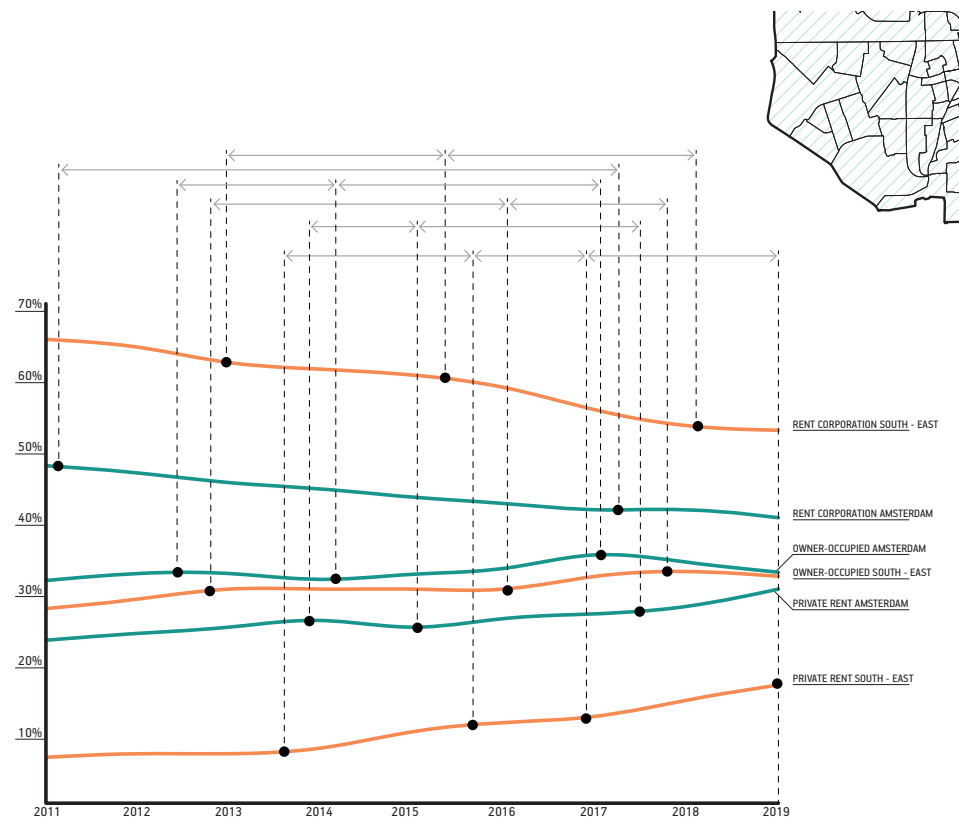


Source: Héél véél informatie over wijk Bijlmer Centrum D F H (update 2020!). (2020, 17 oktober). AlleCijfers.nl.
<https://allecijfers.nl/wijk/bijlmer-centrum-d-f-h-amsterdam/>

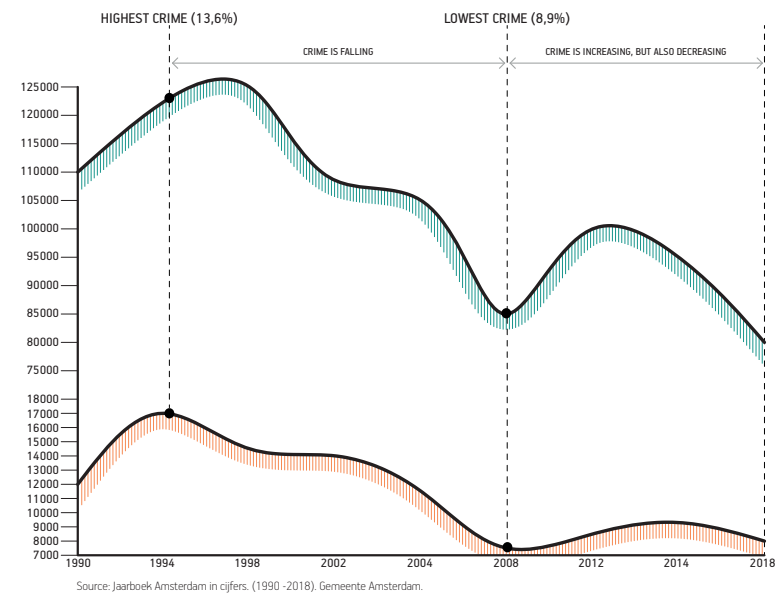
GRAPH / education



GRAPH / education

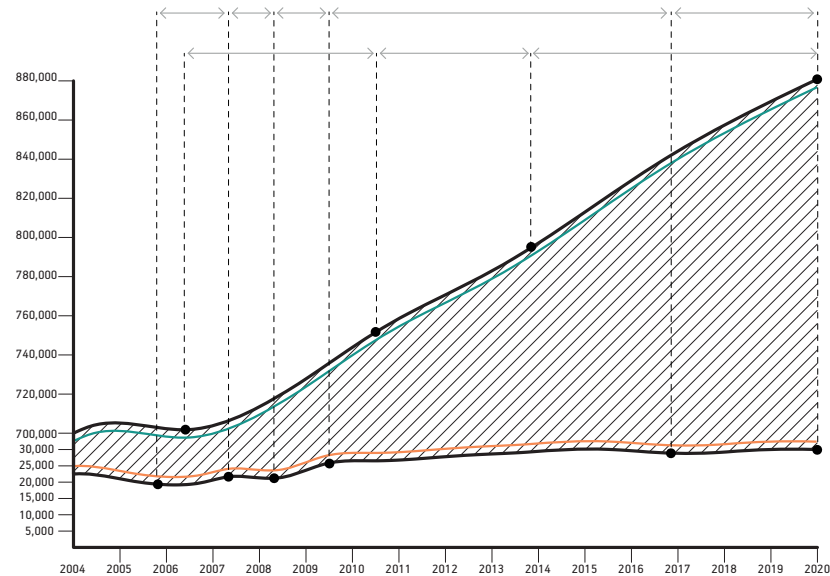
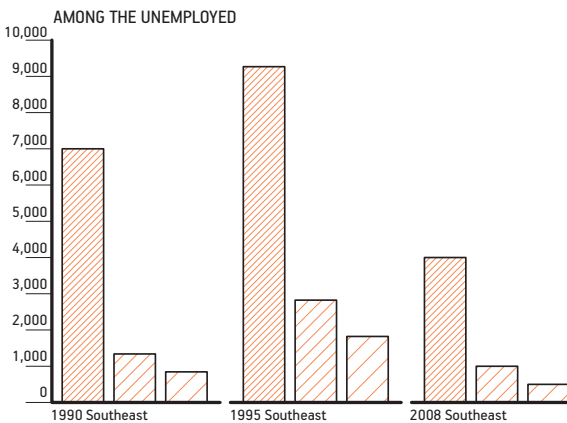
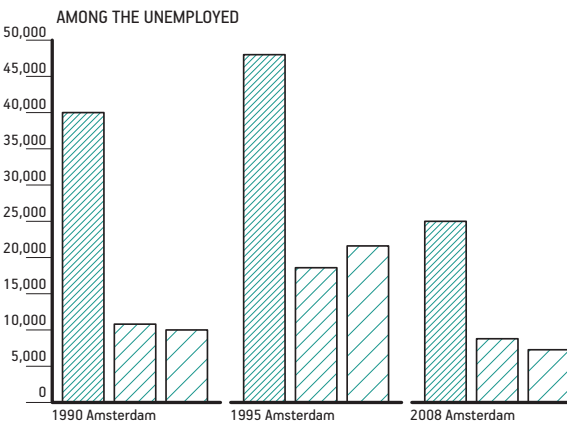
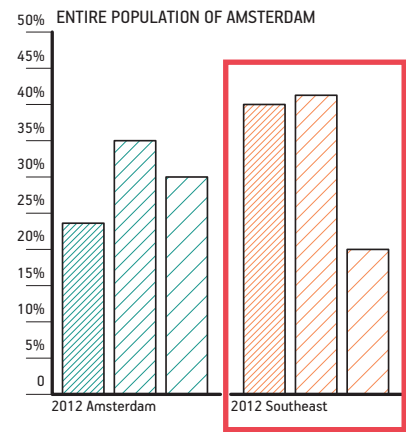


Source: Wonen in Amsterdam 2019 Woningmarkt. (2020, januari). gemeente amsterdam. https://assets.amsterdam.nl/publish/pages/410516/190000_facsheet_woningmarkt_web.pdf+Gcd=1Ghl=nIGct=clnkGgl=nISs

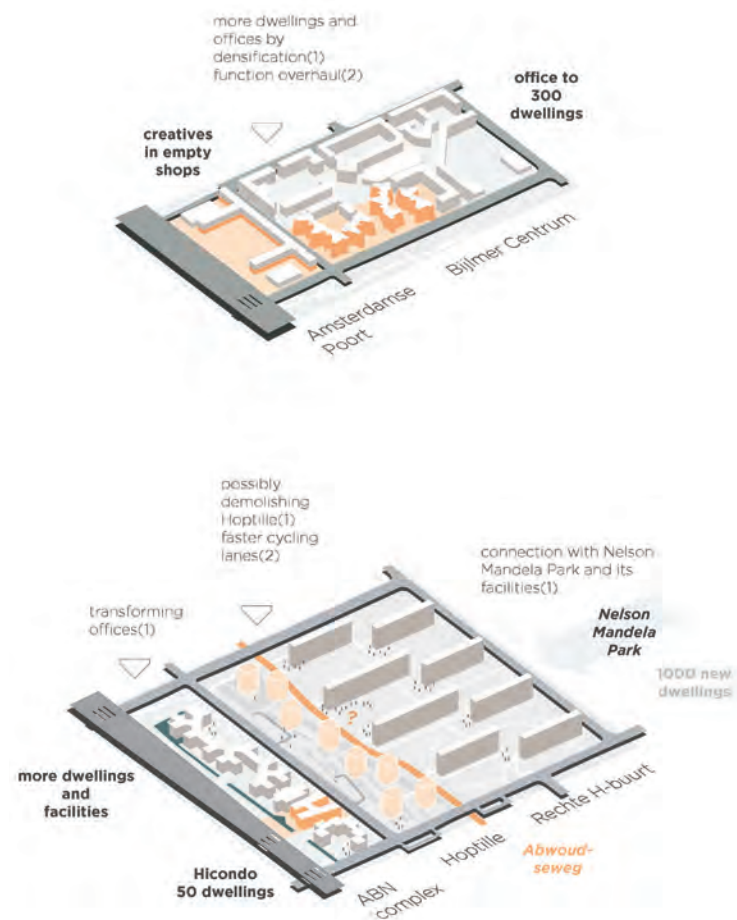


Source: Jaarboek Amsterdam in cijfers. (1990 -2018). Gemeente Amsterdam.

GRAPH / education

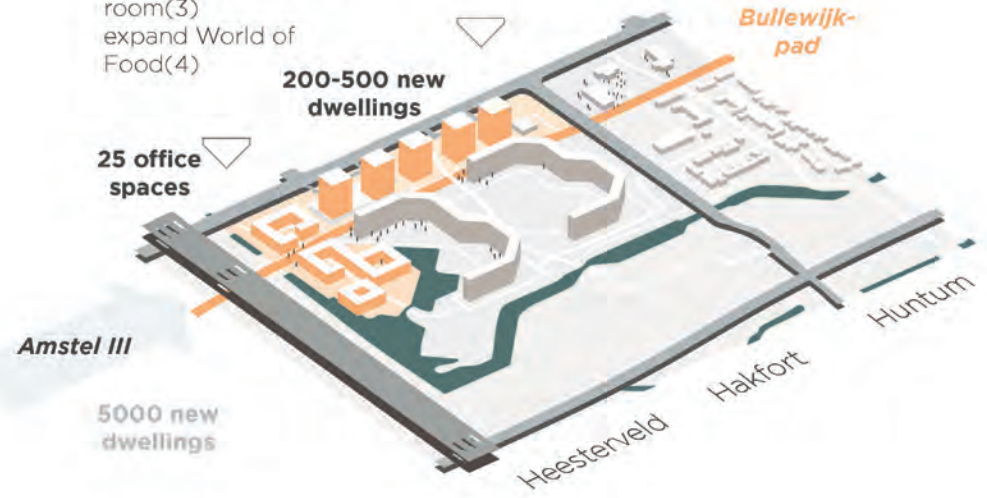


MAPPING / (re)development plans



aims

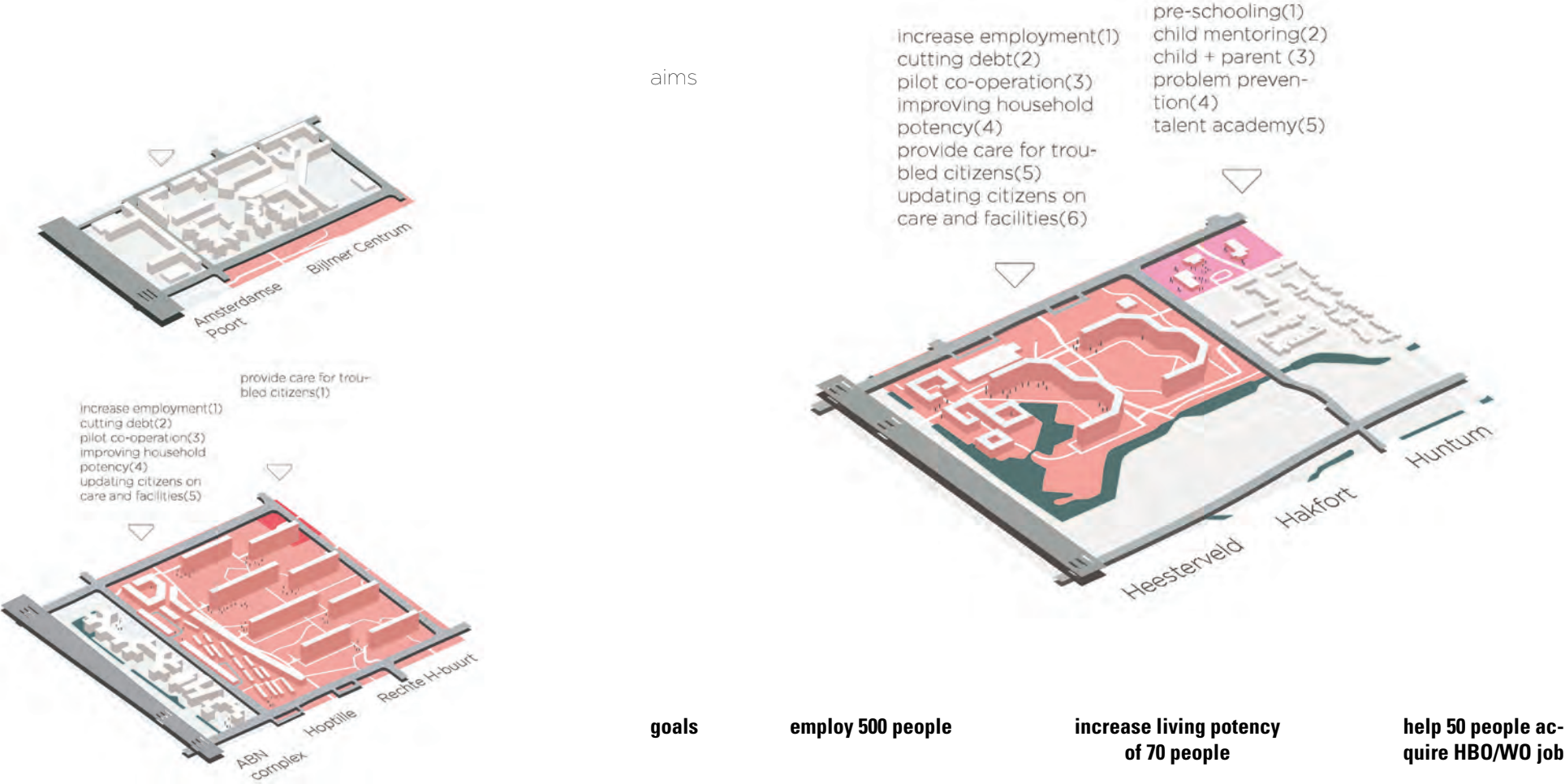
- hub for entrepreneurship(1)
 - art in public space(2)
 - stage and presentation room(3)
 - expand World of Food(4)
- demolition garages(1)



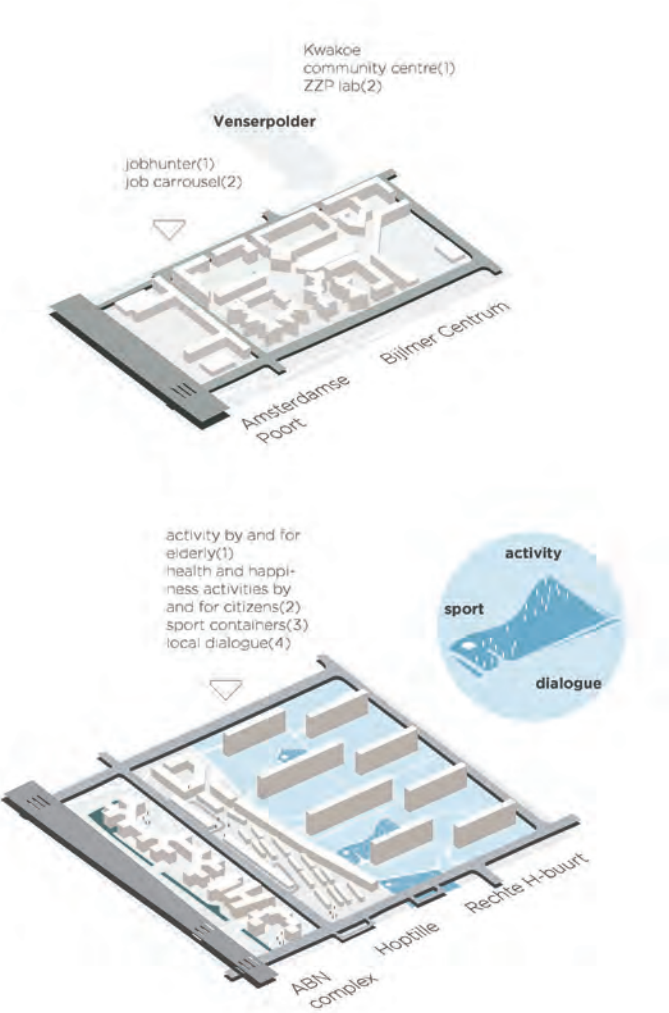
goals

- build more dwellings
- transforming building stock by inviting creatives and entrepreneurs
- cultivate culture driven business to improve the socio-economic status

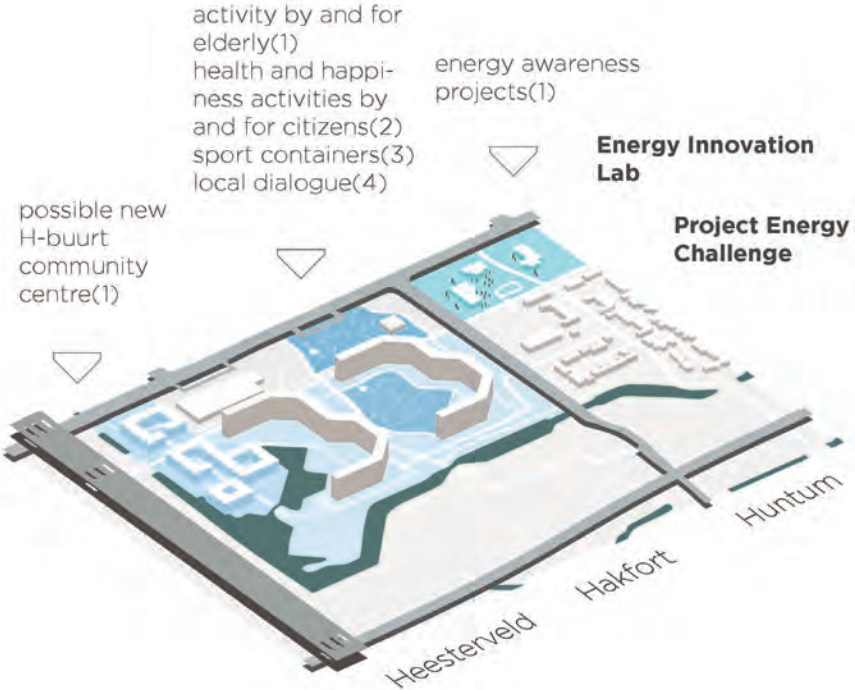
MAPPING / social



MAPPING / initiative



aims



goals

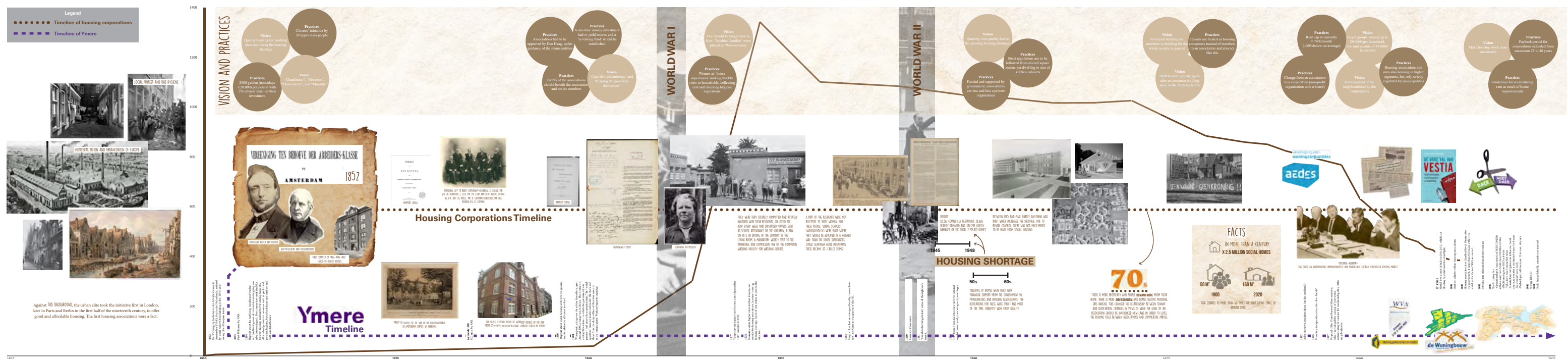
citizen platform

new community center

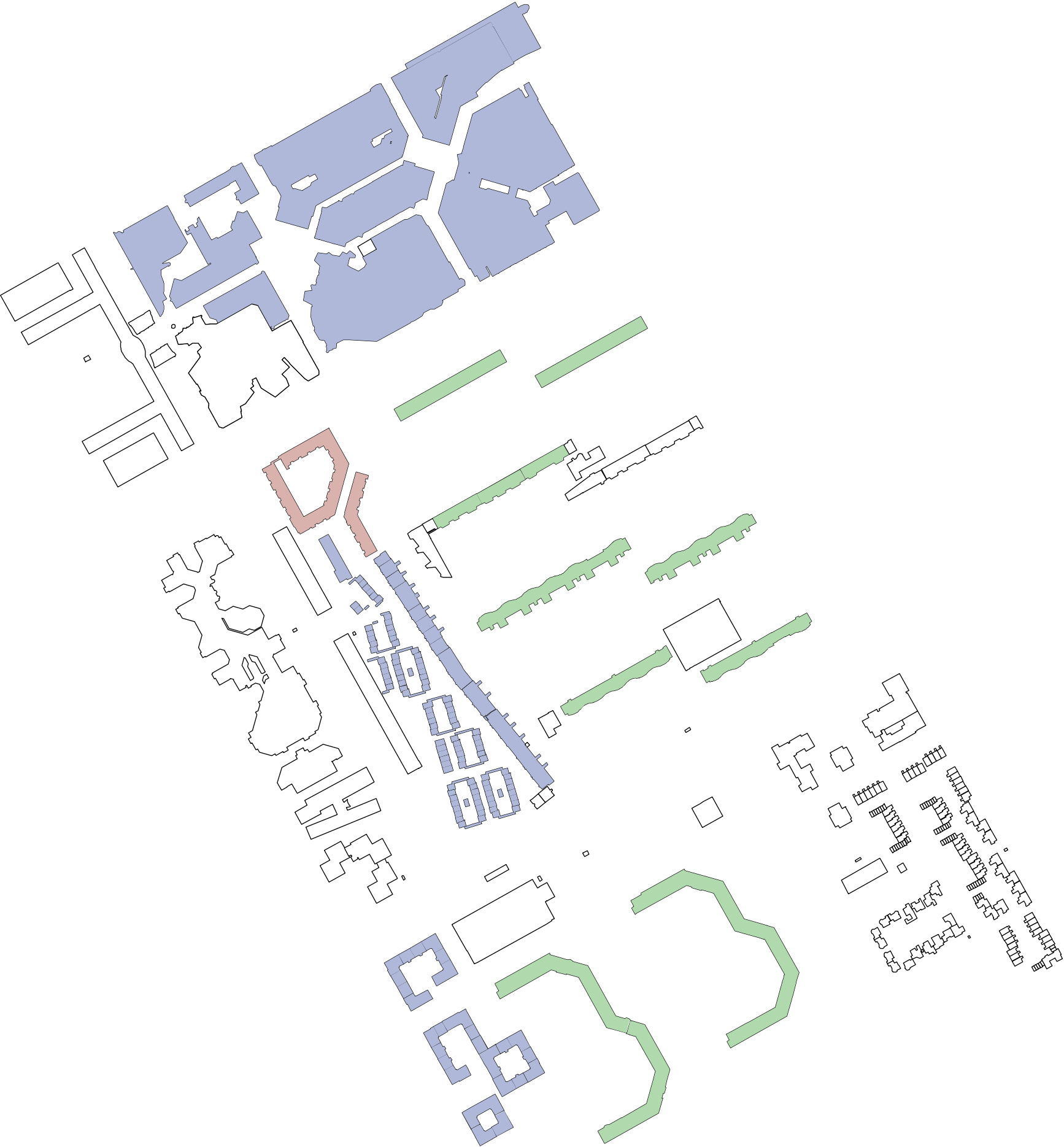
health and happiness

OWNERS / Appendix

Owners / Appendix A







Housing Associations

- Ymere
- Eigen Haard
- Rochdale

Scale | 1.5000

MAPPING / dwelling types



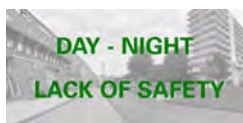
VALUE MATRIX / photo 1

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLOGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

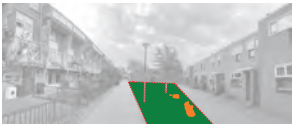
VALUE MATRIX / photo 2

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLOGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

VALUE MATRIX / photo 3

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLOGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

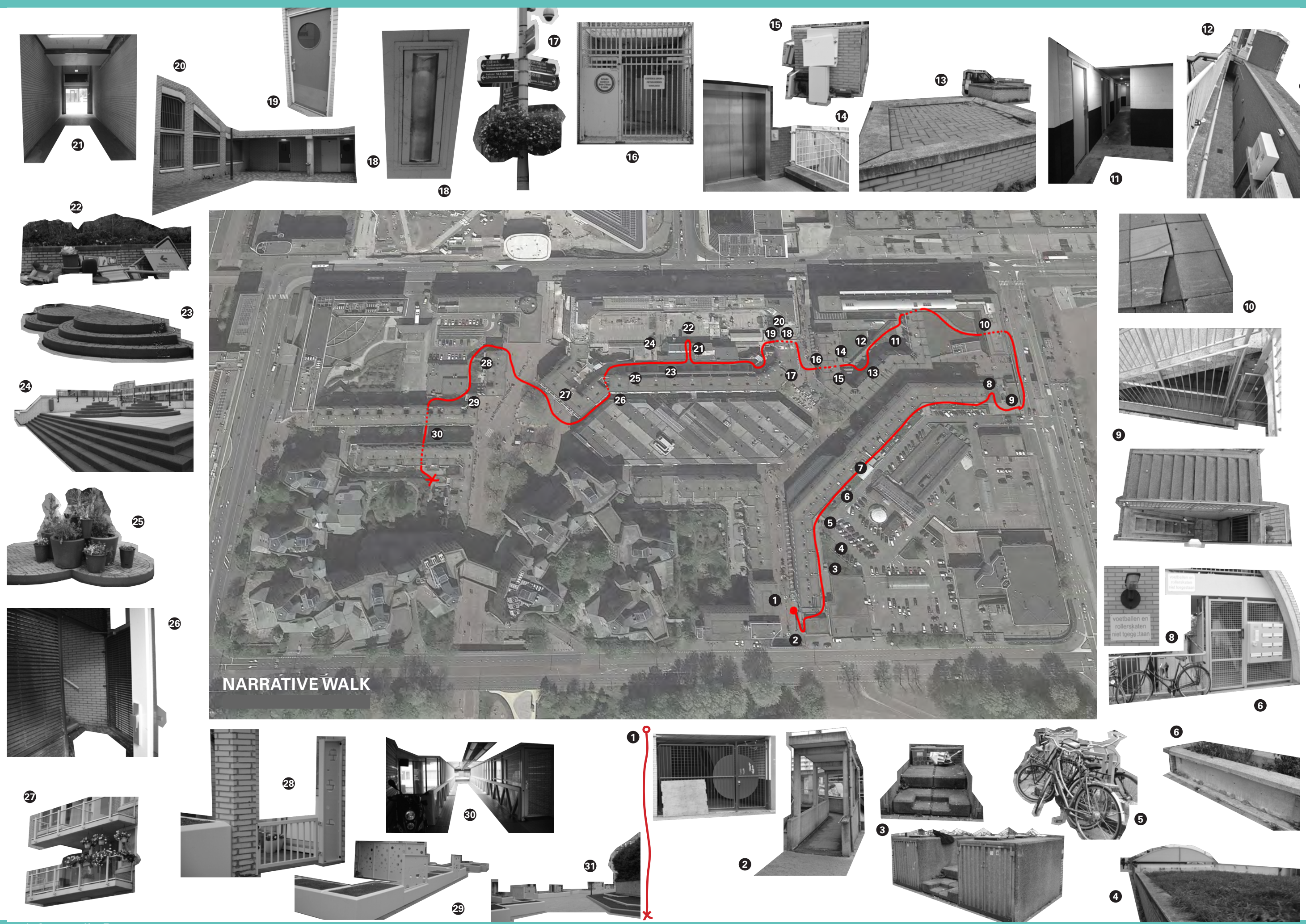
VALUE MATRIX / photo 4

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLOGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

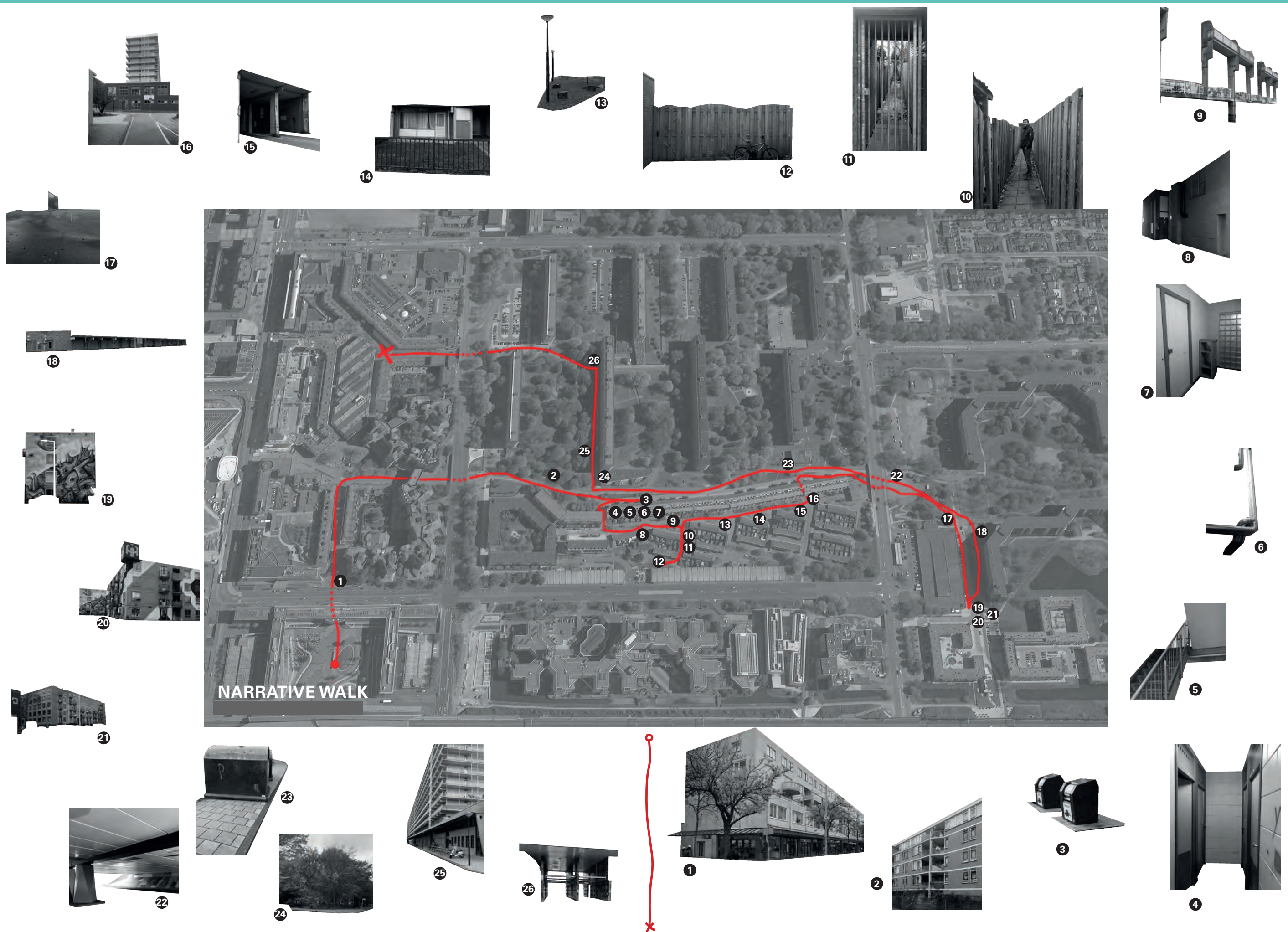
VALUE MATRIX / photo 5

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLOGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

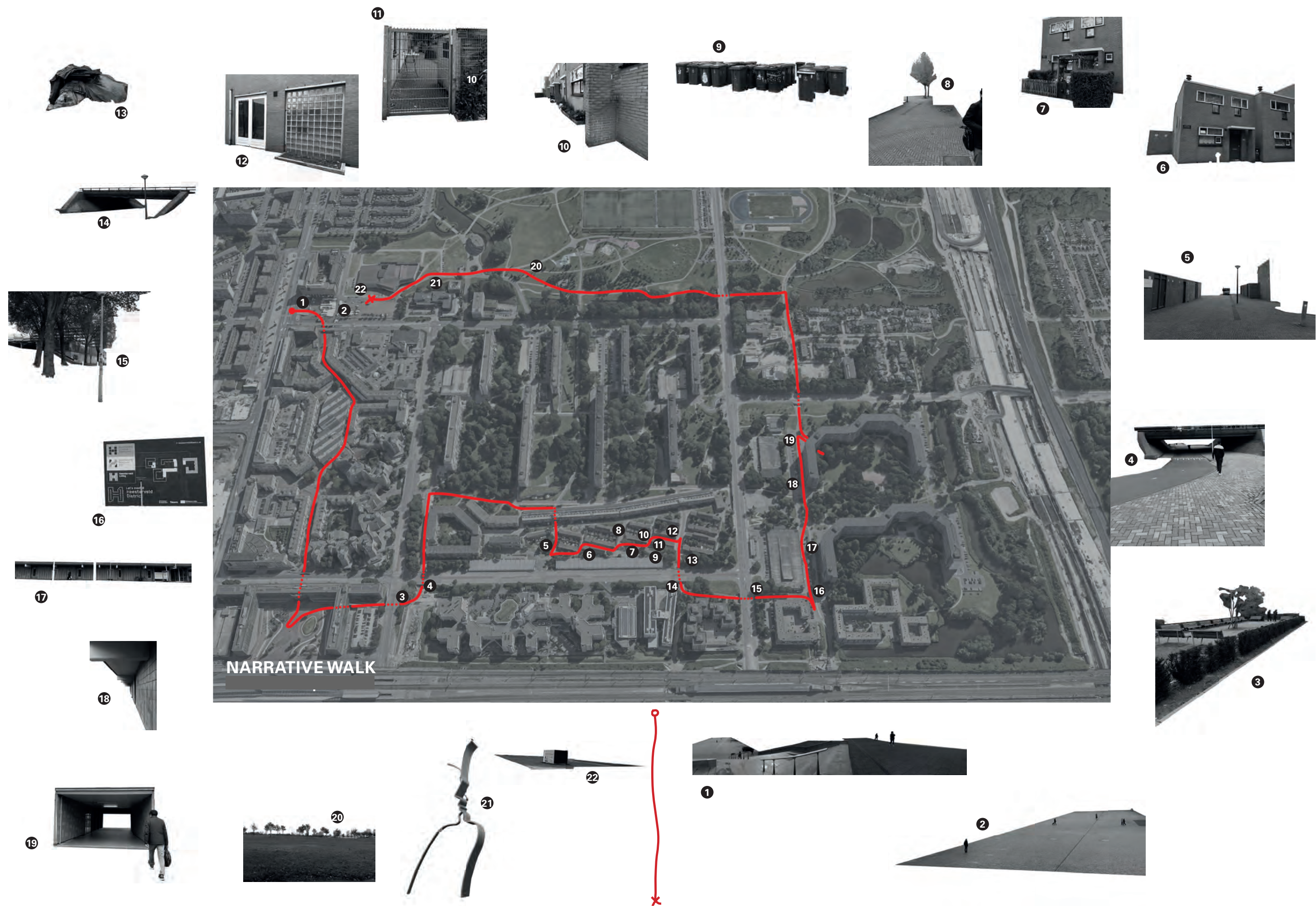
METHOD 3 / narrative walk



METHOD 3 / narrative walk



METHOD 3 / narrative walk



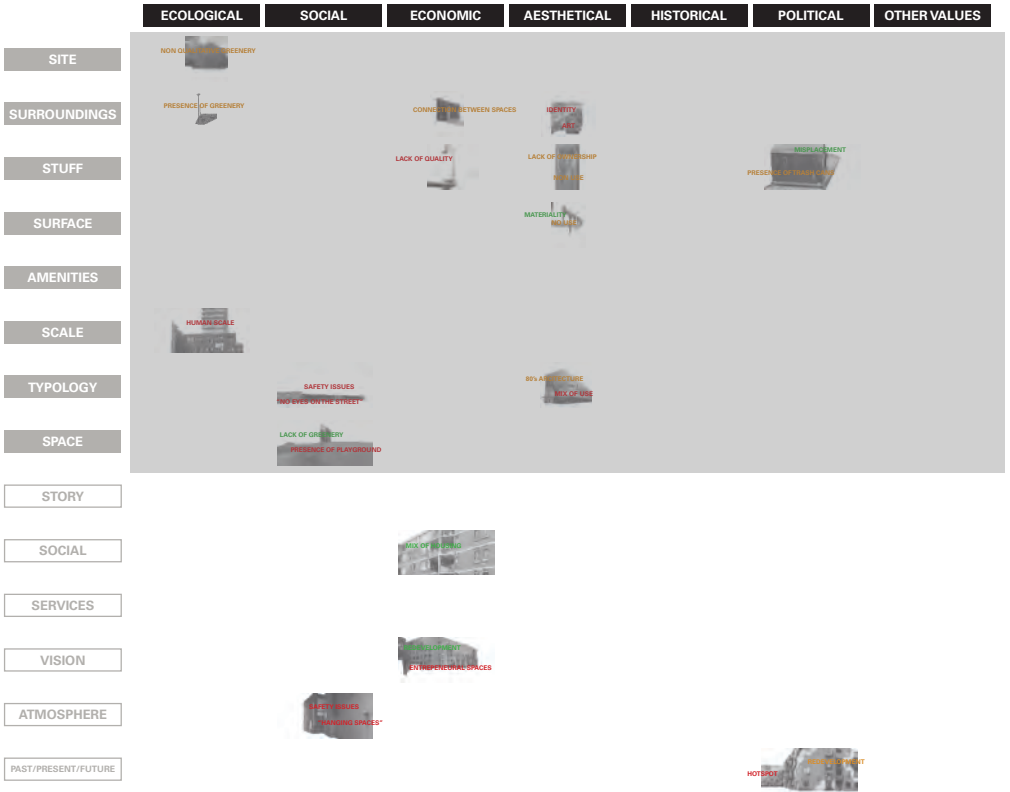
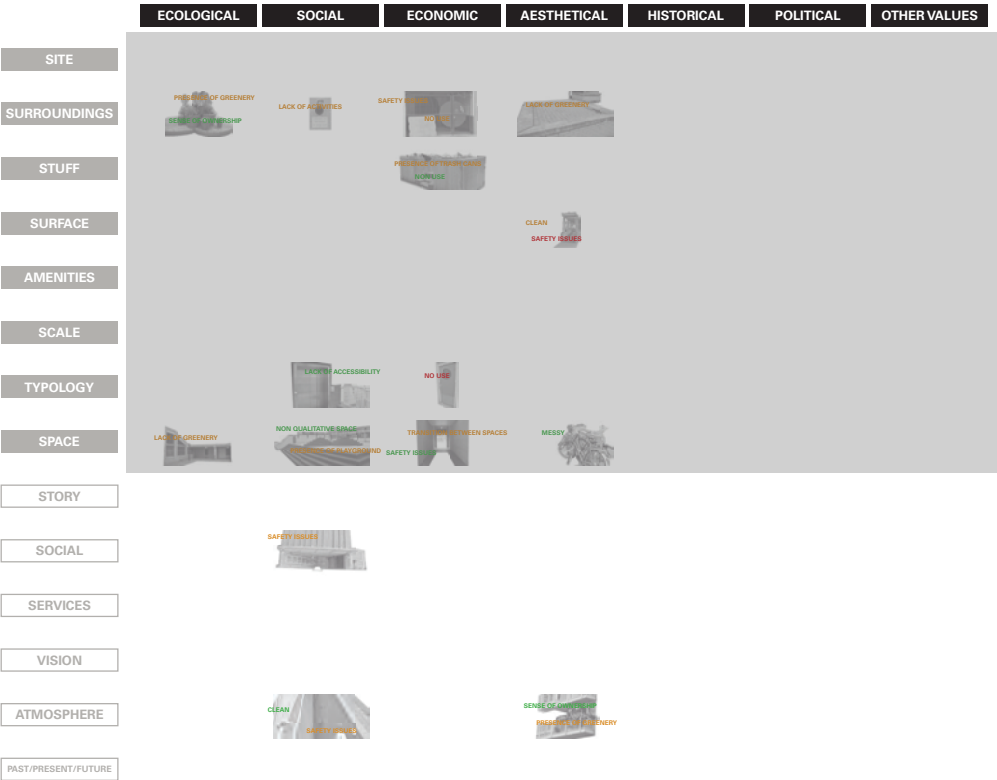
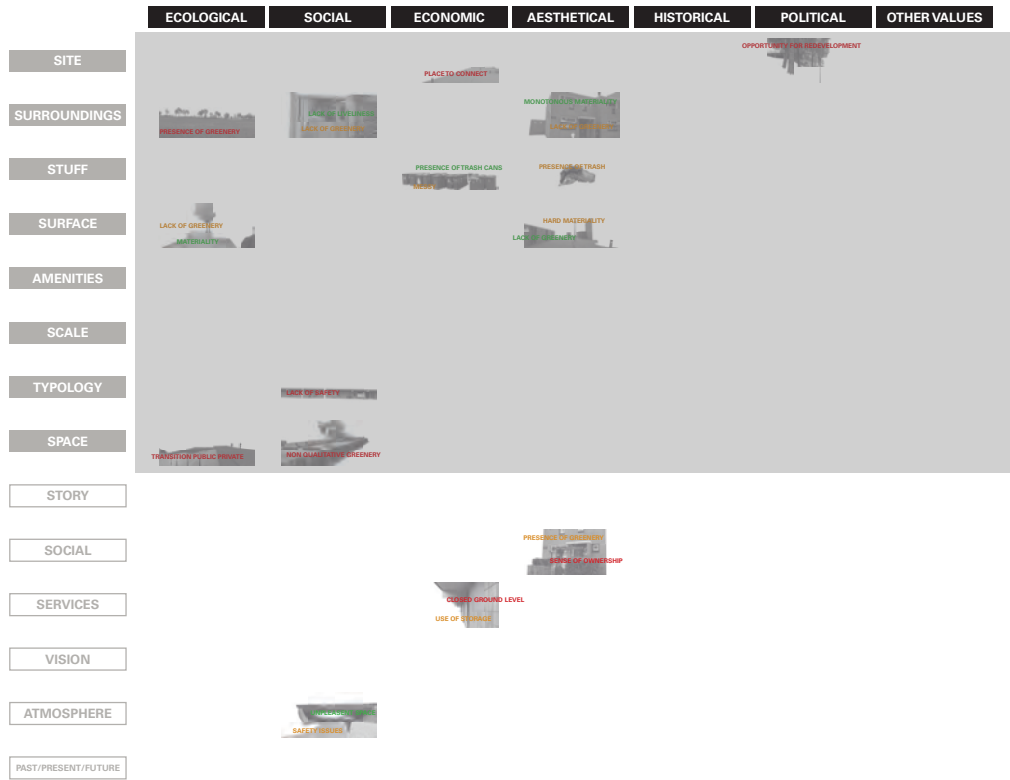
VALUE MATRIX / narrative walks

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE						OPPORTUNITY FOR REDEVELOPMENT	
SURROUNDINGS	PRESENCE OF GREENERY	LACK OF VISIBILITY LACK OF GREEN SPACE	PLACE TO CONNECT	MONOTONOUS MATERIALITY LACK OF TEXTURE			
STUFF			PRESENCE OF TRASH CANS MESSY	PRESENCE OF TRASH			
SURFACE	LACK OF GREENERY IMPERMEABILITY			HARD MATERIALITY LACK OF GREEN SPACE			
AMENITIES							
SCALE							
TPOLOGY		LOOKS STRAY CITY					
SPACE	TRANSITION PUBLIC PRIVATE	NON QUALITATIVE GREENERY					
STORY							
SOCIAL				PRESERVED OR DESTROYED SENSE OF OWNERSHIP			
SERVICES			CLOSED GROUND LEVEL USE OF ELEVAGE				
VISION							
ATMOSPHERE		IMPERMEABLE SPACE SAFETY ISSUES					
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS	PRESENCE OF GREENERY SENSE OF OWNERSHIP	LACK OF ACCESSIBLES	SAFETY ISSUES NO USE	LACK OF GREENERY			
STUFF			PRESENCE OF TRASH CANS NO USE				
SURFACE				CLEAN SAFETY ISSUES			
AMENITIES							
SCALE							
TPOLOGY		LOCKED ACCESSIBILITY	NO USE				
SPACE	LACK OF GREENERY	NON QUALITATIVE SPACE TRANSITION PUBLIC/PRIVATE SAFETY ISSUES	TRANSITION BETWEEN SPACES	MESSY			
STORY							
SOCIAL		SAFE ENVIRONMENT					
SERVICES							
VISION							
ATMOSPHERE	CLEAN	SAFETY ISSUES		SENSE OF OWNERSHIP IMPERMEABLE SURFACE			
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	NON QUALITATIVE GREENERY						
SURROUNDINGS	PRESENCE OF GREENERY		CONNECTION BETWEEN SPACES	IDENTITY ART			
STUFF		LACK OF QUALITY		LACK OF OWNERSHIP NO USE			REPLACEMENT PRESERVE OF TRASH CANS
SURFACE				MATERIALITY IMPERMEABLE			
AMENITIES							
SCALE	HUMAN SCALE						
TPOLOGY		SAFETY ISSUES IMPERMEABLE ON THE STREET		BEYOND STRUCTURE NO USE			
SPACE		LACK OF GREENERY PRESERVE OF PLAYGROUND					
STORY							
SOCIAL				LACK OF BELONGING			
SERVICES				SENSE OF OWNERSHIP TRANSITION BETWEEN SPACES			
VISION							
ATMOSPHERE		IMPERMEABLE SPACE "IMPERMEABLE SPACES"					
PAST/PRESENT/FUTURE							HOT SPOTS SENSE OF BELONGING

VALUE MATRIX / narrative walks



Tangible attributes are mentioned more often than intangible attributes.

VALUE MATRIX / narrative walks

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE			PLACE TO CONNECT			OPPORTUNITY FOR REDEVELOPMENT	
SURROUNDINGS	PRESENCE OF GREENERY	LACK OF UTILITIES Lack of connectivity		MONOTONOUS MATERIALITY Lack of texture			
STUFF			PRESENCE OF TRASH CANS MESSY	PRESENCE OF TRASH			
SURFACE	LACK OF GREENERY MATERIALITY			HARD MATERIALITY Lack of greenery			
AMENITIES							
SCALE							
TYPOLGY		LOOKS LIKE AN CITY					
SPACE	TRADITIONAL PUBLIC SPACES	NON QUALITATIVE GREENERY					
STORY							
SOCIAL				PRESIDENCE TO COMMUNITY SENSE OF OWNERSHIP			
SERVICES			CLOSED GROUND LEVEL USE OF TERRACE				
VISION							
ATMOSPHERE		OVERHEATING EFFECT SAFETY ISSUES					
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS	PRESIDENCE OF GREENERY SENSE OF OWNERSHIP	LACK OF ACCESSIBLES	SAFETY ISSUES NO USE	LACK OF GREENERY			
STUFF			PRESIDENCE OF TRASH CANS NO USE				
SURFACE				CLEAN SAFETY ISSUES			
AMENITIES							
SCALE							
TYPOLGY							
SPACE	LACK OF GREENERY	NON QUALITATIVE SPACE TRADITIONAL PUBLIC SPACES	TRADITIONAL BETWEEN SPACES SAFETY ISSUES	MESSY			
STORY							
SOCIAL		SAFE ENVIRONMENT					
SERVICES							
VISION							
ATMOSPHERE	CLEAN	SAFETY ISSUES		SENSE OF OWNERSHIP HARDENING OF MATERIALITY			
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	NON QUALITATIVE GREENERY						
SURROUNDINGS	PRESIDENCE OF GREENERY	CONNECTION BETWEEN SPACES		IDENTITY ART			
STUFF		LACK OF QUALITY		LACK OF OWNERSHIP NO USE		REPLACEMENT PRESENT OF TRASH CANS	
SURFACE				MATERIALITY BRICKS			
AMENITIES							
SCALE	HUMAN SCALE						
TYPOLGY		SAFETY ISSUES NO USE ON THE STREET		BEYOND ARCHITECTURE NO USE			
SPACE		LACK OF GREENERY PRESIDENCE OF PLAYGROUND					
STORY							
SOCIAL				LACK OF GREENERY			
SERVICES				SENSE OF OWNERSHIP TRADITIONAL SPACES			
VISION							
ATMOSPHERE		SAFETY ISSUES "TRASHING SPACES"					
PAST/PRESENT/FUTURE						HOT SPOTS REPLACEMENT	

No **HISTORICAL** and little **POLITICAL** - values are mentioned during the walks.

VALUE MATRIX / narrative walks

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE						OPPORTUNITY FOR REDEVELOPMENT	
SURROUNDINGS	PRESENCE OF GREENERY	LACK OF VISIBILITY LACK OF GREEN SPACE		MONOTONOUS MATERIALITY LACK OF TEXTURE LACK OF VARIETY			
STUFF			PRESENCE OF TRASH CANS MESSY	PRESENCE OF TRASH			
SURFACE	LACK OF GREENERY MATERIALITY			HARD MATERIALITY LACK OF GREEN SPACE			
AMENITIES							
SCALE							
TPOLOGY		URBAN STRIP CITY					
SPACE	TRANSITION PUBLIC PRIVATE	NON QUALITATIVE GREENERY					
STORY							
SOCIAL				PRESIDIOS OR GARDENS SENSE OF OWNERSHIP			
SERVICES				CLOSED GROUND LEVEL USE OF ELEVAGE			
VISION							
ATMOSPHERE		UNPROMISING SPACE SAFETY ISSUES					
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS	PRESIDIOS OF GREENERY SENSE OF OWNERSHIP	LACK OF ACCESSIBLES	SAFETY ISSUES NO USE	LACK OF GREEN SPACE			
STUFF			PRESIDIOS OF TRASH CANS NO USE				
SURFACE				CLEAN SAFETY ISSUES			
AMENITIES							
SCALE							
TPOLOGY				LACK OF ACCESSIBILITY NO USE			
SPACE	LACK OF GREENERY	NON QUALITATIVE SPACE TRANSITION PUBLIC PRIVATE SAFETY ISSUES	TRANSITION BETWEEN SPACES	MESSY			
STORY							
SOCIAL				SAFETY ISSUES			
SERVICES							
VISION							
ATMOSPHERE	CLEAN SAFETY ISSUES			SENSE OF OWNERSHIP HARD MATERIALITY			
PAST/PRESENT/FUTURE							

No mention of AMENITIES - attributes.

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	NON QUALITATIVE GREENERY						
SURROUNDINGS	PRESIDIOS OF GREENERY		CONNECTION BETWEEN SPACES	IDENTITY LACK			
STUFF		LACK OF QUALITY		LACK OF OWNERSHIP NO USE			REPLACEMENT PRESIDIOS OF TRASH CANS
SURFACE				MATERIALITY NO USE			
AMENITIES							
SCALE	HUMAN SCALE						
TPOLOGY		SAFETY ISSUES NO USE ON THE STREET		SENSE OF OWNERSHIP NO USE			
SPACE		LACK OF GREENERY PRESIDIOS OF PLAYGROUND					
STORY							
SOCIAL				LACK OF GREEN SPACE			
SERVICES				SENSE OF OWNERSHIP TRANSITION BETWEEN SPACES			
VISION							
ATMOSPHERE		SAFETY ISSUES TRANSITION SPACES					
PAST/PRESENT/FUTURE							HOT SPOTS SENSE OF OWNERSHIP

VALUE MATRIX / narrative walks

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE						OPPORTUNITY FOR REDEVELOPMENT	
SURROUNDINGS		PLACE TO CONNECT					
STUFF							
SURFACE	LACK OF GREENERY MONOTONOUS MATERIALITY						
AMENITIES							
SCALE							
TYPOLGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

SURROUNDINGS

STUFF

SPACE

- tangible attributes are mentioned most.

USERS / Appendix

Bijlmerplein interviews

BI_1_1_StYu
56-year-old man from Amsterdam
He has worked in a store at Bijlmerplein for 5 years. He said that they needed a strong man to run the store. He rated this neighbourhood with 6. What he likes most is the people there. He said that 90% of the people are nice in the neighbourhood, but the other 10% are bad. He mentioned that he loves the location of the Bijlmerplein in the city of Amsterdam. On the opposite side, he said that there are criminal things happening, and you cannot have a good walk at night. He would like to see a stronger police force that consists of more people of colour, now all the police staff are white.

Insider | Male | 56 | Grew up in Amsterdam | Works at a store in Bijlmerplein

1.

How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?
I've worked at this store for 5 years now.
2.

Why do you live in the H - buurt? / Waarom woont u in de H - buurt?
They just needed a strong man to run this store, so that's why I'm here.
3.

How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?
I would rate it a 6.
4.

What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?
I like 90 percent of the people here, the other 10 percent is bad but the other people are.

5.

How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?
I would like to see a stronger police force, and also more people of colour in the police force. Now all the police staff are white while the community is very diverse.
6.

What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?
The criminality, here you can't have a good walk at night because of it.

BI_1_2_StYu
Middle-aged woman non-western Dutch
She has lived there for 5 years, and rated 8 for this neighbourhood. She said the best thing is that you can get everything there, and she'd like to have more stores in this area and more covers/ canopies along the commercial pedestrian street. It seems that she has a small range of activity, so she doesn't know other places. That's the reason why she could not answer the last question.

Insider | Female | 40-60 | Did not grow up in the Netherlands | Lives at Bijlmerplein for 5 years

1.

How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?
I've lived here for 5 years.
2.

Why do you live in the H - buurt? / Waarom woont u in de H - buurt?
I could find a place to live here.

3.

How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?
I would rate it an 8.
4.

What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?
I like that you can get everything you want here. And the train station is nearby.
5.

How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?
I think I would like even more stores, and more covered shopping streets.
6.

What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?
I don't know other parts of Amsterdam so I wouldn't know.

BI_1_3_StYu
26-year-old young professional man from Eindhoven
When we met him in the morning, he was just on the way back to his home for work with groceries. He lives in a building called "Change=" with about six hundred 30 square meter studios meant for young professionals since April 2019. He said that it really feels like a young community building. He works as a risk manager at the ING bank. He chose to live at that building because it is affordable and very close to his office. But because of coronavirus this isn't much of an advantage anymore.

He rated the neighbourhood with a 5. What he likes most is that you can get everything you want here, and the location connection to the public transport is great. The problem is that

the neighbourhood is not safe, a lot of attacks happen. In addition he thought Bijlmerplein is not really as beautiful as Amsterdam. He would like to see some changes, for example: Having more of the Amsterdam-like feeling at Bijlmerplein. Being able to walk around canals and past the typical row houses for example. Now this area seems to have been separated from the city, he wishes to see more connections happen. Another thing he mentioned is that he also thinks this neighbourhood is unique, seems like living in a different country. He even mentioned that when his mother visited she told him it felt like she was on vacation because of seeing all the different cultures.

He talked about gentrification happening around this area. For example, the new ING headquarters, a park for start-ups etc. He also mentioned a good building of which he liked the architecture, the 'New metropolis Zuidoost'.

Insider | Male | 26 | Grew up in Eindhoven | Lives at Bijlmerplein since April 2019

1.

How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?
I have lived here since April 2019.
2.

Why do you live in the H - buurt? / Waarom woont u in de H - buurt?
I moved to this new building for my new job that I started with after my masters.
3.

How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?
In this state.. I would give it a 5.
4.

What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?

There are a lot of shops here and the connection to the public transport is also very good. I can also bike to any place in Amsterdam easily.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

I would like it to feel more like Amsterdam, with nice row houses and canals. The houses here aren't very nice looking.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

The people, this place has a lot of people from specific backgrounds. Which is really nice.

BI_1_4_StYu
38-year-old man from Groningen

He works at the "Change=" building. He has been working here for 2 years just because this job came on his path. He rates this neighbourhood with a 5. He only walks from the station to his job and back, so he only knows about a small part of this area. He cannot think of anything he likes. As for the changes, he mentioned he wants this neighbourhood to be more open and more light. He said now there are not many tourists there, it seems to him that this area is not so attractive for the outsiders.

Insider | Male | 38 | Grew up in Groningen | Works at Bijlmerplein for 2 years

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?**

I have worked here for 2 years.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

The job I got just came on my path so that led me here.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I would only rate it a 5.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

I can't think of anything actually.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

I would like it to be more open, it could use more light in the streets.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

That there are not many tourists here, it doesn't seem very attractive for outsiders to come here.

BI_1_5_StYu
76-year-old women

She has lived in this neighbourhood for 46 years. She is from east Amsterdam, the reason why she moved there is because she thought the buildings look nice when building this area. In her perspective, she thinks that Bijlmerplein is not the same as H-buurt. She rates 8 for this neighbourhood, she likes that everything is there, for instance, stores, metros. As for changes, at first, she said it is difficult to think of anything bad. And then she said the problems of empty stores need to be solved, and she'd like to have more shopping areas. Compared to the rest of Amsterdam, she said that she

doesn't need to go for vacation since she lives here.

Insider | Female | 76 | Grew up in Amsterdam-Oost | Lives at Bijlmerplein for 46 years

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?**

I lived here for 46 years now.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

At the time I could get a house here, and I am from Amsterdam-Oost so it was not far away.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I would only rate it an 8.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

Everything is here, all the different shops and the metro.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

I can't think of much, but maybe they could solve the problem of vacant stores.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

Well you don't need to go on vacation if you live here, you can see all kinds of people living here.

BI_1_6_StYu
27-year-old man from Greece speaks English

He is still very new to this area, he has lived here for 1,5 month. He came here for work. He works at a university. He chose to live here because he found an available apartment. He rated this area with an 8, because he feels comfortable here and because the location is close to everything. As for the changes, he hopes that the market could also be opened on the weekends and not just on Monday. Compared to the rest of Amsterdam, he thinks that besides the city centre, there is not much different.

Insider | Male | 27 | Grew up in Greece | Lives at Bijlmerplein for 1,5 months

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?**

I just moved in here 1,5 months ago.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

Because I got a job here at the university.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I would only rate it an 8.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

I feel comfortable here, I can buy everything I want and the location is good.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

Well, I would like the market to be here on the weekend as well, not just on Monday.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
Besides the city centre it doesn't feel much different from the rest of Amsterdam to me.

BI_1_7_StYu

29-year-old man middle-eastern Dutch

He grew up in Den Haag, and has lived at Bijlmerplein for one year. He has plans to move to a northern part of Amsterdam for a bigger apartment. He chose to live in this neighbourhood because it was the only place he could find within 2 weeks at that time. He rated this neighbourhood with a 6.5. He mentioned that he thinks nice buildings are built around the Bijlmerplein. He likes the daytime more than the night in this neighbourhood. People start nice initiatives here and it seems like a community here. People know their neighbours well. He would like to see more of a mix of people living here, maybe have more young people or students or people with higher income. He believed it would be best if the government would invest in new housing.

Insider | Male | 29 | Grew up in Den Haag | Moved to Bijlmerplein 1,5 months ago

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?**
I just moved in here 1,5 months ago.
2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**
Because I got a job here at the university.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**
I would only rate it an 8.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**
I feel comfortable here, I can buy everything I want and the location is good.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**
Well, I would like the market to be here on the weekend as well, not just on Monday.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
The people that live here, it's really a different demographic then the rest of Amsterdam.

BI_1_8_StYu

35-year-old woman visitor

It was the first time for her to be at Bijlmerplein, and she went there for work. She grew up in different places all over the word. She rates this neighbourhood with a 7-8. She loves the good stores, but thinks the streets are too dirty, it would be better if it were clean. Compared to the rest of Amsterdam, she thinks this area is laid out on a much bigger scale. She said that she would not consider living in the H-buurt because the houses are too tiny, and have too little privacy.

Outsider | Female | 35 | Grew up in different places all over the world | Lives at Bijlmerplein for 1,5 months

1. **How often and why do you visit the H - buurt? / Hoe vaak en waarom komt u in de H - buurt?**
Never, this is the first time I'm here. I'm here because of my job.

2. **How would you rate your neighbourhood? And why? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10? En waarom?**
I would rate it something like a 7 or 8.

3. **What do you like most in the neighbourhood? And why? / Wat trekt u het meest aan in de H - buurt en waarom?**
There are a lot of good stores around here, so that's really nice.

4. **How would you like to change the neighbourhood? And why? / Wat zou u willen veranderen in de H - buurt en waarom?**
The streets are pretty dirty so I would like to see them cleaned.

5. **What sets the H - buurt apart from the rest of Amsterdam? And why? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
This area seems to be laid out on a much bigger scale.

6. **Would you consider living in the H - buurt? And why? / Zou u het overwegen om in de H - buurt te wonen en waarom?**
No, I think the houses here are too tiny and close to each other. I think there would be no privacy.

BI_1_9_StYu

66-year-old man

He has lived there since 1981, at the same period, he also lives in Amsterdam. He chose to

live there because in 1981, he had the possibility to buy a house in this area. He rated 5 for the past, and 7-8 for now. The reason is that the shopping mall has improved. He likes this area because he can take a bike and easily go to the city centre. He also mentioned other good things he liked, for example: the metro and railway station and the park nearby. He would like to have bookshops there, and he would like to see the vacancy problem solved. He also mentioned new homes are being built now around the Bijlmerplein. Near the station it used to be a scary place but this has now been improved. Compared to the rest of Amsterdam, he thinks there is a cultural difference in this neighbourhood. He said that can find people from all over Europe here at Bijlmerplein.

Insider | Male | 66 | Grew up in Amsterdam | Lives at Bijlmerplein since 1981

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?**
I have lived in this area since 1981

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**
I had the possibility to buy a house here in 1981 and I from Amsterdam originally.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**
I would've rated it a 5 in the past but now I would give it a 7 or 8 because of the improvements to the shopping mall.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**
That you can go everywhere you want quickly, I can go to the city centre by bike quickly.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

I would like to see a bookshop added here, but I would also like the vacancy problem to be solved.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

The cultural difference of this neighbourhood is much different from the rest of Amsterdam.

BI_1_10_StYu

22-year-old woman

She works in the museum (OSCAM - Open Space Contemporary Art Museum) because she really loves art. She has worked there for a couple of years. She chose to work here because she has an affinity with art but also because of the cultural diversity in the area. She rated this neighbourhood with a 7. She likes that there are a lot of places to eat around her work. She thinks the area in between her work and the Arena station is good. But further down she feels like it is less nice. Compared to the rest of Amsterdam, she thinks that the people living in this neighbourhood have more different backgrounds.

Insider | Female | 66 | Grew up in Nijmegen | Works at OSCAM for a few years

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H - buurt?**

I worked here at OSCAM for a few years.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

I did art school and have an affinity for art and culture, I liked this place a lot

because of these things.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I think I would rate it a 7, but I don't know it that well around here.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

I like that there are a lot of places where you can get some food around here. It creates a nice atmosphere.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

Well.. I like the area from here up until the station but I don't really like it further down there (the other way), but I don't really know what they could change to improve it.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

There are people from a lot of different backgrounds in this area. More so than in other parts of Amsterdam.

BI_1_1_JuMc

20-year-old German tourist.

On holiday by car from Stuttgart to Amsterdam. This 20-year-old German noted that the cities in the Netherlands and Germany are very similar, yet he notes a big difference in the public space. The H-Buurt has more nature, rivers and parks. The Netherlands has more nature in general. Also, the climate in the Netherlands is better. Therefore he would rate the site a 4 out of 5 (so an 8 out of 10). There's nothing he doesn't like or would want to change.

Outsider | Male | ±20 | Living nearby Stuttgart, Germany | Visiting Amsterdam for holiday

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**

I am here for a holiday.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

-

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I would rate it a 4 out of 5.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

When driving from Stuttgart to Amsterdam, I was surprised by how similar Dutch cities are compared with German cities. Nevertheless, here it is prettier. There is more nature, rivers and parks. The Netherlands has more nature in general. Also the climate in the Netherlands is better.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

There is nothing I can think of which should be changed.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

?

12. BI_1_2_JuMc

30 year old mother with a 3 year old son

This mother lives with her son in the Bijlmer, to be precise in one of the apartments on the Bijlmerplein. She has been living here for 7 to 8 years now and she likes it very much here. A positive aspect are the shops that are close by. In the past they had rat nuisance from the garbage, this has now been resolved. She also thinks her house is quite small, a two-room apartment. Still, she rates the neighbourhood a 9 out of 10.

Insider | Female | Mother ±30, son ±3 | Living in the adjected apartments of Bijlmerplein

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**

I am living at the Bijlmerplein for 7/8 years.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

?

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I rate it a 9 out of 10, everything is good.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

It is okay living next to the Bijlmerplein, I like everything. The shops are nearby.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

The garbage was bad because it attracted a lot of rats, now it is better

because they removed it. I have a son and we are living in a 2 room appartment, it is small.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
Everything is unique

BI_1_3_JuMc
75 year old woman doing her shopping in the Bijlmer

She lives in Abcoude but likes to do her shopping in the Bijlmer. This 75-year-old has been coming here for a long time and has seen the area change over the years. Especially in recent years the area has deteriorated considerably. This is due to the increasing vacancy; many shops are disappearing while she visits the Bijlmer shopping district for the large variety of shops.
During the interview, we were interrupted twice by tramps begging for money. Because of this she stated that this is also one of the things which bothers her. This makes shopping visits less pleasant. She rated the Bijlmer a 5 out of 10 because of these two reasons, in the past she would have rated it a 7 or an 8 out of 10. She doesn't have a clear opinion about the built environment, it makes little difference to her.

Outsider | Female | Mother ±75 | Living in Abcoude | Shopping in Bijlmer

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**
For a very long time.
2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**
The Bijlmer offers a larger variety of shops than my hometown Abcoude where the range of shops is small.

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I rate it a 5 out of 10, it used to be 7 or an 8 out of 10 in the past.

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

I mainly like the large variety of shops, at least as how it used to be.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

The Bijlmer is deteriorating rapidly, more and more shops are closing and this will probably increase in the future. I hardly have any reason to shop in the Bijlmer anymore because it is almost the same as the range of shops in Abcoude. I think there should be more stores, just as many stores as there were before. Nowadays there is also more and more begging. This makes shopping visits less pleasant.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**

I don't have an outspoken opinion about what makes the shopping area of the Bijlmer unique. If you would ask my husband you will probably get a clear opinion because he has worked in construction, but in my opinion there is nothing special (including het Zandkasteel).

BI_1_4_JuMc
Teenager living and studying in the Bijlmer.
The 14-year-old Dutch boy lives and studies in the Bijlmer. It is the place where he feels at

home, he feels safe here. He describes the Bijlmerplein as cultural, nice, and he also hangs out here regularly with my friends. The shopping district is more spacious than the shopping district of the city centre of Amsterdam. This makes the shopping district very clear. In his opinion nothing is ugly, and nothing should be changed. He rates the Bijlmerplein a 9 out of 10.

Insider | Male | ±14 | Living in the Bijlmer | Studying in the Bijlmer

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**

I am living in the Bijlmer my whole life, I am also studying in the Bijlmer

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

-

3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**

I rate this place a 9/10

4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**

This location is cultural and nice, I also chill here regularly with my friends. I feel save here.

5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**

Nothing is ugly or should be changed.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de**

rest van Amsterdam?

I find it much more spacious here than in the centre of Amsterdam, which makes it clear.

BI_1_5_JuMc
Teenager studying in the Bijlmer.

A bit overwhelmed, the boy started by telling that he is coming in the shopping area of the Bijlmer for about 3 to 4 years. He has lived in the Bijlmer in the past but moved to Amsterdam West 4 years ago (group 8). He wanted to go to school in Amsterdam Southeast because his friends live there. He rated Bijlmerplein with an 8 out of 10. What he likes about the shopping area are the trees, but he doesn't like the buildings, pointing to the 1980s apartments above the shops. He also noticed that there is a lot of waste on the street. Finally, he thinks Bijlmerplein has a nice environment, yet he doesn't always feel safe there. When asked whether this unsafe feeling appears only in the evening, he answered both during the day as in the evening, people are regularly stabbed in this area.

Outsider | Male | ±15 | Has lived in the Bijlmer | Currently living in Amsterdam West | Studying in the Bijlmer

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**

I have been coming here for about 3 to 4 years.

2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**

I have lived in the Bijlmer when I was younger, I moved to Amsterdam West 4 years ago. My friends are still living here, for this reason I wanted to study in Amsterdam Southeast.

3. **How would you rate your neighbourhood? / Wat voor een cijfer**

zou u de buurt geven op een schaal van 1 op 10?

I rate it a 8 out of 10.

4. What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?

I like the trees.

5. How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?

I don't like the buildings so much. I also think there is a lot of waste on the ground. This is a nice environment, but sometimes I don't feel very safe here, both during the day as in the evening. In the evening people are stabbed here

6. What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?
?

Hoptille interviews

De Handreiking

De Handreiking is a 'buurtwerkkamer' for the H-buurt, where people from the neighbourhood can come to with any questions or problems. De Handreiking is "laagdrempelig" (accessible) and open for anybody who comes and they will try to help everybody, "iedereen gaat weg met een glimlach" ("everybody leaves with a smile"). They also organize activities such as: a sewing group, a community garden, Dutch lessons, computer lessons, cooking lessons and a food bank (for which they use a group WhatsApp to let people know what food they have). All these activities are free (with the exception of some complicated laptop installations), but if they want people can pay a voluntary contribution. If people come to De Handreiking looking for help with for instance filling out income tax, they will refer them to other organizations. They work together with other organizations, such as HoptilleHuis and MaDi.

1. HO_1_1_SoMa

Two women working at De Handreiking

The two colleagues working at the 'buurtwerkkamer' first tell us all about what they do for the neighbourhood and how people who don't know where to go for help come to them and in which ways they help them. They talk about the people who only come if they need help and stay within their own group of people for the rest of the time. As well as others who come here to for instance help with doing the dishes and cleaning at de Handreiking. During the interview they mostly comment about the community in the neighbourhood, presumably because of their work. One of the few physical aspects they mention is the little square in front De Handreiking, which they like. However, they add that they like it because of the interventions on the square by De Handreiking, which include adding colourful benches. For our research they advise us to go to the nearby HoptilleHuis and to contact

Baudouin Knaapen as he did research into the Hoptille building.

Insider | Woman | + - 40 | Lives in Slotervaart | Works at De Handreiking

Insider | Woman | + - 60 | Lives in the V-buurt | Works at De Handreiking

1. How long have you lived/worked in the H - buurt?

Have worked here since December and for 8 years respectively.

2. Why do you live/work in the H - buurt?

In this neighbourhood a buurtwerkkamer like this is needed, because of the amount of people that need help.

3. How would you rate your neighbourhood?

Both give the neighbourhood a rating of 6 out of 10. The people in the neighbourhood come here for help but nothing more than that. There are a lot of Colombians in the neighbourhood that speak Spanish. The people in the neighbourhood tend to stay within their own groups. The people come here if they don't know what to do and they get turned away at other organisations. At De Handreiking nobody gets turned away.

4. What do you like most in the neighbourhood and why?

Because of the location of De Handreiking there is a short connection with the other organizations, such as HoptilleHuis, which is just 200 meter away. People easily start talking about the neighbourhood. The openness of the neighbourhood. The little square in front of De Handreiking, but this is mainly because of the changes they made

themselves, which includes putting colourful benches outside.

5. How would you like to change the neighbourhood and why?

-

6. What sets the H - buurt apart from the rest of Amsterdam?

-

Note: we were unable to ask the last two questions, as they had to continue working and we started interviewing another colleague

2. HO_1_2_SoMa

Coordinator of De Handreiking

When one of the previous interviewees had to leave for a meeting, Jennifer, the coordinator of De Handreiking, arrived so we asked if we could also interview her. Similar to her colleagues she gives the neighbourhood a rating of 6 out of 10 "because there is a lot of green, only every now and then a shooting." More specific to Hoptille, she mentions that the apartment building has a lot of problems, such as crime, poverty and the usage of district heating. The heating leaks, which costs a lot of money and causes the presence of mosquitos. "However some people like the building a lot, others don't". She also tells us about a few residents from Hoptille, who used to live in Africa. They don't have furniture in their apartments, as they live like they used to live before.

Again similar to her colleagues she mentions the square in front of De Handreiking as a nice place in the neighbourhood. She also mentions other aspects associated with De Handreiking, being the community garden and the nearness of HoptilleHuis. The only positive aspect, not directly related to the Handreiking, she mentions is the presence of a lot of green in the neighbourhood. The diversity of the neighbourhood is what sets it apart in her opinion calling the people kind, nice and crazy, simultaneously stating that "this is both a positive and a negative."

Insider | Woman | + - 55 | Works at De Handreiking

- 1. How long have you lived/worked in the H - buurt?**
Has been working for De Handreiking for 6 years. She is the coordinator.
- 2. Why do you live/work in the H - buurt?**
-
- 3. How would you rate your neighbourhood?**
Rates Hoptille 6 out of 10. The Hoptille apartment building also has a lot of problems “within one week after opening for the first time there was already a shooting”. The building uses district heating, which also causes further problems, as a lot of heat is lost. “There is probably a tropical swimming pool underneath the building with the water that’s lost. There are also a lot of mosquitos because of this.” Furthermore the heating costs a lot of money, €800 for some people. Half the people in the building are in ‘schuldsanering’.
- 4. What do you like most in the neighbourhood and why?**
The square in front of De Handreiking is “gezellig”, as well as the community garden in Hoptille. HoptilleHuis is nearby. And there is a lot of green in the area.
- 5. How would you like to change the neighbourhood and why?**
The district heating, it costs a lot of money.
- 6. What sets the H - buurt apart from the rest of Amsterdam?**

The diversity of the neighbourhood sets it apart, the people are kind, nice and crazy.

HoptilleHuis

3. HO_1_3_SoMa

Woman working at HoptilleHuis

After the interview at De Handreiking we were advised to go to the HoptilleHuis. One woman working there agreed to do an interview. HoptilleHuis is one of 27 ‘buurtteams’ in Amsterdam which will start providing customized care from April 2021. She explained that the municipality decides over which places in Amsterdam are in need of a buurtteam and that since the municipality sees the H-buurt as an ‘aandachtsbuurt’ (a neighbourhood that needs extra attention) one of these buurtteams is in Hoptille.

She gave the neighbourhood the lowest rating so far, 3 out of 10. This rating is caused by both the community, the people tend to stay within their own social groups, as well as the surroundings. Overall she states the neighbourhood has a depressing atmosphere. The buildings are very closed off, in both Hoptille and Heesterveld, the gardens aren’t cared for properly “There should be more attention and care for Hoptille”. Furthermore, she doesn’t like the Hoptille apartment building. She doesn’t like its architecture, in particular the stairs in front of it, the colours, some entrances that are tucked away in corners, and the ‘lullige’ blue garden fences. She also heard from residents that the apartments are noisy.

However she likes the layout with the amount of green in the area, as well as the street art. She is also positive about the Bijlmerplein, calling it ‘gezellig’. As well as the presence of the ‘buurtkamer’ as this shows that more attention is being paid to the neighbourhood.

The aspect that sets the H-buurt apart in her opinion is the multiculturality, which allows people to be who they want to be.

Insider | Woman | 35 - 40 years | Works at HoptilleHuis

- 1. How long have you lived/worked in the H - buurt?**
She has worked here for a year.
- 2. Why do you live/work in the H - buurt?**
The municipality decides about the locations of the buurtteams, they decided that this neighbourhood was an ‘aandachtsbuurt’.
- 3. How would you rate your neighbourhood?**
Rates the neighbourhood 3 out of 10. The neighbourhood has a depressing atmosphere, it doesn’t feel good. People do not leave the neighbourhood they are grouped together. The houses have very small windows, they are really closed off. The gardens are not cared for properly. But there is a lot of green in the neighbourhood and the street art is very nice. Heesterveld is nice, but also very closed off. Bijlmerplein is very ‘gezellig’ it is very nice to spend time there. Overall the atmosphere is very closed off, people go inside their house and shut the door. But Bijlmerplein is really very ‘gezellig’.
- 4. What do you like most in the neighbourhood and why?**
The layout outside is nice, there is a lot of green. The possibility of having a ‘buurtkamer’ here is also good, there is attention for the neighbourhood. But the building itself is ugly. I also understand that the apartments are very noisy.
- 5. How would you like to change the neighbourhood and why?**

I would remove the stairs in front of the Hoptille building, they are very unpleasant. The building could use an upgrade, giving it a colour fitting to this time. Some entrances are tucked away in dark corners of the building, they are not at the street side of the building. Also making the building more open and more spacious. Also the gardens with their ‘lullige’ blue fences.

- 6. What sets the H - buurt apart from the rest of Amsterdam?**
The neighbourhood is very multicultural. The people are freer. People can be who they want to be.

People walking outside

4. HO_1_4_SoMa Student

As the student just moved to the neighbourhood he didn’t know if he would be able to help in our research, but he agreed to answer the questionnaire. He rates the neighbourhood 6 out of 10 as he doesn’t really feel safe here. Especially at night, when there are a lot of (presumably dangerous looking) people outside. However he likes the placement of Hoptille near the centre and the shops at Bijlmerplein as well as the green in the area. When asked to compare the H-buurt with the rest of Amsterdam he states “All of Amsterdam is a chaos”, before saying he doesn’t think this area is a nice area like for the city centre and that the H-buurt could be more mixed.

Insider | Male | + - 20 | Lives in Hoptille

- 1. How long have you lived/worked in the H - buurt?**
I just moved here two days ago
- 2. Why do you live/work in the H - buurt?**
He studies in Amsterdam

3.

How would you rate your neighbourhood?
Rates the neighbourhood 6 out of 10. You don’t feel safe here, there are a lot of people out at night. Close to the centre, shops. A lot of green space.
4.

What do you like most in the neighbourhood and why?
There are a lot of people.
5.

How would you like to change the neighbourhood and why?
-
6.

What sets the H - buurt apart from the rest of Amsterdam?
All of Amsterdam is a chaos. This area isn’t a nice area, not like the city centre. The area is not as mixed as it could be.

5. HO_1_5_SoMa
Two teenagers
These two teenagers have lived (almost) their entire lives in the H-buurt, living with their parents. Even though they gave very different ratings, a 9 and a 6,5, they offer the same opinions about the neighbourhood. The neighbourhood used to be a lot worse, it has improved because of renovations, but could improve further. They like the multicultural community feeling and the feeling of being at home the most (might be because they have lived in the H-buurt their whole life). However, they dislike the murals, as they make the neighbourhood look ghetto, they prefer ‘normal’ buildings. The amount of flats in the neighbourhood makes it stand out from the rest of Amsterdam in their opinion.

Insider | Female | + - 16 | Lives in Hoptille and has for her whole life
Insider | Female | + - 18 | Lives in Hoptille and has for her whole life

1.

How long have you lived/worked in the H - buurt?
I have lived here for 16 years.
2.

Why do you live/work in the H - buurt?
Our parents live here, we still live with our parents.
3.

How would you rate your neighbourhood?
I think 9 out of 10. It looks good, better than it used to.
I rate it 6,5 out of 10. It can always look better, but it did improve when it was renovated.
4.

What do you like most in the neighbourhood and why?
The community, you really feel at home.
5.

How would you like to change the neighbourhood and why?
The graffiti over there (Rechte H-buurt and Heesterveld) is annoying. It looks really ghetto. I prefer just normal buildings.
6.

What sets the H - buurt apart from the rest of Amsterdam?
This neighbourhood is multicultural. It looks different from the rest of Amsterdam, there are a lot of flats.

6. HO_1_6_SoMa
Woman walking home from the Bijlmerplein
This woman was walking along the backside of the Hoptille apartment building on her way back from the shops at Bijlmerplein. She likes the fact that there is no other traffic in this area, which is why she takes this specific route. She rates the neighbourhood 8 out of 10, as she thinks there is nothing wrong with the neighbourhood. After looking around for a little she states that the only thing she would change is to add a playground, as she couldn’t see a place for children to play. Similarly, she would maybe consider moving to Hoptille when she is

older, but at the moment she is happy with her current house.

Outsider | Female | + - 45 | Lives within walking distance

1.

How often and why do you visit the H - buurt?
I just walk through this area to go to the shops.
2.

How would you rate this neighbourhood?
An 8, there is nothing wrong with the neighbourhood.
3.

What do you like most in the neighbourhood?
There is no traffic here, it is nice and quiet.
4.

How would you like to change the neighbourhood?
Maybe add a playground. There isn’t really any place to play for children.
5.

What sets the H - buurt apart from the rest of Amsterdam?
There is no traffic here.
6.

Would you consider living in the H - buurt?
No, I am happy with the place I am living now. Maybe when I am older.

7. HO_1_7_SoMa
Young woman walking with a friend
This young woman was walking with her friend. As she moved to the neighbourhood recently, she wasn’t sure if she could help, but while her friend got her bicycle she agreed to answer some questions. She moved to the H-buurt because of the cheap housing as well as its location near the station and the shops at Bijlmerplein. She gives the neighbourhood a rating of 8 out of 10, as she wouldn’t change

anything. The only negative aspect she mentioned was the unsafe feeling at night. However, she does like the children and the people in the neighbourhood. Furthermore she likes the ports (?) and nature.

Insider | Female | + - 20

1.

How long have you lived/worked in the H - buurt?
I moved here just a month ago.
2.

Why do you live/work in the H - buurt?
It is cheap here, and it was the best option with the station and the shops so close.
3.

How would you rate your neighbourhood?
8 out of 10. I wouldn’t walk here outside in the dark.
4.

What do you like most in the neighbourhood and why?
I like the ports. The neighbourhood is nice, there is nature, and the kids and people are kind.
5.

How would you like to change the neighbourhood and why?
I don’t know anything to change.
6.

What sets the H - buurt apart from the rest of Amsterdam?
I can’t answer this question, I don’t know.

8. HO_1_8_SoMa
Elderly woman walking with her daughter
The elderly lady was walking with her daughter, who is normally in Sweden. Since her mother, who’s been living in the H-buurt for a year does not speak Dutch or English she translated our questions and her mother’s responses so we could do the interview. She lives in the H-buurt because her children go to a nearby school, and

as long as her kids are happy, she is happy. She likes the place, giving it an eight, because it is a calm place where no one bothers you, but it is not too quiet, still being a lively place with people on the street. She also likes the location as it is near shops and other facilities such as the metro. However she thinks it could be cleaner, with more green and more places for children to play.

Insider | Female | 40-60 years | Lives in Hoptille

1. How long have you lived/worked in the H - buurt?

A year.
2. Why do you live/work in the H - buurt?

The children go to a nearby school.
3. How would you rate your neighbourhood?

8. It is a calm place, no one bothers you. The shops are nearby and there is a metro and other facilities.
4. What do you like most in the neighbourhood and why?

It is not too quiet, there are people on the street, the place is lively.
5. How would you like to change the neighbourhood and why?

It could be cleaner and there could be more green. Also add a playground for the kids.
6. What sets the H - buurt apart from the rest of Amsterdam?

She didn't live in other places in Amsterdam, so she doesn't know.
7. Do you like your house?

The house is fine, the neighbours are okay. She is happy if her kids are happy.

Heesterveld interviews

1. HE_1_1_JuMc 70-year-old man from Amsterdam

The approximately 70-year-old man has lived in the H-Buurt for 40 years. In 1980 he was assigned a house in the mid-high-rise buildings next to Heesterveld and has had a great time here all this time. The greenery and the view appeal to him. In addition, there is a good metro connection with the rest of Amsterdam, which he likes to use. Within 15 to 20 minutes you are in the centre of Amsterdam. When speaking to sir, he came from the direction of the metro station with a full bag of groceries. He has few negative aspects to mention about the H-Buurt. The neighbourhood has improved a lot in the last 20 years. The high-rise has been demolished and replaced by mid-rise buildings. The galleries have also been closed over time, resulting in fewer burglaries. When we asked what the gentleman thinks of the coloured buildings, he mentioned that he likes them, it adds ambiance instead of a drab appearance. Insider | Male | ±70 | Grew up in Amsterdam | Living in the H-Buurt for 40 years

1. How long have you lived/worked in the H - Buurt? / Hoe lang woont/werkt u al in de H – Buurt?

I've living in the Bijlmer since 1980, so 40 years.
2. Why do you live in the H - Buurt? / Waarom woont u in de H - Buurt?

Back in the days a housing association offered me a house here in the Bijlmer.
3. How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?

Question not asked (He was positive about the H-Buurt, own interpretation: 8)

4. What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?

Greenery and the view appeal to me, there is also a good public transport connection. The coloured buildings are a well addition to the neighbourhood.
5. How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?

I am very positive about the H-Buurt, the high-rise buildings have been replaced by mid-rise buildings. There are also fewer burglaries than before, this is due to the closing of the galleries.
6. What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?

Each neighbourhood has its own charm.

2. HE_1_2_JuMc
50-year-old entrepreneurs of 'Oma letje'
Both gentlemen live in city centre of Amsterdam, two and a half years ago they opened their restaurant 'Oma letje' in the H-Buurt. The reason to settle here is because the neighbourhood is on the move. Heesterveld has a nice mix of people, including the creative sector. Moreover, the whole Bijlmer is becoming well, it is getting closer and closer to the ideal image as it was intended 50 years ago. According to the two men, there is a social cohesion here, where the city is more individualistic. One of the reasons for this is the number of tourists in the city centre. Negative aspects of the H-Buurt are the poor public transport, the last metro leaves at 00.10. Secondly, the garbage is poorly arranged, which means that the neighbourhood suffers from rat nuisance. There is no nuisance of crime in Heesterveld due to social control, which distinguishes it from other parts of Amsterdam.

The first entrepreneur would consider living in the Bijlmer if he was 20 years younger, now he has children that he wants to grow up in a safe environment. The second entrepreneur would consider Amstel 3. Reasons for the gentlemen are the low rent and the creative environment. Amsterdam has several creative locations in the city (in Amsterdam North and Amsterdam West, for example), which serve as examples for them.

Insider | 2 Male | ±50 | Living in Amsterdam | Owners of 'Oma letje' for 2,5 years

1. How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?

We, owners of 'Oma letje', are located in Heesterveld for 2.5 years.
2. Why do you live in the H - buurt? / Waarom woont u in de H - buurt?

It is nice to be located in a neighbourhood where there movement/ a transformation is going on.
3. How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?

Question not asked (They was positive about the H-Buurt. Own interpretation: 7)
4. What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?

There is a nice mix of people, there is social cohesion which is missing in the city.
5. How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?

The metro connection and rat management are poorly organized.

6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
Social control distinguishes the H-Buurt.

3. HE_1_3_JuMc

20-year-old student exercising in the Bijlmer
This 20-year-old boy was quite overwhelmed by the interview and doesn't have a strong opinion about the Bijlmer. Every Tuesday morning, he travels through the H-Buurt along Heesterveld through Hoptille and Bijlmerplein to exercise in the Bijlmer, which suits him well. De Bijlmer scores 7,5 to 8. What appeals to him are the high-rise buildings, he also feels safe in the Bijlmer. The Bijlmer is as it should be. It distinguishes itself from the city centre that it is a residential area where the city centre has more shops.

Outsider (visitor) | Male | ±20 | Living in Amsterdam | Gym in Bijlmer

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**
Has been visiting the Bijlmer for a long time.
1. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**
I exercise in the gym every Tuesday morning in the Bijlmer.
2. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**
I would rate the H-buurt a 7,5 to 8,0
3. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**
I like the large amount of high-rise buildings.

4. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**
There is nothing specific which should change, it is as it should be.
5. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
The Bijlmer is more of a residential area, the city centre has more shops.

4. HE_1_4_JuMc

28-year-old artist working and living in Heesterveld
This 28-year-old resident of Heesterveld has lived in the non-creative block for 9 years. He is working in the creative sector and is partially connected to the creative block. He lives in Heesterveld because of the affordable housing and because this part of Amsterdam as the most beautiful part of the city in his opinion. He rated Heesterveld with an 8 out of 10, ten years ago he would have given the same location a 7. This improvement is because more of a community has been created, it is more pleasant and there is more work. What appeals to him the most are the people, when speaking about diversity, you've come to the right place. Everything can be found in the H-Buurt, both in terms of diversity in people and in shops. "You can get overpriced sandwiches and coffee at one place, but you can also get cheap food from the shop next door. It is possible to buy expensive designer clothing, but 'De Zeeman' can also be found here". However, the cosy eateries are missing in Heesterveld. When asked which elements of the built environment should be preserved, he answered the honey structure high-rise and 'het Zandkasteel'. The honey structure flats because of the history: they stand for the concept and the entity of the Bijlmer: Equality. "het Zandkasteel" because of its aesthetics. He attached less value to the painted facades of Heesterveld and doesn't value it as heritage.

These facades served to create a community. This attribute could have been something else and therefore it is not decisive for the neighbourhood. What does have value is the community that has emerged from it.

The conversation went more into depth about his experiences about the H-Buurt and his vision about future developments. He believes that redevelopment shouldn't be done by external parties, but by people who know the location very well: residents. He values the research which we do, giving the residents a voice, but he doubts whether we are the right person to make a new design for the H-Buurt. There are two reasons for this, there is insufficient connection between the external designer and the neighbourhood. Secondly an outsider shouldn't tell the resident what needs to be changed. This ensures that the district will not support the plans. As an outsider you don't break through the social cohesion of the neighbourhood. He doesn't see himself living in Heesterveld in 10 years' time. Sooner or later, the area will be redeveloped. This might mean that affordable housing is not included. He referred to housing prices on the other side of the railway with the Amstel 3 project. His opinion on Ymere is mixed. On the one hand, Ymere currently offers artists a place: the creative community, with which he is very pleased. On the other hand, he feels that Ymere will have more and more influence on the neighbourhood, which will lead to major changes in the future. Is it possible to maintain the creative community with affordable housing? Maintaining a creative community is essential to him. He notices that there is also a stronger connection between the artists than between the residents of the non-creative block. Topping up the existing buildings is a no-go for him.

Insider (working and living) | Male | 28 | Living in Heesterveld, non-creative block | Works partially in Heesterveld, creative block.

1. **How long have you lived/worked in the H - buurt? / Hoe lang woont/werkt u al in de H – buurt?**
I am living in Heesterveld for 9 years.
2. **Why do you live in the H - buurt? / Waarom woont u in de H - buurt?**
I live here because of the affordable housing. It is the most beautiful place of Amsterdam with housing prices which are non-Amsterdam: Affordable.
3. **How would you rate your neighbourhood? / Wat voor een cijfer zou u de buurt geven op een schaal van 1 op 10?**
Heesterveld scores a 8 out of a 10, ten years ago I would rate it a 7.
4. **What do you like most in the neighbourhood and why? / Wat trekt u het meest aan in de H - buurt en waarom?**
The people appeals to me the most. This is the place where the concept of 'diversity' really comes into its own. **What should be preserved? (question more specific about the built environment)**
Both the honey structure flats and 'Het Zandkasteel' should be preserved. The honey structure high-rise buildings because of history: they stand for the concept and the entity of the Bijlmer: Equality. 'Het Zandkasteel' for a much simpler reason: aesthetics, it just looks great!
5. **How would you like to change the neighbourhood and why? / Wat zou u willen veranderen in de H - buurt en waarom?**
Heesterveld is far away. Not everything you could want is here. One of the things I miss are hip cafés and restaurants.
6. **What sets the H - buurt apart from the rest of Amsterdam? / Waarin onderscheidt de H - buurt zich van de rest van Amsterdam?**
?

Bijlmerplein

1. BI_2_1_JuMc
Mother + daughter (40 and 65 years old) sitting at Bijlmerplein, small square

Both mother and daughter have lived near Bijlmerplein for 36 years. Bijlmerplein is their favourite place of the 3 locations. Especially because they know this area best and because of the number of people, who provide fun and social safety. Bijlmerplein is used by many people as a collective meeting place. One of the attributes which helps to achieve this are the benches, they value these as very positive. The ladies are less positive about the vacancy. The municipality organizes various events to make the area pleasant, such as a fair and activities for children. According to the ladies, the only way to fight social insecurity is to make sure there is more enforcement, especially at the parking areas. They think the houses on the raised deck look good. Both greenery and the playground contribute to this, it ensures a liveable and safe environment for children.

The ladies were the least positive about Hoptille, because there is always a lot of waste on the ground. It is not the fault of the municipality or the garbage collectors, but the people who live in these houses. 'When the waste is collected on Tuesday, the residents will dump their waste on the street again on Wednesday'.

The ladies were very pleased with Heesterveld, it is a renovated area with nice colours and good lightning. The organization of the building blocks ensures social safety on the inner court, as there is a view onto it from the houses. The area brought back several memories to the younger woman. The mother did not immediately recognize the area, the daughter described it as the place where she used to go to school and ‘where Roberto and Maaïke lived’. The only less thing they mentioned about the location was about the colours of the creative community building, she wouldn’t want to live here because it is too overwhelming.

The adjacent area (wildcard: Infrastructure) is also a less pleasant area. This is due to the poor lighting, the old flats and the junkies.

Insider | Female | ±40 & ±65 | Shopping at Bijlmerplein | Living close by Bijlmerplein, north

1. Bijlmerplein, public
1. + The square as a whole

2. Possibility to sit (just as they did themselves at the time)

3. Everyone uses the space as a collective in non-corona times

4. + Events: fair and activities for children
 - Increase in vacancy due to high rents and crisis
 - Parking garages (not visible on picture)
2. Bijlmerplein, private
1. + Playground, make the location child-friendly and liveable

2. + Tree’s, make the location child-friendly and liveable
3. Hoptille, public
- there is always a lot of waste on the street

This is due to the residents, it is not the fault of the municipality / garbage collectors

4. Hoptille, private
- She estimates that the place is unsafe, she never comes here

Very quiet, no social control
5. Heesterveld, public
- + Close by her old school (positive tone)

+ ‘Roberto and Maaïke have lived here’ (positive tone)

+ Everything is positive

lots of lighting = safety

Nice bright colours

= Crime is everywhere
6. Heesterveld, private
- + Cosy and safe square

+ Social control through a view of the square from the residents' homes

+ Renovated buildings/ apartments

+ Cheerful Colours

- Colours too overwhelming for her to live in
7. Wildcard 1: infrastructure
- Lurid area

Bad lighting

Old flats

Junkies

8. Wildcard 2: map
- Most favourite place is Bijlmerplein because she lives close by and uses this place the most. There are a lot of people in these places which is cosy, it also serves as social safety.

2. BI_2_2_JuMc
Man at the large square of Bijlmerplein in front of the Lidl

This 45-year-old man has been living in Hoptille for 3 months. An area that he is only moderately satisfied with according to the photo assessment. He noticed a lot of vacancy in the public shopping area. The elevated area of the houses is boring and not very liveable. This is because there are no sport facilities and too little greenery. He proposes that the roofs and walls should be provided with greenery.

Hoptille is open, there is little crime and a lot of greenery. On the other hand, there is little to do in the area, which makes the Hoptille boring. There are also too many bicycles at the front. At the rear, both the gardens and the public outdoor space are poorly maintained. The balconies are full of rubbish from the residents. This ensures an neglected backside of Hoptille.

He assumes that Heesterveld is mainly occupied by students. He supposes Heesterveld as a pleasant area. Yet there are several attributes that he considers negative, these are the neglected flats and the neglected parking garage. The inside of the block has too busy colours which doesn’t seem to be restful. There are too many bicycles and too little greenery.

The neglect can also be seen in wildcard 1, the infrastructure. There is too little green in this area. He does not feel unsafe in the area.

He has no specific places he likes to visit. All places are potential for improvement. Bijlmerplein lacks men's fashion stores. In Hoptille, the long mid-rise block needs to be improved. In Heesterveld, the colours of the houses are too dominant / busy. Finally, he adds that the Bijlmer has too much of a concrete appearance. He refers to Italy how things can be done differently, with adding more green for example.

Insider | Male | ±45 | Living in Hoptille for 3 months

1. Bijlmerplein, public
- A lot of vacancy
2. Bijlmerplein, private
- Boring and not so liveable

To less green

No sport facilities
3. Hoptille, public
- + Open

+ A lot of green

- Boring

- A lot of bicycles
4. Hoptille, private
- + Not too much crime

= Everything mixed up

= Low-rise houses close together

- Gardens neglected

- Full balconies (with clutter)

- Badly maintained greenery
5. Heesterveld, public
- + The space is pleasant

= Mainly students live here

- Neglected parking garage

- Neglected flats
6. Heesterveld, private
- Colours to busy, not restful

- Too many bikes

- To less green
7. Wildcard 1: infrastructure
- + No unsafe feeling

- Neglected environment

- To less green
8. Wildcard 2: map
- No favourite places. All spots rated as relatively negative. Room for improvement: Bijlmerplein, men’s fashion stores are missing

Hoptille, long midrise building needs improvement

Heesterveld, colours too busy

Over all: Too much concrete appearance of buildings, Italian appearance appeals to him more.

3. BI_2_3_JuMc

Two employees of Aktiesport

Both the male and female work at Aktiesport at Bijlmerplein, but with a different background. The man has lived in Amsterdam West all his life, this is also the place where he normally works. He only works in Amsterdam Southeast on Mondays. The female, on the other hand, is from Amsterdam West and has lived in Hoptille for 3 months. The opinions were formulated together, They were very satisfied with Bijlmerplein. It welcomes the user / visitor. It has an open design and it looks natural. Something the girl is most concerned about are the roads for emergency services when an accident happens. They do not know the elevated residential area above the houses, despite the fact that this takes place exactly above the shop. They think it comes across as a (child) friendly area, what is missing are football goals.

When naming Hoptille, they both repeated the name 'Hoptille' as if this is a term. They described that Hoptille carries a strong name, both positive and negative. An example they gave is the rap group that lived here in the past. Many bad things have happened here in the past, it has now been improved. They both described the rear of the building as 'ghetto'. The colours of the low-rise building do not match the adjacent built environment. The lady lived here for a short period (approximately 3 months) but left quickly because of the quality of the house.

Heesterveld is also a place that has improved a lot in recent years. There was no overview in the area which made the area unsafe. Now they describe it as a fun and creative area. Furthermore, they didn't have much of an opinion about this, nor about the infrastructure between Heesterveld and Hoptille. The only thing which was mentioned was 'nice' without a motivation being substantiated.

The lady had to help a customer, so her answer to the last question is missing: Point out your favourite place in the H-neighbourhood / where you go the most. The man answered that he would prefer not to come to any of the locations. He describes Amsterdam Southeast is not 'his' neighbourhood. Secondly, he dislikes people and likes to be on his own. He prefers more quiet areas without that many people.

Outsider / insider | Male + Female | ±25 | Working at Aktiesport Bijlmerplein | Living in Amsterdam West & living in Amsterdam Southeast

- 1. Bijlmerplein, public**
 - + The place is welcoming
 - Open
 - Looks natural
 - Escaping routes emergency services
- 2. Bijlmerplein, private**
 - + (Child) friendly place
 - Playground
 - = They both didn't know about the place while it is also on top of their shop
 - No small football field/ football goals
- 3. Hoptille, public**
 - + & - A place with a name, both positive and negative
 - + It has been improved last years
 - = The young man cycled past it; the girl lived there for 3 months.
 - many bad things have happened here in the past
- 4. Hoptille, private**
 - Ghetto
 - Colours of low-rise buildings do not match the rest of the buildings in the surrounded area.
- 5. Heesterveld, public**
 - + Renovated
 - There was no overview in the past
- 6. Heesterveld, private**
 - + Nice because it is so creative
- 7. Wildcard 1: infrastructure**
 - + 'Nice' (attitude / body language has no opinion about the area)
- 8. Wildcard 2: map**
 - I was born in Amsterdam West, currently I both work and life in Amsterdam West, only on the Mondays I have to work at Bijlmerplein. Amsterdam Southeast is not my environment. I prefer not to go anywhere in the H-Buurt, none of the places attracts me. This is also because I don't like people, I prefer to be on my own.

4. BI_2_4_JuMc

Mother (35) + Daughter (8) sitting in front of T-Mobile shop

Mother and daughter sat together on a bench busy with their phones. They have been living in H-Buurt for 1 month.

They are very positive about Bijlmerplein. It offers enough places to sit, in the current situation regarding corona it is possible to keep a distance from each other. The building in the middle, the new shopping centre, looks nice. The raised deck for the residents is less appealing to the woman. She does not know the place, which makes it difficult for her to formulate an opinion about it. She does know that she has no connection with this residential area.

Hoptille has an old look, this is assessed as negative. The stairs at the front are public so everyone can sit on them which they see as something bad. The back is more attractive according to both mother and daughter, this is mainly due to the greenery. The girl would like to play here if there are no thieves or police. Her mother seemed shocked by the answer and would rather not have her daughter play there. The mother also thinks it is a place where thieves will be because it is out of sight of many people. They both like Heesterveld because of the colours, but the colours are too busy, this ensures that it is not clear where the stairs and windows are. The girl really likes all the colours.

The practical advantage of the tunnel is that you do not have to cross the road, which can lead to unsafe situations, and you also avoid having to walk around. She has not yet experienced that this place under the road is unsafe.

They come most often at Bijlmerplein. They find this a pleasant environment. However, the woman is bothered by men standing along the buildings, or in corners, calling after her. This gives an uncomfortable feeling. According to her, enforcement is the solution to this, not so much any adjustments to the buildings.

Insider/ outsider | Female + Daughter | ±35 & 8 | Living in H-Buurt for 1 month

- 1. Bijlmerplein, public**
 - + Place to sit
 - + Ability to keep distance from others (covid)
 - + The building in the middle (new shopping centre) pretty

- 2. Bijlmerplein, private**
 - = Not familiar with the area
 - No binding with the area
- 3. Hoptille, public**
 - Wouldn't want to life here
 - Old
 - Anyone can sit on the stairs
- 4. Hoptille, private**
 - + More attractive than front, would consider living here
 - + Greenery is beautiful
 - + Child would like to play there, if there are no thieves or police
 - (Mother was shocked by the answer, would rather not have her daughter play there)
 - Afraid of thieves
- 5. Heesterveld, public**
 - + Nice colours
- 6. Heesterveld, private**
 - Colours to busy
 - Not clear where windows and stairs are
- 7. Wildcard 1: infrastructure**
 - + Tunnel makes it possible not to have to cross the road or have to walk around
 - = Haven't experienced an unsafe feeling so far
 - Boring
- 8. Wildcard 2: map**
 - Prefer Bijlmerplein as they need this place for their needs. The people standing next to buildings or in corners and chanting things are very annoying. Enforcement is the solution to this, not so much the building

5. BI_2_1_SoMa

Man sitting on a bench with his dog
He has been living at the Bijlmerplein for 16 years, he grew up in Portugal. He likes living here, rating the neighbourhood 8.

When asked if any buildings should be preserved, he says that the buildings should not be demolished. It doesn't matter to him what is changed, as long as the buildings are not completely demolished, as this would be a shame.

He complains about the parking in the area, which is expensive.

Insider | Male | 20-40 | Lives at the Bijlmerplein | Grew up in Portugal

Pictures

- 1. I don't like the 'oliebollen' stand in the middle of the square. They should just rent a store space, instead of putting a stand there each year. There should also be more to do for the children.
- 2. The area is okay, but it looks deserted.
- 3. Nobody cares what happens in this area.
- 4. The low-rise building should be the same as the mid-rise buildings. These buildings shouldn't look different from each other.
- 5. It is a nice picture, but I have no opinion about this area.
- 6. It's fine
- 7. This is just an open space, nothing happens here.
- 8. -

6. BI_2_2_SoMa

Girl sitting on a bench with her father.

Lives near the Bijlmerplein and has for 11 years. Likes the neighbourhood, rating it 9. She especially likes the grass in the area and the buildings. The Bijlmerplein is 'gezellig'.
Insider | Female | 11 | Has lived near the Bijlmerplein (nearly) her whole life

Pictures

- 1. The square is quite big, there is a lot of space. It is very 'gezellig'.
- 2. This area is quite nice, I like the patterns on the street.
- 3. The road here is a bit small
- 4. This looks like a nice place to play
- 5. I like the colours of the buildings
- 6. Same as 5
- 7. This is not a safe area
- 8. -

7. BI_2_3_SoMa

Tourist from India sitting on a bench in front of het Zandkasteel

Note: He had some difficulty with speaking English

He is visiting the neighbourhood and likes it very much.

Outsider | Male | Tourist from India

Pictures:

- 1. I like it, everything is nice
- 2. Yes nice, nothing is negative
- 3. Also good
- 4. Nice buildings
- 5. I like the colours
- 6. Good
- 7. -
- 8. -

8. BI_2_4_SoMa

Young man sitting on a bench

He has lived at the Bijlmerplein for 3 years. He lives here because his previous apartment building at Spaklerweg was being demolished. He requested a house in the Bijlmer as he really liked it there, which they provided for him.
He appreciates the Zandkasteel building, the former ING office, and thinks the building should be in use. It doesn't matter to him which function they place in it as long as the building is not demolished. Because nobody uses the building, there are also less people on the streets and going to the shops, as the office workers used to go there throughout the day, during breaks.
There should be more places for children to play. Where he grew up, Valkenburg, there was a theme park, de Valkenier, nearby where he often went. There should be something like that in the Bijlmer, with a lowered entrance fee for those living nearby. He thinks that the stairs at Hoptille are very impractical, because the houses are not accessible for the elderly. In his opinion they should just add

elevators to the building. He also complains about the scooters and bikes that are put on the streets at Bijlmerplein. The residents don't put their bikes in their storage boxes or in their homes, because it is hard to take the bikes up the stairs to the elevated areas.

Insider | Male | 20-40 | Lives at the Bijlmerplein | Used to live at Spaklerweg | Grew up in Valkenburg

Pictures

- 1. It is a shame that everything is closed because of the pandemic. And those spaces are all clothing stores, they should add a nice restaurant or something.
- 2. There should be more places for children to play in this neighbourhood, now they don't have any place to play. They should create a theme park in the neighbourhood. At night it is very dark at the Bijlmerplein and it is not safe. You don't want to walk around outside at night.
- 3. A lot has changed because of the renovations to the building. Elderly are not able to live here because of all the stairs in the building, they should just add an elevator so they don't have to use the stairs.
- 4. Looks 'gezellig' but they should add a playground here, so the kids can have a place to play.
- 5. Students and artists live in these buildings. It's nice but it looks a bit empty.
- 6. It's 'gezellig', this should stay the same as it is right now.
- 7. -
- 8. -

9. BI_2_5_SoMa

Elderly man sitting near the market

The man lives in Diemen, but he comes to the market to Anton de Komplein regularly. He likes the neighbourhood, rating it 8, as he likes the amount of green in the area. It is a nice area to sit down, it is a nice and relaxing area.

He also likes that he is easily able to talk with people he meets on the street. During the interview he greeted several people passing by and spoke a little to an elderly woman who had sat down nearby.

Outsider | Male | 60+ | Lives in Diemen | Visits regularly

Pictures

- 1. The Bijlmerplein is nothing
- 1. This picture is more futuristic, I think the area looks quite nice.
- 1. There is a lot of green in this area, which is really important and good. The traffic on the road doesn't go too fast, because of the low speed limits.
- 4. The grass field is nice, green is very important. You could maybe sit down and relax in this area.
- 1. The colours of these buildings are not necessary, it doesn't have to become a Rietveld.
- 1. Same as no. 5
- 1. Water is also important, this is missing at the moment, they should add that somewhere.
- 8. -

10. BI_2_6_SoMa

Man and woman sitting on a bench with a kid playing near them.
The woman used to live in the Bijlmer as a kid, but now she lives in Uitgeest. Because of the nostalgia associated with the area, she would rate it 10. Furthermore, her family and friends live in the neighbourhood and she describes the Bijlmerplein as always 'gezellig'.
When asked if any of the buildings or elements should be preserved, she tells us she doesn't have an opinion about buildings. But when asked if it could all be demolished, she replies that it should not all be demolished, but that the buildings don't have to stay the same as they are now.

When she was young she wasn’t allowed to go to certain parts of the Bijlmer on her own. If she wanted or needed to go to these places, her brothers accompanied her there.

Outsider | Male | 20-40
Outsider | Female | 20-40 | Used to live in the Bijlmer | Lives in Uitgeest

Pictures

1.

This picture is very nostalgic for me, I came here often when I was a kid. It is always nice and ‘gezellig’ in this area.
2.

I used to play at this spot, this is my old playground. The area used to be very poor, now it’s not anymore as it is renovated and new. But it didn’t matter that it used to be poor, everyone was always together, it didn’t matter how much you had.
3.

This is where my father started. Now it is a calm neighbourhood, but back in the days I wasn’t allowed to walk here alone. My brothers used to walk with me if I went there.
4.

It looks very ghetto, this area is like how it used to be before.
5.

I used to walk here a lot, but I don’t really have an opinion about this right now. It is too long ago that I was there.
6.

Same as no. 5
7.

I almost never came here, I wasn’t allowed to, I have no idea.
8.

-

11. BI_2_7_SoMa
Elderly woman sitting on a bench

She has lived in the neighbourhood since a year. But she doesn’t like living here, she moved here against her will, therefore she rates the neighbourhood 5 out of 10. The apartment building she used to live in before was being demolished so she had to relocate.

Now she doesn’t know her neighbours like she used to before. The people here aren’t very kind and there are a lot of disturbances in the evenings. However, she thinks that the shops are nice and she likes the big gallery. To make the area more pleasant there could be more green.

Insider | Female | 60+ | Lives at the Bijlmerplein

Pictures

1.

There are not a lot of positive aspects to this area. The benches are nice, but there are only buildings and pavement, there are no green spaces or places for kids to play. The neighbourhood community could meet here, but they don’t.
2.

There is a lot of stone / brick in this area and not a lot of greenery. It is very gray. A coffee house / cafe, a place to meet would be good to add. The area is very secluded from other areas.
3.

I like this picture better, it is nicer. The layout in the area is clear, the area is open. The view is also better.
4.

Also nice, I like the small houses. The people living there have their own gardens. But I wouldn’t prefer living there over where I live now.
5.

The street is broader, it has more space.
6.

I don’t like the colours of the building, but it is a nice little space.
7.

Also nice
8.

-

Hoptille

1. HO_2_1_JuMc
Two boys (±4 & ±6) living in Hoptille

The two boys, about 6 and 4, probably brothers, live in Hoptille and were playing outside. The question set is limited to the environment they know.

What appeals to the youngsters in Hoptille are the grass and both typologies for the stairs at the front; the porches and the stairs outside. The back is nice too and unlike the front quieter. Still, they like the front more because more happens here. They don't like the road construction work; this creates unsafe situations with cars.

The boys described Heesterveld as good, the colours of the buildings appealed to them. Finally, the boys had eye for the playground in the photo of infrastructure, they regularly come here to swing. They rate this place positively.

Insider | Male | ±4 & ±6 | Living in Hoptille

1.

Bijlmerplein, public
x
2.

Bijlmerplein, private
x
3.

Hoptille, public
+ Grass
+ Stairs, both outdoor stairs and the coloured porches.
+ Front better than the backside
- Road construction work
Dangerous because of the cars
4.

Hoptille, private
+ Quiet
+ Good
5.

Heesterveld, public
+ Everything is beautiful
+ Coloured buildings
6.

Heesterveld, private
x
7.

Wildcard 1: infrastructure
+ also, good

+They often play here
Playground (swing)
- Lamb post bad

8. Wildcard 2: map
-

2. HO_2_2_JuMc

Two men in their garden in Hoptille
We already met this gentleman while taking the photos last week. The hospitable man invited us for a drink. Together we went through the photos taken extensively, the opinion was mainly based on his own living situation in Hoptille. The gentleman is originally from Curacao, his mother still lives there. They call regularly, even during the interview the mother was still on the phone. In addition, a friend of his was visiting at the time, he formulated his opinion occasionally during the interview. The man used to live in Holendrecht, a house on the 4th floor which he rated with a 2 out of 10. Two years ago, he moved to Hoptille, a big improvement. His current house scores a 6, because he now lives on the ground floor and has a garden. He believes there are many improvements to be made in Hoptille. First, the possibility of parking. He has difficulty walking, so he likes to park his car in front of the door, especially when he has gone shopping and has to lift the groceries from his car home. The legal parking spots are a 10-minute walk. He no longer trusts these parking spaces because his previous car went up in flames from arson. He has not received any conviction for this. He is currently parking the car on the lawn between the mid-rise and low-rise buildings. This is a car-free zone that is strictly monitored by the police. The police easily hand out fines for this violation. According to the man, a good solution is temporary unloading places for residents. He is also willing to use a part of his garden as a parking space for his car. Secondly, there is no possibility to store bicycles at the rear. He owns about 7 bicycles; he sells them and repairs the bicycles of others. There are only parking spaces at the front. However, many bicycles are stolen in the area. Third, the public space could be improved. The tiles are old, poor lighting, every garden has a fence and the lawn is not used while it needs to be maintained. He would like to see that this lawn is better used, for example for a children playground. A good example is image 2, the playground at the houses of Bijlmerplein.

Also, the house has several defects. The house is smelly due to a problem with the drainage. The flushing of the toilets from all upper floors is clearly audible in the house.

The low-rise has two negative aspects. First, he thinks the houses are boring. Second, the garages of these residences make it possible to escape from the police by climbing on them.

If he forgets to throw his rubbish away, he must wait a week for it to be collected again. Something that occurs regularly and which he finds very annoying. He does have the advantage of putting this in the garden, but his upper neighbours don’t.

He sees the viaduct in image 7 as a positive thing, because it has the ability to stay dry. He also appreciates the adjacent playground because it is a pleasant environment for children to play. The motorway is the least positive in this picture, it lacks greenery here.

The subject of cycling returns when it comes to Heesterveld. There are too many bicycles in the courtyard, also very unorganized, this should be improved. Heesterveld was also a reason to appoint to have both a community centre and a music centre.

Insider | Male | ±40 | Originally from Curaçao | Has lived in Hoptille for 2 year

1. **Bijlmerplein, public**
- No bicycle racks while there is a bike lane.
2. **Bijlmerplein, private**
+ Playground: should be added in Hoptille
+ Trees: should be added in Hoptille
3. **Hoptille, public**
- There is no connection with the front for residents living on the ground floor.
- The big square doesn’t fulfil any function at the moment
 Should make extra parking spaces here
- Have to wait a week for the waste to be collected
 Put the stinky container in their backyard
 would like waste bins close to their house instead of at the front
4. **Hoptille, private**
+ House with a garden

- Can’t park his car in front of his house (too far)
 -Disabled, would like to temporarily park the car when he has been shopping
 -Police check a lot to make sure there are no cars
 -Receiving a ticket fast when the car had parked her
 +Solution: Parking spaces for temporary use
 -Previous parking place burned down
 -He lost his car, no new car was offered
 +Solution: parking on private ground, is willing to give up some place of his garden to have the car in front of the door.
- Public space
 -Greenery
 -Costs maintenance without using it
 -Should make more use of the greenery
 -Add playground (like Bijlmerplein)
 -Should place new tiles
 -Should place lamppost in the middle
 -Should remove fences in front of the houses
- Houses are boring
- Current possibilities for bicycles
 - No bicycle racks, they are missing these (he has 7 bikes, he sells them)
- Bicycles are stolen
- Low-rise buildings are an escape route for thieves easily get to the roof of the garage, then the thieves are lost
 Solution: fence on top of roof.
- Problems of the apartment
 problems with drainage
 smell
 Flushing of the upstairs neighbour’s toilet is audible

5. **Heesterveld, public**
x
6. **Heesterveld, private**
- To many bikes is a mess, they should be organized
- Would like to have a community centre, to meet people
- Would like to have a centre to make music.

7. **Wildcard 1: infrastructure**
+ The right side (park) is good
 Trees
 Playground
+ The overpass is good
 Save place
 Protects for rainfall
- The left side (road) is not a nice place)
 Plants needed for oxygen
Should have more activities for kids
Should have a market (garage sale) when corona is gone

8. **Wildcard 2: map**
X

3. **HO_2_3_JuMc**
Female (18) living in Hoptille

This 18-year-old woman has lived in Hoptille since her birth, she thinks it's a nice place to live. In addition to Hoptille, Bijlmerplein is the most popular for shopping, etc. So, she visits Heesterveld the least, a place where she feels less safe due to the closed building blocks

She describes Bijlmerplein as a pleasant place, this is due to the middle building (the new shopping centre), the oliebollen stand and the benches that make it possible to sit in the public space. It is nice that the houses have access to a playground, but it lacks greenery in this area.

She thinks Hoptille is a pleasant place to live. She finds the road construction work annoying, but she knows that it is temporary, and that maintenance is necessary, so she does not make it too much of a problem. Over the years she has seen a few changes about Hoptille, she doesn't really like the outside of the building, especially the porches. Previously, the porches were cyan, just like the window frames, this appealed to her more than the brown colour with art on it.

She was very outspoken about the creative community building (right building in the photo). She thinks the building is very ugly because of the busy colours. This should be renovated in her opinion. For the rest, she thinks the area looks neat. However, due to the structure of the building blocks, it is not a place where she likes to go because it makes her feel unsafe.

The same goes for the infrastructure. she recognized the place immediately because she regularly takes the bus from here. In the dark she feels very unsafe here because the place is not lit. She does have positive memories of the playground; it is the place where she used to play as a child

Insider | Female | ±18 | Born & raised in Hoptille

1. **Bijlmerplein, public**
+ pleasant place
 + Middle building looks nice
 + Nice stall
 + Nice benches
2. **Bijlmerplein, private**
+ Children playground
- To less green
3. **Hoptille, public**
+ She lives here, pleasant place to life
- & = Road construction work temporarily annoying, but it is part of it
- Entrances with the art are ugly
 This used to cyan as the window frames, she liked it better
4. **Hoptille, private**
= Nothing to criticize
= She lives at the front so doesn't use this space
5. **Heesterveld, public**
+ Mural of the fish quite nice
+ Area looks neat
= She lives at the front so doesn't use this space
- Building on the right side, creative community, very ugly
 Too busy (to many and to bright colours)
6. **Heesterveld, private**
- Building on the right side, creative community, very ugly, could be renovated
 - To busy (to many and to bright colours)

7. **Wildcard 1: infrastructure**
+ Nice square, used to visit it when she was younger

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- +playground attributes
- The elevated road is a scary place when it is dark
- No lighting

8. Wildcard 2: map

She usually visits Bijlmerplein (shopping, etc.) and Hoptille (living). She thinks Heesterveld is a scary area because the building blocks are very closed

4. HO_2_4_JuMc

Female (20) living in Groningen, visiting her sister

This 20-year-old lady lives in Groningen. She regularly visits her little sister who lives in Hakfort, the high-rise next to Heesterveld. On the way to her sister's apartment, she passes Hoptille (the place where we interviewed). Besides Hakfort, she occasionally comes to Bijlmerplein, Heesterveld is not on her route and she has no reason to visit it.

She experiences Bijlmerplein as a nice place, it is open and beautiful here. The upper area also looks nice, it is creatively conceived. However, she lacks colour here, which should create a livelier atmosphere.

She wouldn't want to live in Hoptille, the houses are too close together. The mid-rise building in particular does not appeal to her. What she does find positive are the striking entrances to the houses. The applied colours / art are a nice addition. She was also a bit more positive about the rear. The low-rise building has a nice appearance and looks neat. Second, there is a lot of grass.

The first impression at Heesterveld is that it is a place where many young people live. She likes the use of colour on the buildings, especially the creative community block. She does not like the bicycles on the inside, there are too many of them and it is not structured. Finally, the garage (right in the photo) detracts from the area.

She finds the lifted road boring, but she likes the play area on the right side of the photo.

Outsider | Female | ±20 | Living in Groningen | Sister living in H-Buurt

1. Bijlmerplein, public

- + Beautiful
- + Open

2. Bijlmerplein, private

- + Nice,
- Creatively conceived/ Creative design
- It needs more colour

3. Hoptille, public

- + The porches are striking, nice colours/art
- She wouldn't want to live here
- Houses too close together

4. Hoptille, private

- + Grass
- + Low-rise looks nice
- + Midrise ugly

5. Heesterveld, public

- + Buildings on the right, creative community, creative
- + Parking garage ugly
- = She lives at the front so doesn't use this space
- Building on the right side, creative community, very ugly
- Too busy (to many and to bright colours)

6. Heesterveld, private

- + Nice, something for young people
- + Great use of colours
- Bikes are less good
- To many
- Not structured

7. Wildcard 1: infrastructure

- + Right side, playground is nice
- Left side, road, boring

8. Wildcard 2: map

She lives in Groningen herself. She mainly comes to Bijlmerplein and the house of her sister who lives in Hakfort, the high-rise next to Heesterveld. Hereby she walks past Hoptille (the place where we held the interview). Heesterveld itself is therefore not a place where it comes.

5. HO_2_1_StYuMi



Gender: Male

Age: 20-30

Government cleaner - Was working at Hoptille when we approached him.

Pictures

1. He mentioned that he liked the benches, "Those are places where people come together to tell their stories". He also pointed out the KFC and mentioned that the McDonald's is at the end of the street in the back.
2. He thought this place looked nice, and liked that it had a playground.
3. The government cleaner told us that the streets are clean in this area compared to the areas surrounding it. There are garbage bins and people use them. He also liked that the right side of the picture has green in it.
4. "This looks like a good neighbourhood."
5. "These are the container houses that were upgraded, they are much better then they were before." He explicitly added that he likes it when old buildings are refurbished like this.
6. - (same comment as picture 5)

7. He said the following: "On the left side of the road it is a bit of a hooligan" but mentioned that the right side of the picture is much better, the green over here is nice.
8. He said that if he would get a new house he would actually look in these three areas for one because he likes the people here. "You don't want to live in a neighbourhood of grumpy people."

6. HO_2_2_StYuMi



Gender: Female

Age: 40-60

Mother with young daughter.

They lived in Hoptille for 5 years now.

Pictures

1. She said that she doesn't visit this area often but that the shops are good.
2. "Hmn.. I don't know this place, I've lived here for 5 years but I've never been there." After saying this she said that it does look clean and like a nice area.
3. She mentioned that it's clean here and that the cleaners are doing a good job keeping it that way.
4. The mother said that This area is usually clean, except in fall but this is because all the leaves fall. However she isn't bothered too much by it "That is just the way nature is."

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5. The woman liked this area a lot: “This area is much better than it was in the past.”. She mentioned how the roads and the houses were improved.
6. She didn’t like all of the colours personally, but she did feel like it represents the multicultural identity of this area well. Therefore she thinks it is okay.
7. She recognised that this is the street that the bus passes, but didn’t have a strong opinion about the image.
8. The mother said she liked Hoptille best out of the three areas as it is best kept clean. However she still thinks it is not safe to walk around alone at night here.

7. HO_2_3_StYuMi



Gender: Female
Age: 60
Lives in the low-rise part of Hoptille for 21 years.

Pictures

1. This woman felt like the Bijlmerplein feels cold, there are not enough trees in her opinion. “It’s not like the city centre”
2. She could see that this area is really designed by a designer. But she thought this place needed a lot more green. More trees, grass or shrubs. “There is a tree there, but that is not enough”. She added that she really loves nature.

3. “There are trees on the right side, that’s really nice but this building on the left side.. it’s terrible.” She explained by telling us there are a lot of leakages and that there are issues with noise. But she added that these noise issues are also there in the flat on the right of the picture: “If someone plays music on the top floor you can listen to that music on the ground floor.
4. She said that unfortunately the trees in this area were cut as a measurement for preventing crimes. She thought that this really is a pity. The woman also said that the low-rise building, where she lives, is hot in summer because of the flat roof. She also added that she really doesn’t understand the small windows in the front facade: “Why would you design windows like that?”
5. She thinks it is colourful, but too bare.
6. Again she says it is very colourful. “They have some green but it’s not enough” When saying this she pointed out the tile flooring: “it’s all stone, it needs to be way more green than that.”.
7. “At least it is more green on the right side here” She says that the raised road for cars doesn’t work well. She says it is not comfortable for people as there is no connection between the pedestrians and the car road. “There is a sidewalk besides the car road sometimes but when you walk there you feel uncomfortable.”.
8. When we asked her about the area she liked best on the map she said: “Between the park (Nelson Mandela Park) and this flat (Hofgeest) there is a nice area” About Bijlmerplein: “I only go there to the Albert Heijn for grocery shopping.” She usually goes to Amsterdam central if she goes out of the house to shop or do other things.

Extra questions

Why do you still live here, if you don’t like the area?

“I still live here after 21 years because it is difficult to move. I am too old to buy a house now and it is difficult to rent a place. My previous home was very bad so my sister recommended this place, but I think it was a mistake moving here in the end.”What would you recommend us to do if we have to think of design solutions for this place?“Think about what is comfortable for the people. Some buildings around here have a lot of glass facades, during the heatwave it got really hot in these buildings. Also, don’t make things too complex, an example: the school where I work nearby has three separate buildings, this is too complicated. When I want to have a cup of coffee I need to walk for 3 minutes to another building, that’s really not good. Also try using renewable energy like solar panels.” Could you tell us something more about the house you live in now?“It’s not designed well, I don’t understand the tiny windows that were placed. I do love my garden though since I love gardening. I also made a little patch of greenery in the front of my house.”What do you feel about the public spaces in the area?“Well, I like the little play areas you can find all over the place. A couple of years ago there were a lot of children always playing in the playground over there. Now there aren’t that many kids anymore”

8. HO_2_4_StYuMi



Gender: Female
Age: 54
Visitor, works in an office near Hoptille. Was walking through Hoptille on her way to go back home. Doesn’t come here often.

Pictures

1. “I don’t like this area that much, I prefer the older buildings and squares in the city” She added that she is the wrong person to talk to about this area as she doesn’t like modern buildings.
2. She thought that this place looks terrible, that it needs much more green and she added that she doesn’t like architecture like this.
3. She doesn’t like the flat on the right side of the image but felt neutral about the rest of it.
4. The woman thought that this part of Hoptille looks better than the other side since there is more green.
5. She didn’t think much of this picture.
6. “I don’t really like all the colours so much, and too much of the area is made of stone” She added that it needs more green.
7. “This area looks a bit desolate.”
8. “I prefer all the green areas, there should be less stone used in the other areas.”

A couple of times the woman mentioned that she really doesn’t like modern buildings and that she is more a fan of old rustic places as they look better in her opinion. For her the only reason to be here was her job.

9. HO_2_5_StYuMi



Gender: Male
Age: 20
Grew up in one of the buildings right next to Hoptille that are called Haardstee.

Pictures

- 1. He thought Bijlmerplein is a nice area, he likes how colourful it is.
- 2. “I like this, you can see they have put in effort to make it nicer than it was before”
- 3. He feels like this area never really changed, and that it is just his neighbourhood.
- 4. He mentioned that this side of Hoptille is more colourful than the front side.
- 5. He likes that this area became much more colourful.
- 6. Same comment as picture 5 but he added that some of his friends live there and that he usually goes there to hang and chill with his friends.
- 7. “Children often play in the area on the right which is nice”
- 8. “I always walk around in all of these three places.”

Extra questions Is there any picture you miss here?

“I really like Nelson Mandela Park. So I think that should be added to the list.”

10. HO_2_6_StYuMi



Gender: Male
Age: 24
Lives next to Heesterveld for 3 years, originally he is from Libya

Pictures

- 1. He thought the Bijlmerplein is really city-like, and he thinks it really is a beautiful place and a nice place to stay.
- 2. “This is really a beautiful place, if I would live in one of these houses I would use this place.”
- 3. He liked this area in general, and pointed out that he liked the high-rise building on the right. “The mid-rise building on the left is nice for adults but not for children because of these stairs.”.
- 4. He liked this picture, and added that the low-rise buildings are very good for families.
- 5. “I live in the yellow building.” He said that he liked the lay-out of these buildings.
- 6. He liked everything in this picture.
- 7. He thought that this looks like a good environment, but he thought that the road is just okay.
- 8. He mentioned that he often goes to all of the three highlighted places on the map, and that he thinks all of them are okay places. But he thinks that living here is okay but not in a high-rise building.

11. HO_2_7_StYuMi



Gender: Female
Age: 47 (together with daughter of 15)
Lives close to Heesterveld

Pictures

- 1. Both mother and daughter really liked this area, they like the stores and often go shopping in this area.
- 2. They both think this area is nice.
- 3. The mother said that they often pass by this area. The daughter said that she thinks the mid-rise building looks old. “There used to be grass in front of the mid-rise building but there would be a lot of rats walking around in the grass, now they just paved it with stone and it is much cleaner now.” The mother also pointed out the artworks on the staircases, she thinks those still look very good and knew that this was a student initiative.
- 4. They both felt like this picture feels like the backyard of the mid-rise building. They also liked that it looks like an inner courtyard. However the mother also pointed out that the trash bins, and big pieces of trash like an old washing machine, in the back look very bad.
- 5. The mother pointed out that this area has improved a lot. The daughter added that she really likes this area a lot.
- 6. Both mother and daughter liked how colourful this area is. The daughter said that she really likes to hang around with friends here.
- 7. They had trouble recognizing this picture but they feel like the area on the right is nice, they liked the green and that people could come together here.
- 8. “We usually walk between Heesterveld and Bijlmerplein because we like to have a good walk, and we see that it is improving here.”

When we finished talking the mother added that she wants us to know that she is proud to be from the Bijlmer

Heesterveld

1. HE_2_1_SoMa

Woman walking her dog at Heesterveld.

She was simultaneously waiting on hold for a phone call when we approached her for the interview. So when her turn came we had to cut the interview short. She lives in the artist block at Heesterveld and is very appreciative of the neighbourhood, rating it 8. She likes the colourful buildings and thinks the colours should definitely be kept. The neighbourhood is very inviting, which she stated as one of the reasons for moving to this neighbourhood. Furthermore, she likes the focus people in the neighbourhood put on creativity.

Insider | Female | 20-40 | Lives in Heesterveld | Grew up in Curaçao and Almere

Pictures

- 1. -
- 2. -
- 3. -
- 4. -
- 5. I like the buildings, they are very colourful. You used to be able to park inside the (‘artist’) building block, but now this is not possible anymore, so I have to park somewhere else. And since the parking garage is mainly for the residents of the flats and the parking lots within the other building blocks are for the residents there, I have to park somewhere along the street. Ha, that’s my car right there (pointing to a car in the picture).
- 6. I like it a lot, it is very colourful.
- 7. -
- 8. –

2. HE_2_2_SoMa

Woman working at the Kitchen for Fashion.

She lives elsewhere in Amsterdam, Amsterdam Oost, but has worked in Heesterveld for 6 years now. She likes the neighbourhood, rating it 8.

When asked what aspects or buildings should be kept, she responds saying it is a hard question, as she is ‘always open for renewal’. Therefore she doesn’t know any buildings that should be preserved.

She says the accessibility of the neighbourhood is very good. There are bicycle highways and it is nice to walk to the Bijlmerplein if you need anything.

Insider | Female | Has worked in Heesterveld for 6 years | Lives in Amsterdam Oost

Pictures

1. The square is always ‘gezellig’ and it is very open.
2. It looks nice, it looks like a clean space and it has a clear layout. It’s good that there is a place for children to play.
3. It is nice that this area is quite open. The bicycle lane is also good, it is a bicycle highway. I like the stairs in front of the building.
4. I like the low-rise.
5. The buildings are very colourful, the garbage containers on the street
6. Again it is very colourful, which is nice. The bikes I consider negative, they should be put elsewhere.
7. This picture has nothing positive, there is no appeal to this place, it is not inviting.
8. I like being able to walk to Bijlmerplein to get the stuff I need.

3. HE_2_3_SoMa

Student walking back to her home in Heesterveld

She lives here because she wanted to live together with her boyfriend and the houses in Heesterveld are big and cheap. She has now lived in the blue building block in Heesterveld for one and a half years. She likes the area, rating it 8. She especially likes the amount of green in the neighbourhood. There are also a lot of children that you can hear playing in the area.

She also notes that there is a big car street a little bit away, but that you hardly notice it, since the traffic is very divided.

When asked if there are buildings that should be preserved, she states that ‘it is fine by me if they demolish everything and then build new houses.’ However, she also states that the buildings have really improved because of the renovations.

Insider | Female | +- 20 | Lives in Heesterveld for one and a half year | Grew up in Leiden

Pictures

1. -
2. I am neutral about this area, I don’t go there... the playground is nice.
3. I don’t really know, we don’t live there so I don’t really have an opinion about the area. There are shootings there often.
4. -
5. I like the colours of the buildings. I don’t like the big billboard, as it is in our view. It doesn’t have any new information for the residents either. (The billboard shows an overview of the interventions and plans made for Heesterveld)
6. This area is very positive. The colours of the buildings are nice. The area is very open and the houses face each other, which is also very nice.
7. -
8. -

4. HE_2_4_StYuMi



Gender: Female
Age: 76
Lives in the G-buurt since the beginning.

Pictures

1. “There are lots of shops here which is nice.”
2. She doesn’t know this place but she thinks it looks clean. “I cannot believe that this place is actually this clean.”
3. The woman believes the mid-rise building needs to be renovated and that the stairs in front of it are ugly.
4. No opinion on this picture
5. She thinks that this area has improved and that there are less junks here than before. She pointed out that this is a picture of the exterior of the building, and that the interior is more important than the exterior. She said that there are some groups of people that make a lot of noise that live in these buildings.
6. “They need to take away bikes, they look bad here.”
7. This picture looks very clean in the opinion of this woman, she couldn’t believe that this area is ever this clean.

8. She said that the quality of the overall area is that there are a lot of facilities: shops, hospitals, dentists and more.

More things mentioned

Where we were standing, close to the bins between the colourful and the blue Heesterveld block, there was a lot of trash on the street. The woman told us that she thinks this is terrible.

She also added that she doesn’t think our method of interviewing people can work. She strongly believed that one should live in the area for a while to really know what will and what won’t work.

5. HE_2_5_StYuMi

Gender: Male
Age: 27
He has lived in the colourful block of Heesterveld for the past 2,5 years.

Pictures

1. He thinks this image shows a nice empty big square where people can sit. “It’s like a street park”. But he doesn’t like the ‘Zandkasteel’ building here, he doesn’t like the organic shapes and also doesn’t like the colour of it.
2. He’s never been here before but says that he likes how it looks. He points out that he likes the steps and the minimalistic design. Also the playground and the mismatch of colours were positive elements in his opinion.
3. “I like the artworks on the staircases, and the high-rise building is very typical for the Bijlmer.”
4. He loves the colours in this picture and likes that there is a lot of green. The combination of the blue with the orange is pleasing to the eye to him.
5. He thinks that this is a beautiful part of Amsterdam. He enjoys the graffiti, and the artworks here. He was a bit negative about the blue, yellow and red blocks: “Those look a bit old compared to this side.”

INTERVIEWS / street interviews week 2

- 6. He likes the circular planters and trees that were added to bring nature into the courtyard. He also likes how the bike rack is designed into the courtyard. The small square with all the balconies where people are sitting outside in summer gives a small village feeling in his opinion.
- 7. "This looks a bit like a ghetto in my opinion." He believes that the area on the right is nice in summer when people use it to enjoy outdoor activities. But he thinks that this area will be of no use in winter. He also disliked the raised road as there is no connection with the pedestrians.
- 8. "I like Bijlmerplein a lot of these places, there are often a lot of people there (gezellig) and it's a nice place to chill."

Extra questions

Where do you go most often?

"I usually go to the city centre because I work there. Around here I only go out to buy my groceries."

You told us that you live in this colourful building at Heesterveld, can you tell us more about it?

"To get a house here I had to do an intake to make sure I was doing creative work. I organize events normally so I could start living here. But due to corona I can't do that now, so now I bought a camera and I am busy with photography now. I like that I can meet art students living here and other creative people like singers and artists, they really add value to this place."

Is there any picture missing in our list?

"There is an area nearby where you can go to do workouts outdoors. Now that the gyms are closed due to corona this is really a nice place to go."

6. HE_2_6_StYuMi



Gender: Female
Age: 64
Has lived in the South-East of Amsterdam for the last 30 years.

Pictures

- 1. "I don't know this area too well." She thinks the benches are nice and knows that there are some places here which are nice for kids to jump around on. She thinks that the square layout is too wide though, it's not cozy (gezellig)
- 2. "It looks beautiful but it's all stone, there is not enough greenery."
- 3. She thought that there is a lot going on in this picture and described it as messy. "There is too much of the same thing going at the building on the left. It's too repetitive."
- 4. The woman thought it was nice that there were some low rise buildings on the right of this picture. And she also thought that the green in the middle of the picture was a good thing. "It feels different from the front side of the mid-rise building here, I think it feels safer here because it is more enclosed."
- 5. "I was taking pictures here because it really looks like stuff is happening here, there is a lot of nice art and it is very colourful here. There are cafes and bars, there are things going on here!"
- 6. "I like how it looks if I'm passing by like this but I don't know whether it is good to live here, I think it is a bit too colourful maybe. Which is not typical for me to say because I really like colour."
- 7. She thinks that the raised car road doesn't work effectively. "You cannot feel comfortable when you walk besides roads like this."
- 8. "I wouldn't avoid any of these places, but I really am a fan of the ING building at the Bijlmer because of the organic shapes. I

think it is very special and worthwhile to visit."

Extra questions

Is there any picture missing in our list?

"There should've been more pictures of the Bijlmerplein, there are a lot of smaller squares and areas that are more characteristic."

7. HE_2_7_StYuMi



Gender: Male
Age: 72
Lives in the centre of Amsterdam East close to Artis (zoo)

Pictures

- 1. He thought that this part of the Bijlmerplein looks very spacious and well organized. "It's a pleasure for the eyes to look at."
- 2. This area looks interesting to him, he said that it feels like a courtyard at the back of the houses. He thinks it looks nice but that if he would live there he would like more green, trees or a garden.
- 3. "This looks ugly, I don't like it" he said about the mid-rise building. He thought that the stairs in front of this building makes it look messy. The high-rise building looks very typical Bijlmer like, it is okay he said.
- 4. He thought that this side of the mid-rise building looks better than the front side. But he also said that he wouldn't want to

live here since there is not enough green. He misses a nice bench as a meeting place to talk and interact with people. It looks unfinished to him. "They should plant some more trees as well."

- 5. This area looks interesting to him, in a good way. However he feels like the waste bins should be covered up with greenery because now it looks too messy.
- 6. These houses look like containers to him, but he likes that these apartments are bigger than actual containers.
- 7. He likes the greenery and trees in this picture. He said that the tunnel that goes under this road is not good, it is unsafe at night and easily becomes a crime scene. "Hidden spaces like that are never safe."
- 8. "I don't really come often in this part of Amsterdam, I just met a friend who works at the Jumbo nearby." He mentioned that that ere new housing buildings nearby that are almost finished, they have a small cinema, fitness centre, restaurant and a Jumbo (where his friend works now). Buildings like these are nice and interesting in his opinion. Areas close to the park with low-rise housing are the nicest areas on this map to him.

8. HE_2_8_StYuMi



Gender: Female
Age: 15
She lived in Heesterveld for 6 years, now she lives

somewhere else. She also lived in the mid-rise building of Hoptille for 1 month when she was five.

Pictures

1. She thinks this area is really beautiful, she doesn't visit it very often anymore though.
2. She doesn't recognize this area but she thinks that it looks okay, the houses and the space behind the houses seem okay to her.
3. "I don't like this area, it is like a ghetto with lots of crimes happening."
4. The mid-rise building is really like a ghetto but the low-rise buildings are good. "I lived in the mid-rise building for a month when I was little, I don't remember much of it but I remember it had a lot of problems with noise and there were leakages. This area doesn't feel like a place for me."
5. This area looks okay, the colours make me feel happy. She thinks it is just okay but she couldn't point out anything negative.
6. "This looks really cute and beautiful, it has happy colours and I know that these blocks are okay on the inside." When we asked her to compare the yellow block where we were interviewing to this she did think that the yellow block looks better.
7. "This place gives me positive vibes. My nephew plays with his friends over there, they often eat candy there."
8. She liked Heesterveld the most out of these three areas.

9. HE_2_9_StYuMi

Gender: Male
Age: 31
Works in Heesterveld on several projects in the area.

Pictures

1. "I used to visit this place before they transformed the area, the structure

changed a lot. I like the KFC and the colours on this picture. They built an art gallery here which is very nice."

2. He thinks this looks quite boring because of the boring colours, gray buildings and the lack of green. The chimney pipes in the middle of the pictures look bad to him as well. The little playground was the only positive thing about this picture in his opinion.
3. He thinks the art on the staircases are nice, and he likes that this picture is more green than the previous ones. He likes the high-rise buildings that have artworks on them.
4. "This is a bit like a garden, I am actually working on a gardening project here in Heesterveld, so I like that. This area in the picture looks beautiful but also regular."
5. He likes this area a lot because it is a colourful and beautiful neighbourhood in his opinion.
6. "I like this part a lot but they should make it more like a garden and add more greenery. If they take the bikes away it would look more organized."
7. "The left side of the picture is very grey, I don't think it looks beautiful here. On the right they have a playground and more green, I like that a lot."
8. He visits Heesterveld most often because of the projects he is working on. Hoptille is a place that he passes by when riding his bike often. And he tries to avoid going to Bijlmerplein because he thinks it is too crowded.

Extra questions

Is there any picture missing in our list?
"there are sports fields nearby which are really nice that I miss in your pictures."

You told us you were doing projects in the area, can you tell us more about those?
"I am working together with the government on a couple of projects to improve the area of Heesterveld. The projects are 'the tunnel of

love'(art) , the 'wall of love'(art) , the 'fun box' (container where games can be played) and also the gardening project on the side of the colourful Heesterveld block.



LAAT JOUW STEM HOREN OVER JOUW WIJK!

Help ons bij ons onderzoek naar de sterktes en zwaktes van de H-buurt en Bijlmerplein

Als architectuurstudenten aan de TU Delft zijn we benieuwd naar uw mening! U, als gebruiker van de H-Buurt en Bijlmerplein, weet meer over de sterktes en zwaktes van dit gebied dan wij. Aan de hand van deze enquête willen wij uw ervaringen en kennis verzamelen. Het invullen van deze enquête duurt ongeveer 10 minuten.

We zullen uw antwoorden gebruiken in ons onderzoek naar mogelijke ontwerp oplossingen over hoe delen van de H-Buurt en Bijlmerplein verbeterd kunnen worden. Uw antwoorden zullen een groot deel uitmaken van ons afstudeerproces en we zijn dan ook erg blij dat u wilt meewerken!



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RAISE YOUR VOICE ABOUT YOUR NEIGHBORHOOD

Help us with the investigation of the strengths and weaknesses of the H-buurt and Bijlmerplein

As architecture students from the TU Delft we are curious about your opinion! You, as a user of the H-Buurt and Bijlmerplein, know more about the strengths and weaknesses of this area than we do. As we are researching this area we simply cannot get the same knowledge about the neighborhood as someone who has lived or worked here.

We will be using your answers for our research into possible design solutions on how to preserve and improve parts of the H-buurt and Bijlmerplein. This assignment will be a major part of our graduation process, therefore we are happy that you are willing to participate!



SCAN THIS QR CODE
OR USE THE LINK

<http://bit.do/research-hbuurt>

Online questionnaires

1. 12-10-2020 23:15:43

What is your age?
20-40 years

What is your gender?
Female

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
No

What is the reason you moved here and do you like living here?
Beautiful nature, cheap

Where did you grow up?
The Hague

How would you rate this neighborhood?
7

Which elements / objects / buildings must be preserved in your neighborhood?
Abn building

Are there other qualities in your neighborhood that need to be preserved?
Spaciousness

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Amsterdamse Poort letters and the building that they're on top of

What positive and what negative elements do you notice in this picture? And why do you

rate these elements as positive or negative?
Not enough green

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
No gardens is a pity, too homogeneous green

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Buildings look cheap, green too homogeneous

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Nice characteristic buildings

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Nice courtyard

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Bad photo

2. 13-10-2020 20:42:07

What is your age?
20-40 years

What is your gender?
Male

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
1 month

What is the reason you moved here and do you like living here?

Accessibility and the community. Furthermore spacious home for students

Where did you grow up?
Amsterdam North

How would you rate this neighborhood?
7

Which elements / objects / buildings must be preserved in your neighborhood?
Housing type is nice. View on courtyard and Station (in my case)

Are there other qualities in your neighborhood that need to be preserved?
I haven't been able to experience the qualities yet

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
(+) The square is spacious because of which there is a lot of space for activities here and therefore no tightness. (-) Not a lot of green. The brick elements cause one-sidedness. Because of this the square becomes busy, while there is enough space.

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
(+) Clean and safe. (-) Too much concrete, bricks. Not enough green.

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
(+) Enough space for bikers, pedestrians and cars (-) Accessibility of the dwelling left (stairs) is quite in the way

3. 13-10-2020 22:24:35

What is your age?
20-40 years

What is your gender?
Female

Do you live or work in the H-Buurt or Bijlmerplein?
I work here

Where do you work?
Heesterveld

When did you start working here?
Since november 2019

Where do you live?
Amsterdam West

How would you rate the neighborhood you work in?
8

Which elements / objects / buildings must be preserved in the neighborhood you work in?
Industrial appearance

Are there other qualities that must be preserved in the neighborhood you work in?
Authentic appearance, ‘Oma letje’

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: green, blocks. Ugly: orange benches and not a lot of coherence

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: wood. Ugly: very busy

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: grass and trees. Ugly: the apartment buildings left and right

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: Green and right blocks houses. Ugly: Blue fences

INTERVIEWS / online questionnaire

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: the typical Heesterveld appearance with different colours and urban appearance. Ugly: Not enough green

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: typical Heesterveld appearance with the colours. And the green. Ugly: the street tiles are a little boring

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty: green. Ugly: road and grey

Are there other comments you have about the architecture in H-buurt of Bijlmerplein?
Heesterveld has a nice authentic and recognizable appearance. Keep it that way

4. 14-10-2020 02:53:47

What is your age?
40-60 years

What is your gender?
Male

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Hoptille

How long have you lived there?
4 years

What is the reason you moved here and do you like living here?
Needed a house. Not by will

Where did you grow up?
Abroad. Partly Zwanenburg

How would you rate this neighborhood?
6

Which elements / objects / buildings must be preserved in your neighborhood?
Nothing has to be preserved, everything can be done over

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Open, light, no vehicles, trees: positive. The buildings & the kind, bricks: negative

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Stone/Concrete: negative

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The buildings & their shape: negative

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
See previous. Furthermore applies everywhere: roads should (preferably) be straight, but whhy so many other straight lines? (Bricks, pavers, street tiles, fences, and so forth)

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The colour makes it better

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Very little green

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Positive: less straight lines & more natural, 'fractal' shapes

What photo, which describes the H-Buurt or Bijlmerplein, is missing? Please send the photo to this e-mail: hbuurt.onderzoek@gmail.com
The path across the water in the Mandelapark is nice

This is a follow-up question about the previous question. Describe the place on the photo as specific as possible. Also name a positive and negative element of this spot.
Water, reed, less noise or natural noise (flowing water, wind)

Are there other comments you have about the architecture in H-buurt of Bijlmerplein?
The image in my mind is mostly an excess of lineair comparisons and few fractal - regularity in unregularity - variation. But that doesn't just apply to the H-buurt, but to the whole of the Netherlands

5. 14-10-2020 17:36:54

What is your age?
20-40 years

What is your gender?
Prefer not to say

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
4 years

What is the reason you moved here and do you like living here?
Because of my relationship I started living here, and I like living here

Where did you grow up?
30 km away from Amsterdam

How would you rate this neighborhood?
7

Which elements / objects / buildings must be preserved in your neighborhood?
The green

Are there other qualities in your neighborhood that need to be preserved?
The green

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Vacancy in the stores, creates an unpleasant feeling

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Boring colours

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Neutral

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
I would like to see more green

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Pretty and colourfull

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
I would like to see a better bicycle storage

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Messy

6. 14-10-2020 18:15:20

What is your age?
20-40 years

What is your gender?
Female

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
3 years

What is the reason you moved here and do you like living here?
It was big and affordable

Where did you grow up?
Zeist

How would you rate this neighborhood?
8

Which elements / objects / buildings must be preserved in your neighborhood?
The green and the streetart

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The snack stall is positive. Otherwise there is little negative. It is nice that there is a lot of space

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The playset is positve, nice for children. Think it is a bit more negative that everything is so cramped together, does not give a lot of space

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?

The bicycle path seperated from the service road is positive, causes less traffic accidents. Think it's negative that the garbage bins are not next to the houses, but that you have to cross the road with your garbage

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The green is positive, gives it a more cheerful atmosphere

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The bicycle path seperated from the service road is positive, causes less traffic accidents. The colourfull buildings as well, it improves the atmosphere. Think it's negative that the garbage bins are not next to the houses, but that you have to cross the road with your garbage

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The colourfull buildings as well, improves the atmosphere. The shortage of bicycle stands (there are bikes outside the stands) I think is negative

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
The road is seperated form the rest of the traffic is positive. Negativee is that there is no possibility for wheelchair users to get to the road (busstop) because there are only stairs

7. 14-10-2020 21:58:25

What is your age?
20-40 years

What is your gender?
Female

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
6 years

What is the reason you moved here and do you like living here?
Because of study, yes I like living here

Where did you grow up?
Noord oost polder

How would you rate this neighborhood?
8

Which elements / objects / buildings must be preserved in your neighborhood?
Art, green, playgrounds, shops, ikea

8. 15-10-2020 13:34:33

What is your age?
40-60 years

What is your gender?
Male

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
20 years

What is the reason you moved here and do you like living here?
Reason: affordable spacious house; yes, I like living here

Where did you grow up?
Arnhem

How would you rate this neighborhood?
8

Which elements / objects / buildings must be preserved in your neighborhood?
Residential building blocks Heesterveld, play- and meetingspace at the viaduct

Are there other qualities in your neighborhood that need to be preserved?
HCC activities in Heesterveld, ‘Oma letje’

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
positive: openness, green, benches, pavement, stall. No negative elements

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
positive: architecture left block; negative: public space is to full, no seperation public-private space, unclear structure, green elements too 'imagined' at drawing table

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Positive: spacious bicycle path; quality outside apartmentbuilding. negative: bicycle path and service road are a bit double; entrances Hoptille, garbage island to much in view

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
negative: garbage and neglected gardens left block, green structure in the middle is not functional enough

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Positive: residential buildingblocks Heesterveld. negative: garbage island is not clearly divined/littering; perpendicular parking for businesses under parking garage, the poor

quality of garage itself, bicycle path and service road is redundant

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Positive: colourfull residential building block/HCC, planters where you can also sit on the etches. negative: too many bicycle parking and (not on the photo but happens a lot: car parking, not only loading and unloading)

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Negative: quality walkway towards the road, location of green structure

9. 16-10-2020 00:58:21

What is your age?
20-40 years

What is your gender?
Male

Do you live or work in the H-Buurt or Bijlmerplein?
I live here

Where do you live?
Heesterveld

How long have you lived there?
55000 hours

What is the reason you moved here and do you like living here?
Study at educational institution in Amsterdam

Where did you grow up?
The Netherlands

How would you rate this neighborhood?
1

Which elements / objects / buildings must be preserved in your neighborhood?
Park

Are there other qualities in your neighborhood that need to be preserved?
Ditch

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
A lot of stone; negative because the water does not drain well. No clear walking route; everybody walks their own route. No bicycle lane, because of which you have to take a huge detour

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Skirre' tree

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Garbage bins that are never emptied and are therefore stuffed

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Poor maintenance

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Open space, which makes wind force 1 already feel like an hurricane

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
Lack of bicycle racks, to much street paving, because of which flooding is possible

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?
A road only for cars, because of which people think it is a racing track

What photo, which describes the H-Buurt or Bijlmerplein, is missing? Please send the photo

to this e-mail: hbuurt.onderzoek@gmail.com
Alcoholocis and junkies chilling

This is a follow-up question about the previous question. Describe the place on the photo as specific as possible. Also name a positive and negative element of this spot.
Drinking tastes good, it is unhealthy

Are there other comments you have about the architecture in H-buurt of Bijlmerplein?
RIP Nassuth

Interview Heesterveld residents

Interview at their home before narrative walk

What did you study?

Girl: I studied sociology at the UvA. So, something completely different, not technically actually.

Society and institutions and groups of people actually.

Boy: I'm doing a minor in architecture now, so a bit of what you could have learned too. I study social geography, that's a little bit similar. How is space set up, how is the space used. I'm more interested in how the space is being used by people and you're going to hear a series of criticisms of that as we walk around the neighbourhood.

Girl: Yes, I am much more positive.

Boy: Yes, but with you, you use the neighbourhood in a functional way, only to sleep here.

Girl: Not true.

What is your age?

Girl: I am 24 years old.

Boy: I just turned 27.

You live here, do you work here?

Girl: Yes, we both work in Amsterdam

Boy: But not in this area, because the amount of jobs is very low, if you look around. And you can see there are very low-paid jobs in the shops, or high-paid jobs at ING, at the banks and you don't just get hired there. We work in the centre of Amsterdam, at the municipality, both of us.

How long have you lived here?

Girl: Three and a half years since May 2017.

Why did you come to live here?

Girl: Yes, that's another story. We both participated in a social project of the Academie van de Stad and that was a 'housing as a reward' project. So, we went to live in the neighbourhood with a team of students, some of them already lived there, we came to live there, and the idea was 'housing as a reward'. And we organized activities in the community centre and guided status holders,

actually a lot of things. And in return we were allowed to live here, so we did not get this house through Woningnet or anything. So, we came here with another roommate in 2017, in exchange for our work in Hoptille and at HiCondo, more in the direction of Bijlmerplein. So, we did work here, only that project is now finished. And then the housing association said, "You know, you have put good effort into the neighbourhood, and it's meant for young people and students here, so you can stay here." That was for everyone on the team, so we were very happy with it.

Would you like to continue living here?

Boy: Of course not.

Girl: I do.

Boy: It's just practical. The rent here is low. Because foreign companies own many buildings, I am forced to continue to live here in the Bijlmer until I have a better position. In the small expectation that I will be able to live more within the city. So as long as I can, I try to sit it out here, but against my will. Because I have also lived in other parts of Amsterdam. I lived at the Leidseplein and I also lived at the Westerpark, and for a short time in the Baarsjes and also in the Indische Buurt. So those are place-to-be spots. And there is a very big difference with how I use the facilities in the area. Here it is very functional, I go to the mall just to do the shopping and that's it. While I did go shopping at the Westerpark and the Indische Buurt as an example, it was also a pleasant environment. So, I also went for a walk, just to get out the door for a while. This environment is so depressing, it is just functional. If I feel like it in the evening, I take the metro and then I go for a walk on the Weesperzijde. If you want to go out, everything takes place within the ring.

Did you grow up in Amsterdam?

Girl: No, I come from Heerlen myself, so I moved to Amsterdam six years ago to study, to work, to live here, because I think Amsterdam is a very beautiful city.

Boy: I am from Brazil, when I was 15 I moved to Amsterdam. So I was not born in Amsterdam, but I did spend a large part of my childhood there. Amsterdam is the smallest city I have lived in. But in Brazil it is a big city, but it is not necessarily busy. I like that about Amsterdam, it is a village, it is small, but it is busy. When you're on the metro, you hear all kinds of languages around you. It's like taking a trip without boarding a plane.

But that's not the same around here?

Boy: No, well you travel to Paramaribo or maybe to Accra. But in any case, not a world trip.

What rating do you give the neighbourhood?

Girl: Do you exactly mean Heesterveld, or do you mean the H neighbourhood?

Your neighbourhood, so Heesterveld

Girl: Eight

Boy: An eight as well, for Heesterveld. Heesterveld is not too bad. But the H-neighbourhood, so from here to the Zandkasteel, Hoptille and the flats, I give it a minus four. When we go for a walk I will show why.

Which elements, objects, buildings should be preserved in your neighbourhood?

Girl: I think this is a very cool residential block. I do remember when I came here for the first time that I went to live here and then I saw the coloured blocks here also the water and the layout and I thought "wow, I have never seen this before, these are completely different buildings". It's quite a quiet place, because you don't really live in the city, but it's still very close to the city, you have the metro nearby. So, I thought "well this looks good." I was pretty happy.

Boy: With me definitely Heesterveld. That should even become a monument. It would be a real shame if Ymere demolished it. Hoptille can be demolished, but the flats cannot. The flats really add to the Bijlmer, they are actually remnants of what remains. But what the municipality does want to build will exceed the height of the flats. So apparently the city council is so schizophrenic that they want to repeat the mistake of the past. So, I find that very funny actually, very special, but also sad. So, in any case Heesterveld can be preserved and also become a monument. And Hoptille can be demolished, please really demolish it. And the useless green spaces must also be used. So, turn it into a town square or small residential blocks, but the greenery is just useless. So, don't preserve the green, because there is enough green, there are just useless grassy areas there, just do something with it.

Girl: As far as green is concerned, I want to add something. Because I am really happy with the greenery we have on this side. If you look out here, you immediately have water and you have all kinds of carp, all kinds of ducks, birds, and I am very happy that we live here next to the water.

And the train does that bother you a lot?

Boy: No.

Girl: No, because I was also scared when I came into the house that we would notice the metro and the train here, that we would have noise pollution here. But the house is very well insulated, so you don't hear it. If you have your windows closed, there is really nothing to worry about. I think Boy is also happy that we live here next to the water.

Boy: No, I am not happy with the expanse of water here. That has to do with one thing, because there were plans in this district to redevelop the area, not before this current crisis, but before the preceding crisis. And the intention was that this area would become a city beach, so it would be called the Bijlmer Beach. And that did not turn out to be the case, the documents cannot be found, but those plans were there. And I think it's a shame, because in principle, it would be nice to be able to dive here. Because if you want to swim you have to go to Gaasperplas on hot days. So, then you have to cycle, and you cannot cycle everywhere at Gaasperplas, or you have to cycle for almost 15 minutes. And it is a shame, it is deep enough, so garbage often ends up here, I have seen garbage bags, cloaks, you name it. So, I live on the water, but I can't do anything with it. And on hot days, when there's a heat wave, I simply can't sleep, because then the water just heats the area at night. So, I find it impractical here. But I would like it if I could swim just around the corner on hot days. But that is not the case, if you sit here on the balcony on hot days, you can also feel the heat radiation.

Girl: So, Boy's glass is half-empty and mine is half-full.

Boy: No, but you use the neighbourhood in a very functional way. You sleep here and you go to your parents on the weekends, while I'm glued to this neighbourhood. So, I also have to organize my customs in a different way, and it has a different meaning for me. There are students here who regularly go away during the weekend, with their parents or friends, I often stay here.

What are the positive and negative aspects in these pictures?

1.

Girl: Positive, in any case, really our shopping centre where we often go. I must say for the daily shopping we go to Reigersbos, to the Jumbo. So, we are not necessarily here every week. But I do come here for

INTERVIEWS / in depth

anything but daily shopping. For the Kruidvat, for the Etos, or if I need some shoes or clothing. I come here to shop.

Why don't you come here for daily shopping?

Girl: At the Bijlmerplein you have the Vomar, Albert Heijn is actually expensive, so I don't really go there for my daily shopping. The Vomar, you have to wait a long time there, because in the Bijlmer many people pay cash. And the Jumbo is a good solution. Boy: And at the Vomar the products are of a very poor quality.

Girl: So we do come to the Bijlmerplein for shopping, but not so much daily shopping. On the one hand, there is a lot of life, but I sometimes feel a bit uncomfortable walking past groups of men hanging there. I have to say, I've gotten used to it by now, I don't find it very problematic. It's also just what they've been doing for years and I've only lived here for three and a half years, so I don't mind. But yes, it is not what I was used to, or that I say "oh I would stand with them". Because sometimes they keep looking at you or they call after you or something. I don't think it's a problem, but it does cause some inconvenience.

Boy: Especially in the evenings, because as the day progresses, the shops will of course close at some point. But then the men stay there until late in the evening too.

Girl: That mall, after eleven o'clock at night I just wouldn't walk or cycle there anymore. Well maybe just cycling. But you also just see that people are dealing on the street. I don't think that's a problem, as long as they leave me alone. Not much else happens there either.

Boy: For me it reminds me of a dilapidated shopping centre. Because of the vacancy, and then you also see how great the power of large capital is. The number of stores that are closing is increasing, but you don't see any signs "contact us if you're interested". Ownership relationship is a mess, because on the one hand Ymere has a say, ING has a say, but that part is leased to a developer in the US. And I also did research for the municipality and I had to interview the shopkeepers. Many were not satisfied with the lack of clarity, vague agreements, and commitments. It is not exactly lively in this neighbourhood, but the shopkeepers still maintain some of the liveliness.

Girl: If you also look at those benches, I never sit there, I walk past them and I think it looks nice. I think it's a nice shopping centre in itself. Yes, only

those groups of people who hang around there and often they do not keep distance, one and a half meters.

2.

Girl: That's more residential.

Yes, that is one of the raised residential levels at the Bijlmerplein, at the H&M.

Girl: I've never been there. Yes, that's right, there are stairs there, there is something there. But yes, we don't live there, and we don't know anyone who lives there.

Boy: No, so we have no business there. But quite nice.

Girl: How funny. No, I did not know that. I knew those stairs, and you often see children walking downstairs or elderly people with children, that I noticed. That is really a residential area, I didn't think 'let me walk up there'.

Boy: What also doesn't help, how it is set up, the shopping centre, the residential blocks. That the entrances for the residential blocks are completely behind the shopping centre. So, the ground floor can serve as the eye for the shopping centre. So, you really have no idea how people enter, they are remote entrances, so really almost inconspicuous. If the entrances were really aimed at the shopping centre, you probably would have less trouble with men hanging around, and the user experience would be very different of course.

3.

Girl: Hoptille, we have had a lot to do with that for a while, because we supported the residents' committee of Hoptille. We also organized activities in the community centre. Yes, that was about three years ago. And when you think of Hoptille, there was really anything and everything going on. I know that people there were also very dissatisfied with the houses, especially from the inside, that there were many problems with fungus, with poor insulation. When I think of Hoptille, I actually think of a lot of dissatisfaction, which I heard from residents. I think we almost visited every doorway in Hoptille to conduct surveys. Funny layouts, because they have combined parts of those houses and we know someone, for example, who then has the kitchen in the attic and then the bedroom downstairs. It's a maze, it's really a maze.

Boy: My association, what I would say here, this (he points to the rechte H-buurt), this (he points to Hoptille). Here (already looking at the next photo) the same thing, demolishing this (Hoptille flat) and this (low-rise) ... yes... also maybe demolishing.

Girl: But do you mean in terms of association, how it was built or our experiences there, how we know people there?

When you look at the photo, are there any positive or negative elements, things, maybe associations you have with it?

Girl: Then I do have something about those stairs, for example, because I often thought "what if you live here and then somehow not be mobile", then you have such a staircase. Such a staircase is not very nice if it leads to your front door, imagine with a pram, it does not seem very ideal to live near that staircase. They don't have a lift, I know that the people who live above, there are some families who would really like to have a lift and then Ymere said "no, we won't do that." So, I thought that was sad. Boy: My association with Hoptille is mainly decay. But also, that you really do see inequality, because on the one hand of the municipality of Amsterdam that they do everything they can to make the city attractive to the international middle class. They should put a little money into this. You see how this area suffers for the comfort and privileges of others.

Girl: You really saw showers, really mouldy bathrooms. That people really did their best with the residents' committee to get something done, but you saw quite a bit of resistance from the housing corporation like "we cannot fix it all up". Sometimes it was really problematic that I thought "what if you live here, in such a poorly maintained house".

Boy: You can also see the inequality in the subsidies from the municipality of Amsterdam for green roofs and solar panels. These mainly benefit people who already own a home, and not for social rent. You can also see how this is reflected in Hoptille, you see no solar panels, no green roofs, while something could have been done here. This will only get more impoverished.

4.

Girl: Hoptille, more the low rise, the back as I see it. We see the street side more as a front of Hoptille, also with the cycle path and also towards the shopping centre. We see this more as the back. What I think about as well is the back of the community centre. You also see quite regularly that people sit here on the balcony, that people have a lot of stuff in their backyard or on the balcony. That strikes me especially on this side (points at the flat), that there is really anything and everything, from a strange fountain to garlands to lights, everything.

We do walk there regularly. Ah look, here's a washing machine in the garden, that's very typical. Boy: Here I have a funny association, I think mainly of a childminder. So if you don't have the money to pay for childcare, you have a cheaper choice and that is a childminder. So someone who, for example, stays at home all day and has a certificate for this, they can then watch your child. It strikes me that there is a sign here regularly with a childminder living here. I think that's funny because you don't see that at this side (points at flat), but only here (points at low-rise). Would that be clustering. Girl: Well, I wouldn't say clustering, maybe two people.

What kind of people mainly live in those houses?

Boy: don't know, because when I go there, I will all cycle through it, so I don't keep thinking "oh who would live there?". I think most are middle-aged. I have not seen young people. Here and there a young adult, a child. But if the rollators and mobility scooters give something away, I think a little more on the older side. Yes, 40 plus. Girl: Yes, I agree, on average somewhat older people. But indeed one or two childminder houses.

Are these (low-rise) better homes than the other homes (flat)?

Girl: I would think so, because these are completely merged. And all kinds of complaints have arisen there, mould spots, problems with heating. And we have also been into people's homes and seen that. So I can hardly imagine the low side, those terraced houses, that they are worse.

5.

Girl: Then we have Heesterveld, which is of course the most famous among us. We always bring the garbage here, of course, the waste bin, short walk away.

Boy: But it is not too bad

Girl: You get used to it, I don't find it very annoying. In any case, we are not in the habit of disposing of waste and then proceeding immediately.

Boy: It is a long walk to the recycle bin. We have stopped recycling plastic, because the nearest plastic bin is at the end of Huigenbos. So you have to walk for about five minutes. But if you have a heavy bag, then it is not easy. I am willing to recycle, but if it is closer.

Girl: But otherwise good associations. I must say, I get into the coloured block less, I have certainly had a lot less to do in recent years. We also know quite a

lot of people in the area. I am also a ‘portiekbeheerder’ myself, for example. You often walk along the side, along the water more often. The coloured block then less, more in the other direction. The coloured block is the artist block, so there was a priority arrangement here for students from the Rietveld, other art academies, but also mainly young makers. It is also known for, as coloured block, as artist block. You also have small businesses here, everything is organized. I am not an artist myself, so I am much less in that scene myself. Many students and young people live in the blue, yellow and red block. But also quite a lot of people who are not studying, who are ready, who are at work, who live together and also quite a number of old residents who have lived there for thirty years. Residents who have really insisted "no we want to continue to live here, we are not just leaving here for students".

Boy: Because if you look at the other ‘portieken’ here in the red block, for example, you can say that our ‘portiek’ is the champion in terms of duration of residence.

Girl: Yes, you often see moving vans

Boy: In the blue block the houses are more chambered, nothing wrong with that. Here in the red block are quite spacious homes. This house has 96 square meters, four bedrooms. So I think it's a shame that they don't give priority to families or at least ensure that every bedroom is filled. For example, I know two houses in this block where only one person lives, and you can imagine these houses have at least three bedrooms, you can double the number of residents.

Girl: The thing is actually more, you can choose. One person gets a contract, and then you can still register people, and because the rent is just so low. Also for us, we don't have to say, we are going to find a different roommate for each bedroom. So a lot of people will also think, just like us, we live here together, if you don't need the money, you won't think "let me bring in two roommates." We have a junk room here, just a room full of junk. But it is because the rent is low and it is not an obligation. I was also completely surprised when we came to live here, because we had another roommate before, but he has moved. So it was meant for three people, but that turned out to be two people.

Boy: And that is precisely what I mean by efficient residential use. Ymere can use up to a third of the more spacious housing space for families. If, for example, a friend of mine has started a family here

and due to certain conditions they live too small or the rent cannot be paid, then they have both moved to Lelystad. So what you get is a city made for singles only, which wouldn't be bad either, but it's bad in the long run. Because it is precisely children who can have a social function for a neighbourhood, they are gone. Because, one of the reasons, not enough dwellings are being added and what has been added is not being used efficiently.

Girl: I agree with that. Because with a house like this, you could actually have said, it is allocated to young families with a low income. Because we are very happy with the house, but of course we don't need the space. If we live a little smaller, it is fine. Only we cannot just exchange houses.

What do you pay in rent?

Girl: 645 euros per month. But we also receive housing benefits, so what we currently pay is something like 175 euros per person in rent. So it often feels like I've won the lottery. So I am very grateful for it. But I also think it could have been done differently. But we don't just leave, because we do have this house here.

Boy: I have also considered home exchange. The only problem is, if someone wants to live bigger and has a family, they don't want a five-year contract. Girl: Yes, that's another thing, of course, because we have a five-year contract, so that's not ideal for a family.

But if you temporarily need a house, for example because your relationship is over, but you still have to go somewhere with your kids.

Girl: Yes, then it would be ideal, because there are very few homes for that kind of people.

Boy: There is now also an office building on the other side of the metro, completely empty, since three months ago. There must also be additional construction, but doesn't that offer an opportunity to be redeveloped. And this location is one of the cheapest square meters in the city. They (the housing association) can play smart with that. They don't have the money to build houses within a certain part of the city, but you can develop such an old office immediately and in the meantime use it for students, for example. But at least think along, and I notice very little of that.

6.

Girl: That's the artists' block, we used to visit there a few years ago, because here you had a kind of communal space in a certain room, so those

neighbourhood parties were often organized there. And now with corona that is completely silent.

But this has always been there in that block?

Girl: Yes, because there really is a special space for that.

And who organized that?

Girl: Yes, I organized that among other things. But also the activities I did not organize, I also came there, because I like to get to know people in the neighbourhood better. So Boy and I are somewhat more involved residents. Although, I have to say that last year it has really decreased, because I started working and did job interviews and then I went less. Because when I was still working on my bachelor's and the start of my master's, I was actually more involved in the neighbourhood. With neighbourhood parties, but also with a green team, for example. So with the team we maintain the flower beds twice a year. It is not often, but in the spring and later in the summer we meet with a group of residents and then we do a little pruning or plant some plants, weed weeds. So that is a group of residents from different residential blocks who do some maintenance here on the front gardens. And otherwise I will almost never come here. Not often. Boy: Me neither.

But are there also negative aspects?

Boy: No. Yes, yes, about the use of the space, in other words to develop the activity of the neighbourhood. What do we get, a bed and breakfast. But look at how many homes they withdraw from the housing stock, multiple rooms. So then you have a housing shortage and what does Ymere do, and I think that is also very genius, “let's withdraw houses from the housing stock”. And houses have also been withdrawn from the housing stock to make a business incubator. And then I think, we have these storage spaces, with which Ymere is doing something, but it has been idle for three years, so what happens there. So that's the only negative association.

Girl: It is also double, they also want more of a mixture of functions, so that there is also more life in terms of business and catering. I know that more is being done with the ground floors. But I agree with Boy, it is also skewed at this time that there is a dwelling shortage, but that you are going to withdraw all the houses.

Boy: Especially that it is a bed and breakfast. If it is a sewing workshop, for example, then I have nothing against it. A real activity that will serve the neighbourhood, a small neighbourhood supermarket.

7.

Boy: Where is that?

Girl: Oh yes, I know where that is.

Boy: Bus stop.

Girl: I have to say I had a part-time job at the Hema in Weesp for a while during the summer and then I always walked up those stairs to take the bus. Because there is also a bus stop, which is not clearly visible here at all, it is a bit further on. So this very much reminds me of the way to the bus.

Boy: There is a trailer under here, which is all with graffiti, I always get cigarettes there. That is another of the places where you do see a mix of groups. So, for example, children come to play, you see children among the men hanging around. And that is one of the places that you think if there is liveliness going on somewhere, then that is here. So really a place that is used in the neighbourhood. I think that is a positive place in itself, and it is also noticeable that it is used during the day, so in the morning usually the green area manager of the municipality, in the afternoon children come and play until the early hours of the evening, but those men hanging around will also remain until later. But what I also miss in the H-neighbourhood... Are you familiar with the Java Street? What I find special about the Javastraat is that from early morning, around 6 am, the bakeries open, the commuters arrive at 8 am, the shops open around 10 o'clock, and the first people come to do their shopping. Later people go to eat and then in the evening and early at night people go to the cafes. So it is a street that changes in use during the day. And you don't have that here, I have the impression that it is very static here. So if you go to certain parts of Hoptille at 10 AM, it is the same as if you would go at 5 AM or 3 PM. I think that's a shame, because it doesn't add dynamism to the neighbourhood.

What do you think of the viaduct, of the causeway?

Boy: It is one of the old parts of the Bijlmer that is still standing. I would like some better lighting. Because I really feel that in the evening, especially for women, it is a place to avoid, that area. So walking around HiCondo, for example, it is a small detour, instead of walking under the viaduct. So

they can better illuminate it, with little bicycle lights around the cycle path, something like that.

Do you feel unsafe?

Boy: No, but I think women would make a different choice. Because when I do look at night, it is mainly men who are there. So I can imagine that there is a different association involved for women. You also want to have a city where both men and women also use the public space in the evening. And in the Bijlmer I noticed that quite a lot of men walk on the street in the evening, who still hang around, but that is less with women. Girl: But is that bad? I don't really care. Boy: Yes, that also means that one gender is facilitated, but not for the other. How can you get an inclusive city?

Girl: Those men just hang there, nobody facilitates that.

Boy: No, but you could see what the properties of the material dimension are that do trigger that behaviour. That they do choose a certain place to hang there.

Thank you, those were the interview questions.

Would you like to walk around the neighbourhood with us?

Boy: Yes, we'll show you a few things.



Source: Google maps; blue line indicates walking route.

We are taking a walk through the area, starting at the red residential block at Heesterveld and walking alongside Haardstee towards a playground underneath a viaduct. We walk from the frontside of the residential block Hoptille towards Bijlmerplein. From the intersection of the Bijlmerplein we walk alongside the train tracks back towards

Heesterveld.

Talking a bit in the hallway of the apartment

Boy: people are friendly. They don't interfere with your business, genuinely nice. They leave you be and have their own things to do. I am very proud of my front door. I have a lot of stickers and this indicates that we are living here.

Girl: That is Boy his thing... this is not normal but we will remove them when we move.

Downstairs at street level, right in front of the entrance there are 4 blinded doors

Boy: Look at these doors. When we moved here 4 years ago they promised us storage units but we never got one.

Girl: there are storage units behind these doors, they (housing compagnie) where supposed to transform this into something for the neighbourhood but this is not happening. We don't know what is happening. They are just vacant. We don't need the storage as our home is big but it would be nice if this was developed into something. Let's walk the route we always take to the Metro station.

We walked here two days ago and we saw a dead rat, is there a rat problem?

Girl: We are living on the second floor, we don't really have a problem but I know that Hoptille and Bijlmerplein really have a big rat problem!

Boy: Where we live now, Heesterveld, I don't see many rats. I lived on Leidseplein and there we had an even worse problem, Mice!

Are there many vacancies in the area?

Boy: Yes! And this is a growing thing.. The blue block recently had one apartment serviced to become a VACANT meeting room.. This is unnecessary because there is already a shortage for housing. Why the meeting room? There are so many other functions possible..

When we walk we see a lot of garbage on the street, is that a normal thing?

Girl: This is the garbage area with containers and a spot people can offer household stuff. So many people just put their stuff there on days that it's officially not allowed. Sometimes you can't help it. If you move on a day that is not allowed you need to dump your stuff.

There is a big advertisement (reclamebord) for rentable work units in Heesterveld.

Boy: Did you notice this? There is a lot of advertisement done by the housing company to let

out these workspaces. They made it very fancy. This shows the empty storage boxes to be transformed. The housing company invested in this area to make it more attractive by transforming plinths of buildings into small businesses or office space.

Walking along the 'old garage' (opposite Hakfort) building that has shops in the plinth. Are they busy shops?

Boy: The snack bar.. this one is the only one in the area that is opened until 3 in the morning. Great place after a long night of party. Or when I am just hungry. After 1 in the morning the only other one that is open is in Watergraafsmeer.

Girl: You cannot party in the neighbourhood, you have to go to the city centre for that. Only shady café places with, for instance, only older men.

Walking across the square that leads underneath the viaduct towards Hoptille. On the square there is a basketball court and fixed exercise equipment. Is this a positive or negative developed area?

Girl: There are a lott of kids and older people in the area.

Boy: And muscled guys using the facilities on the square. Look at that area, empty... they promised housing but it is empty with no plans for the near future, just build already!!!

Girl: We find the equipment good but never use them.

Boy: They are used by white people, black people don't use them.. and kids use them too. It is for everyone but not everyone uses this area.

We chose to walk at the front side of Hoptille, is this a route that you take often or do you also walk in-between the Hoptille blocks?

Girl: We prefer the front side because of the overview, when by bike its quicker.

Boy: I prefer the backside, just because of the variety. I am not bothered by anything. There are no kids on the backside either.

Girl: We were part of the Bewonerscommissie. There was a big complaint about the stairs, because of accessibility and there was a big rat problem.. that is way better now. The direct area has been upgraded a bit with plants and green. And the H-buurt is becoming natural gas free (aardgasvrij)

Boy: The numbers of the houses are very weird.

Girl: It is a maze inside Hoptille, they combined houses so numbers were lost.

Boy: The Buurtkamer is very good for the people, it

has a social function and people feel more interaction with the area. It helped with the development of Hoptille.

How are the prices for houses in the neighbourhood?

Boy: We rent a social housing unit but I was checking the prices of houses because I was thinking about relocation. Despite being the Bijlmer the prices are very high! An apartment is about 300.000 euros to buy. We have friends from other countries, their parents buy appartement for them here. I feel that because of this development the social interaction will decrease.

Are there buildings that you like in this area? (Bijlmerplein)

Girl: I really like the Sandcastle building. This is redeveloped as housing and I think that that is very good! I like that it also has shells on the roof like real sand castles.

Boy: I like this too. The houses are very expensive to rent, about 1200 euros a month so again this will attract people with different income to the neighbourhood. (woontank.nl)

Where are the housing units in this area? Do you like them?(Bijlmerplein)

Boy: The entrances to the housing blocks are in the back of the shopping street. People have to walk to the back side to enter their house, I don't think that is practical, I would prefer an entrance in the busy street. There are a lot of empty shops on the Bijlmerplein, why? What is happening?

Do you come to the Bijlmerplein often? And why? What do you do?

Girl: I like to shop here but only for the main street shops, when I need something more special I go to the city centre. I don't come often. Also because of the prices, expensive shops. In summer I will go here for ice cream.

Boy: There are speciality shops but it's like 1 street here, most of the other shops are mainstream, we see that the speciality shops are busy with professionals buying a sandwich at the baker. I miss restaurants in the area, we always go to the city centre for this, maybe also because of the ambiance.

Can you place a specific ethnic group in those areas?

Bijlmerplein:

Girl: I don't know... I see a lot of Suriname people around in the area but living in the area, I cannot say..

Hoptille:

Girl: Mixed cultures mostly ghanese people and people from Afghanistan.

Heesterveld:

Boy: Tatta's (street slang; white people from the Netherlands)

Girl: Mostly students and artists.

Do you have a favourite spot in the area?

Girl: Our own house, that its located near a water (sloot)

Boy: I have no favourite spot... At Bijlmerplein there is a small Surinam restaurant (Pijnboom) I really like that spot. And the AKO, there is no bookshop in the area.

Girl: We never visit the big cinema, we like arthouse movies in smaller cinema's.

Boy: In this area (Bijlmerplein) there should be more small shops, now only big mainstream shops are coming but the identity is slowly fading. I would like an ecological supermarket and a book shop.

Boy: I smoke, I ask cigarettes from people at the station and I buy single cigarettes from a small cart in-between the flats. Nowadays people are not willing to give you a cigarette anymore because of the high prices and increase in social interaction.

Do you visit the market?

Boy: NO!!! I am all for a small ecological footprint and the Market has a BIG footprint, there is so much sold that is not relevant.

Girl: no not really.

Do you visit the Bijlmerplein often and what do you do here?

Girl: I use the Bijlmerplein for small shopping like ETOS and I use it for public transport a lot.

Boy; Also public transport and I visit the bookstore often.

Do you like the redevelopment at the other side of the train tracks?

Boy: I don't like the planned residential towers because I don't want to live in a Highrise. I understand the redevelopment of the area with residential units but not in High rise towers!! They promise a lot, like redevelopment of plinths but that is not happening at the moment.

If you had all the money in the world, no limitations, where would you want to live?

Boy: Hard question. I want to live in a city environment. In a former social house (arbeiderswoning) The small houses in the Jerusalem neighbourhood.

OR

At Weesperzijde, I would buy a whole complex and redeveloped that as a residential complex. I would live there ALONE.

Girl: I want to live in a house from 1930 with a garden and stained glass windows. Maybe a corner house.

Is there a shortage of housing in this area?

Boy: YES!!! There is so much empty office space that can be transformed into housing. They should do that. For instance; This residential building, middle income target group, is quickly rented out. People want to live in this neighbourhood! There is a big shortage in suitable housing. They are building housing but they are expensive, 1400 a month. I don't understand this.. why not invest in social housing? I know why but I want to know why.

Do you take this route often? (the green space from Bijlmerplein towards Heesterveld alongside the train tracks)

Girl; YES, we like this area, it's green and not busy at all. We also walk here recreationally.

Boy: I like this route.

What kind of social house do you have?

Girl: We have a contract for 5 years. When this period is over, and we don't study anymore, we have to move. I don't mind moving back to Heerlen, where I come from. It's cheaper there and my family lives there.

Boy: I would like to stay in the city.

Interview Pastor

Interview with Pastor Moses Alagbe of the church Maranatha Community Transformation Centre (MCTC) in Amsterdam Zuidoost.

Before the interview we read an interview with the Pastor and the meaning of the church for the area (<https://www.tear.nl/verhalen-en-nieuws/het-is-onze-opdracht-om-mensen-in-je-buurt-te-dienen>)

Interview conducted by Yuting and Sophie on 16th of October 2020 at 10:00 via Zoom.

Introduction:

The MCTC has a clear social function in the area. In 1995 the church was founded, in 2001 mr Alagbe became the Pastor. In 2004 he moved to Seattle to study the religion more and came back in 2008. The name of the church changed into Centre because the Christian religion is about LIFE and not about preaching "the life".

He sees the Sunday service as a motivation to live your life as a Christian. It's about changing as a person.

- The church is there now for 25 years, has it always been in that building?

Started in a parking garage, Huigenbos, that was converted into a church in 2005. In 2017 the building was demolished and the church moved to a separate building that belongs to the municipality and is located in bullewijkpark

- The building is an old school building (creche), transformed into a church. It does not look like a church but do the users feel it's a church?

Inside we have a Big hall, we can even extend it to make it bigger.

- Is this considered to be a big church? How many visitors do you serve?

Around 120 people. Every Sunday 80 to 90 people were in a service before corona.

Now online, people can digitally apply for a service, about 40 people in one service at the time.

For the youth it is almost a community centre, however in the direct neighbourhood of the church

there are not many community centres for the youth.

- Does the church serve the people directly living around it or does the community come from all over the city?

They serve people who are mainly from 1km around. In the church around 8 nations are represented.

- Do you also live in the neighbourhood yourself?

No. He lives in Edam. It is a very small historical town above Amsterdam. He goes to work with public transportation and is at the church every day.

- Where did you grow up?

Nigeria.

Moses obtained his first degree in Agriculture in 1983 in India, taught in High School in Nigeria from 1985 to 1990. Left Nigeria for Europe, became a leader of a local church in Athens Greece, left Greece for Theological training in Amsterdam, completed his master degree in Mission at Tyndale Theological Seminary Badhoevedorp in 1998.

- Before the Covid-19, there was a Sunday service, what other activities were there for the neighbourhood?

Lots! Varying from social clubs to craft clubs to youth clubs and so on. The church also gives 70 kids breakfast every week because of poverty. Young people want to leave the place because it gives few prospects. People that live there longer really want to stay because they like it and it feels almost like a small village. They know everyone and everything is familiar.

Questionnaire:

1. How long have you lived/worked in the H - buurt? (How often and why do you visit the H - buurt?)

15 years

2. Why do you live/work in the H - buurt? Would you consider living in the H - buurt?

The place is very lively, big variety in cultures, nice food, all kinds of people there and its nice to meet people.

3. How would you rate your neighbourhood? On scale 1-10

Very broad question, there are a lot of variables. A 6 perhaps for the architecture.

4. What do you like most in the neighbourhood and why?

The playground for kids.

And architecture wise? Do you like the architecture there?

Nothing, no it's a joke. Just big blocks of concrete and glass. They are not beautiful. They are just practical. He has rated 6 for the architecture.

5. How would you like to change the neighbourhood and why?

New infrastructures (for example, community centres) that give access to all the people(old and young mix), so they can interact with each other. More hang-out places for young people, which can also help to reduce the criminality there. There used to be separation roads between cars and pedestrians, so you could not drive into some areas. Afterwards, some garages were demolished when the cars went back to the ground level. Therefore, it is not good for children to play freely and safely now. More trees, more green space and more natural energy.

6. What sets the H - buurt apart from the rest of Amsterdam

It's an island on its own. The Bijlmer is special, people live close together, high population 80000 and 140 nations. No ethnic fights between different nations except crimes. So cohesion and intensity really sets it apart. Most residents are from African. And the housing in this area is expensive because the water needs to be pumped out every time. (because of beneden NAP and wet lands)

7. Which elements / objects / buildings must be preserved in the neighbourhood you work in?

Everything should be demolished! Thinking about this more; The playground for kids needs to be remained. There used to be separation roads between cars and pedestrians, so you could not drive into some areas. Afterwards, some garages were demolished when the cars went back to the ground level. Therefore, it is not good for children to play freely and safely now.

8. Are there other qualities in your neighbourhood that need to be preserved?

Only the playgrounds and parking garages

Photo review

What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?

1. In the Bijlmerplein, there are a lot of places to go. He is positive about that. But he thinks there is not much green, which is negative. combination of shows and dwellings. The location is well connected to the station. Everything mixes together there, there are some companies around it. It is a good meeting point where people come together. In addition, this area is good because no cars can enter.

2.It is very dry and boring. There is no green but a lot of concrete. The playground is not attractive.

3. This building (left) should be demolished. It is very ugly. It's the worst building in the area. This building is not beautiful. It seems like just putting all the elements together like an animal barn. It is very hard to bring the big shopping bag upstairs. There is also no green.

4.The same as the last picture. It is not green enough. The houses on the right are very small. People are living in cramped spaces. It enables crimes by providing intimacy at the backside of the street.

5. This neighbourhood has been renovated recently, but it was very bad before. Now it is beautiful and more open. It is a bit better. The outside of the building is nice but inside is like separate island on its own. If something happens inside nobody can see it. Now it has more interactions but it still needs more organised activities.

6. It is nice, this is what brings life to the place. It was very boring before.

7. A lot of young people just hang out there before. Now it's renovated and there is a camera.

Interview employee Buurtkamer

So we are very curious about your opinion about Hoptille

Yes, well that is very double and very different, because there is a club, a residents' committee, that wants to get Hoptille demolished. But the other half of Hoptille absolutely doesn't want to leave, including me. I like my neighbourhood, I like my home. Yes, it is not a good quality house, but there is a very neighbourly feeling here. So there is also a group fighting, to prevent the building from getting demolished.

Because you also live in Hoptille?

Yes, for 24 years.

And where?

Not in those brick houses, but on the ground floor of the high-rise. Ground floor and one-high, so I have a garden and balcony. Closet of a house. I don't want to leave at all. Because five dogs and a garden. It's quite a pleasant and nice neighbourhood.

But you say it's a good neighbourhood, but others don't think so ...

They like the neighbourhood, but there are just a lot of problems in the houses. A lot of mould, there is a problem with the heat network, heaters that do not work properly, very old equipment for which parts are no longer available, so that heaters can no longer be repaired. So I do understand their problem, but not entirely. Because I think you also have to do something yourself in terms of maintenance. If you have mould in your shower, you put a protective layer on it and paint it. Housing construction is really not responsible for that. Because you have to ventilate. And there is also a lot of ignorance around. There are houses where people have broken out the toilet bowl and are pooing in a hole in the ground, because they are so used to that. And it is very difficult to teach those people how important ventilation is. If you have never lived in a house and you come here, yes, that is complicated. So there is a lot of mould in the building. And there used to be an inner street. And after a lot of crime, the inner street was incorporated into the homes. But then concrete was

poured over the pipes, which started to leak, but now you can no longer reach it properly. So I really understand why some parties want it to be demolished. Ymere is also considering whether to carry out a major renovation or demolition. But yes, it will now take a while of course. I get it, but I do maintain my house well. And if I come across mould, I spray it and then I paint it and I ventilate. And I have a very nice house and the neighbourhood is very pleasant. The shopping centre is around the corner, you have highways, you have the park around the corner, you have the arena area around the corner.

If you were the one to make the decision...

Then I'll go for the renovation

Would you like for them to renovate every building?

Yes, just the whole building. But that was done eight years ago. Then the roof was renovated, a new ventilation system was installed, the rubbers of the windows were replaced, many doors were replaced. Then there was a round of trainees, mechanics in training, who all came to do small jobs, adding sockets, loose banisters. And the building was completely painted then, and completely cleaned. I would think why demolish now, when you put so much money into it eight years ago. The old ING building is also being converted into luxury apartments in the European school. The Hondrugspark is being constructed there. It will be a more upscale neighbourhood, then this building will of course be a very ugly thing. So I can also imagine that the municipality wants to get rid of it.

What if they don't renew it, but they demolish it and put something new in return?

Then it will probably not be social rent. Or partly, thirty percent social rent, yes.

And is that a reason for you to prefer to keep it as it is.

I am not rich, I cannot afford a more expensive home. I don't know where to go. I don't like the rest of Amsterdam at all. So I don't know where to go then.

So you like this neighbourhood better than the rest of Amsterdam?

INTERVIEWS / in depth

It's very green. I have five dogs, I'll walk right into the park here. I can go in any direction. I don't want to live three stories behind something and have to go down the stairs with five dogs. And now I have a garden that I will never get back in Amsterdam. So I would probably leave Amsterdam. Back to Alkmaar, or something like that.

Suppose they would demolish it and build a building with complete social housing. Is that a different story?

Yes, I would like to go back. I have a house that is much too big for myself. So I'll never get that back anyway. So then I have to see what I get in return. And then still, you still have to live somewhere else for 2-3 years, I still don't want to be three-high with my five dogs. Three of them can't climb stairs and I can't do it very well anymore. So then I would really have a problem.

Do you also attach certain values to the building as it is now or is that less relevant?

No, of course I also suffer from that fungus. My house is way too big, but I could have a room less. It really is also the location, you have everything within reach. You have a large shopping centre around the corner, indeed all roads, you can park your car. And there is a real neighbourhood feeling. Of course also because I work here at de Handreiking. I am really a key figure in the neighbourhood, also with contacts to the municipality. The vegetable garden behind this is mine. I set it up for de Handreiking, but it is in my name, it is a residents' initiative. I am really active around here and I would be very sorry to leave here.

Do you notice that these types of initiatives immediately work well?

Yes, I have such a long waiting list of people who would really like to participate. Two people just stopped, so I can finally accept two more people. There is also talk of starting a second vegetable garden. The municipality would like it, I just don't know whether I want to do that too, it is a lot of work and it is very busy here (de Handreiking). I am working on a project for the municipality, it is all a lot. I am 100% rejected for work, I do voluntary work, you can also ask too much of me. But it is really nice to be so involved with your neighbourhood. That is going on quite a lot in this neighbourhood, with a few more people.

What do you think of Heesterveld and Bijlmerplein?

I happened to have lived in Heesterveld before I came here. It wasn't as fun then as it is now. And that would also be demolished and that has become a very nice project. Very nice now Heesterveld, definitely not when I lived there. I practically moved under police escort due to problems with a number of residents. I think there is now a huge community feeling. You also have to meet certain conditions to be able to live there. The artist block, the creative community, you really have to be an artist, and that binds you to the community right away, of course, because you all have like-minded people living around you.

Do you also see that as an example of how it can get here?

Yes, I would really like it. Not just students, that would be a bit too much.

Suppose there were more people here, what kind of residents would you hope for?

As mixed as possible. It is mixed now. Not when I came to live here, but a lot has changed since then. Hoptille has really been in some kind of roller coaster. We've had gang violence, we've had drug nuisance. You saw the neighbourhood improving and then you saw it plummet again. But things have changed in recent years. We still have those types, but you keep some of that in every big city. But the inconvenience of fifteen years ago is no longer there at all. And it has really become much more fun, as the composition of residents has changed. We were the dump flat for a while, the high-rise buildings were demolished and everyone was sent our way, sent into the H-neighbourhood, and that was a problem. Then we had the Hopi Boys, and they were fighting with the Green Gang. But I've never been afraid, I've always had German Shepherds and I've seen all those boys grow up from this (gestures to show the height of a kid with hands). Once it's your neighbourhood, it won't bother you that much.

Have there been any specific changes that have improved the neighbourhood?

They have changed the portieken, they were closed, they made them of glass, so that you can see from the street what is happening inside, which makes a

huge difference. There has been a lot of camera surveillance. And there have been many campaigns for a year to clean up the whole neighbourhood. And they are large homes, so in the end they also had a different allocation policy for people who came to live there. A lot of families with children live here now, and because of that the neighbourhood is also changing. And there is a very big difference between the front and back of Hoptille (the midrise apartment building).

What do you see as the biggest difference?

There is much more nuisance and more problems on that side (the front of the midrise building). You also get involved in what happens in the high-rise, if you live on that side (the front). And this is really the pit of the Bijlmer, the H-neighbourhood. It is the very first district of the Bijlmer, these high-rise flats were the very first flats. And there are still people living there who have lived there from the beginning. A very nice lesbian couple lives there and they have been living there since the early 70s. They really are Bijlmer Believers, well into their 80s. And you have a lot of them, Bijlmer Believers.

Do you also notice this here within de Handreiking?

Not really, people come here especially when they have problems. The Bijlmer Believers don't have those problems. Here people come who do not have a good understanding of the language, who have difficulty writing letters. We give computer lessons, language lessons, we have a forms brigade, we have a cooking club. You will notice that people who really want to do something for the neighbourhood will cook here.

I was curious about the problems the people here face.

There is a lot of poverty and a lot of loneliness. In such a flat you can disappear completely into solitude. Little contact with your neighbours, afraid of taking the elevator in the evening or going outside. Not proficient in the language, so not being able to read the announcements properly. Not knowing what's going on around you. That is very important here. And of course a lot of people live in the high-rise buildings and there are a lot of people with a migration background, 99 percent. And they do not speak the language so they are then sent to Dutch lessons, in class they sit with a pen and a notebook, while they cannot even read and write in

their own language, then you learn nothing. Then you will not get any further in your work, you will not get any further in your neighbourhood.

How do you deal with that at de Handreiking?

First of all, we are very accessible, we always say "come in, have a cup of coffee?" We are not professionals, we are all just local residents, we are experts by experience. We all know how it is, it's not difficult, it just happened. You go to the media market, some salesperson talks you into a loan and before you know it you are in debt. And you cannot pay your rent once, especially now with corona. And what we say: "come in, let's have a cup of coffee, have a chat, nothing to worry about, you don't have to do anything". And they come to join in at sewing lessons, they get to know more people in the neighbourhood. And slowly they thaw and then all their problems come up. And then we help where we can and if we cannot continue, we will call in a professional, then still we will hold your hand and we will go with you. And that helps enormously, that accessibility. "Come and have a bite to eat". I have a mini food bank that I run here, we cook with it, but if people need something they can also come and get a bag. Those kinds of things. Nothing official, you don't have to sign up for anything, you don't even have to say your name. We just help you. And it works, it works so well that we are now affiliated with a team of professionals, the neighbourhood team, formerly the Verbond van 100. These are a hundred care organizations within Amsterdam that work together and they rent our other premises. And so we have a very short line to social work, to services, to HVO-Querido, to the Salvation Army. So you do not have to wait six weeks at MaDi before your turn, we will pick you up and go straight there, because in six weeks you will already be evicted from your home. And we have already been able to prevent quite a few evictions that way. And in addition, we have started a program, Schoon Schip. Because we can make nice payment arrangements, but if you still have three running and you find a new one and you can no longer pay the other, then you still have problems. So we, at the nine neighbourhood workrooms, just list your entire finances. What comes in, what goes out. A neat overview, we ensure that all your administration is correct and then you go to MaDi with a ready-made package.

And that is all volunteer work from here?

Almost, we have a coordinator and a paid assistant, otherwise we are all volunteers, all local people. And sometimes it helps and sometimes it scares, "I'm not going to tell my neighbours how I'm in trouble," that's fine, we have other neighbourhood workrooms where they can go.

Does that happen a lot, or are you generally trusted?

Yes, it is not too bad. In general, they are also happy when they see a familiar face that helps them. I just put a neighbour I have known for 20 years under administration because he just didn't know what to do. And his administrator is very happy that he has someone he trusts. You really create a relationship of trust with the people because you already know each other.

Where do the people who come here come from?

Generally from the H-neighbourhood, because we also have a neighbourhood office in the Venzepolder, Holendrecht and the GFK neighbourhood. But we do not have any problem if someone from Venzepolder comes here, because sometimes they just want to be helped by a certain person, that is allowed. If they are willing to travel for that, of course we will help them. And we are the only neighbourhood office that the neighbourhood team has so close by and that is just great. Because even if we are unable to resolve the matter, we can immediately call the social worker for information. And what they do, when they have clients that can be let go a little bit, they send them to us, scale them down slowly. So that collaboration is very useful. Whatever you have with those people, you help them and you take them a bit out of that victim role, our motto is "everyone can do something that another cannot". So the moment we help you, we ask "what are you really good at, why don't you do that?" And then before you know it, they'll be here cooking for the whole neighbourhood or helping with sewing lessons. This way you get people out of that victim role a bit and put them back in their own strength. You have to do it together in a neighbourhood.

Shall we continue with the pictures? We have a series of photos that we want to show you. What are the negative and positive aspects of the environment that can be seen in the photos?

1.

I now think that the negative aspect of Bijlmerplein is that everything is empty. It is no longer pleasant to stay in the evening, when it is dark. People are dealing in the Poort. In itself the men hanging around, if you just greet them then there is nothing wrong. And on the other hand, I love that it is a green mall. It is open, it is wide spread. Soon there will also be a large Christmas tree, it will be beautifully lit. It is well maintained, so it actually always looks neat.

Do you feel unsafe in the evening?

I am not easily scared, because I walk with a German Shepherd. But half of the stores are empty. Half of the shopping centre is closed for late night shopping. Shops close at half past seven, because security cannot guarantee safety. The atmosphere is a bit gone. But the layout of the shopping centre is beautiful.

2.

The inner street, yes, I am not well known there. It looks nice when I look at this. I also know how much nuisance there is, because we work a lot with Ymere, and that there are problems in this area.

What kind of nuisance is there?

Children playing, this (points to playground) is fun, but when they play football it is a lot less funny. They kick the windows, things. There are many rats. People throwing cooking oil into the pit. Those kinds of things. But at first glance, it looks really nice. Could be a bit greener, but I like green. We also put planters in front of the door here to break up the square a bit. Well, at first glance the area looks nice, but I wouldn't want to live there.

Why not, because of the problems?

It's a bit bleak. It looks neat, but no. But I'm a village kid, you can't knock that out anymore.

3.

That photo was recently taken with the work going on. Now it looks neat, but normally there is a lot of nuisance from roaming garbage. Bulky waste that is put out all week. This picture was taken at a good moment, it has all just been cleaned up. I like the murals that were done back then. The intention was that the colour of the wall would match the cycle

path, which is a bit of a dirty brown colour. But you should have looked a little more that way (to the high-rise), because then you see how open and green and spacious it is here. But this (front of the mid-rise) is the part where the most problems are in the homes, the heaters, leakage, mould. That is on the top floors and more on that side of Hoptille. I know from some of the people living above that they really have a lot of problems with heat. Valves on the heating that are broken, so you can no longer close the heating, but those valves are no longer available. Then I think "then replace the whole system", but apparently that is not that easy. That is one of the biggest problems here. And a lot of heat loss. You can contact the Stichting Woon, they are very busy with that, together with the club that is fighting to demolish the building. But I get it, because there are really a lot of problems above. But when you look like that, I think "yes, nice neighbourhood".

So do you like the flats better than Hoptille?

Yes and no. Between the flats, there is still a lot of green. This is one of the last neighbourhoods where there is still so much greenery, because the high-rise buildings have been demolished everywhere. Beautiful low-rise buildings have come back, but all the greenery is gone. Hoptille is not the most beautiful building, that is absolutely not the case. But that's what I find in Venzepolder too, white residential blocks, it doesn't look like much from the outside. The interiors are nice, the courtyards. And I think that about Hoptille too, the inside looks much nicer.

But are the flats themselves seen as negative, that they are seen as failed Bijlmer flats?

No, half of these flats are owned by the residents. The lower floors and the Hoogoord West flat are completely owned by the residents. When an apartment goes for sale I don't think it failed as people are still buying a house here. And they are very beautiful flats, they are very spacious inside. But I don't want to live there, I'm a village child.

4.

That's my piece of Hoptille, much nicer. The only thing is that I think this should be better kept clean, the concrete. Put a high-pressure cleaner on it more often, clean it. And they renovated the inside here (gestures to green space). You can call it renovation, it hasn't really gotten any better. In the spring, crocuses appear and they are mowed in early

March. It would be nice if these pieces could be managed by the residents. That they can make small gardens of it, that they can plant flowers or something like that. And I think people should be forced more by Ymere to maintain their gardens. There was talk of removing the fences, the residents did not want that. It is a demarcation to our garden. When I didn't have an additional fence, all my garden gnomes had been stolen once. But I would appreciate it if Ymere pushes people more to maintain their gardens. You have a garden, it is stated in your lease that you are obliged to maintain it. From time to time it looks like a ghetto when people don't do anything about their garden.

What do you think of the low-rise compared to the mid-rise?

It could have been more compatible. When they painted it, they should have adjusted the colours on what's here (the low-rise). But blue was on sale. Seriously, I asked why they weren't the same colour. They could get this colour at a very high discount. Beautiful is different, but ah well. But if people maintain their gardens, it would look very different, in some gardens the weeds are so high.

5.

I think Heesterveld has become very nice, compared to when I lived there. My brother-in-law still lives there, here on the corner (of the blue block). It is really an example of how you can make a dilapidated neighbourhood flourish and they have succeeded here.

And which aspects are the main reasons for this?

The colours, whether you like it or not, I don't like it, only those murals I like. The composition of the population has of course changed, when I came to live there I was the only white person. Three months later my sister came to live there too, because they were just giving away houses there at that time. I needed a house, someone told me to go here, and I could choose from four houses. I was given the keys, "go and see which one you want". Nobody wanted to live there, so they were happy when they got the houses rented out. Only there was so much nuisance then, huge groups of gypsies causing nuisance. Lots of junkies, that didn't bother me that much, but it doesn't do your neighbourhood any good if they all hang out there.

But you have decided to live there anyway.

Yes, I was homeless, it didn't matter at all to me, just give me a house. And I got it right away,

fantastic. I just had a fight with every gypsy who lived there within six months and it got really horrible. So after a year and a half I moved here under police escort. And then it was going to be demolished, everyone got the chance to leave with a nice fuck off premium. A number of residents have stayed, including my brother-in-law, who is very happy that he is still there now, because it is very pleasant. And ‘Oma letje’ is there, fantastic place. The creative community. There are halls there that are used for productions, theatre, for things. Very nice. So if they can do this with Hoptille that would be really nice.

And is there a difference between the two sides of Heesterveld?

I don't know it that well. This (the artist block) is the creative community, here you really have to be an artist. Some original residents still live here (the other blocks). It just got a lot of refurbishment, the building itself, it was pastel pink with pastel green, pastel yellow, it didn't look like much. It has been nicely refurbished, the outdoor areas have been nicely refurbished, the space around it has been refurbished enormously. And here too there is a community feeling. If you have a starting business, you can rent a space down here and expand it. Yes, fantastic. I would really like it if they also involve the residents more at Hoptille. The Bijlmer has a history, the Bijlmer is fun, but you also have to make it fun yourself.

6.

This area changed a lot, really in a good way. I don't know how most of the houses look like on the inside but they wanted to demolish it before so I'm sure they had a good reason for it. I do think that Heesterveld is the example on how to get a neighbourhood out of the gutter.

Are there any things that could be done better here?

I believe it can always be done better, but I can't think of anything. I really like it that there are a lot of little companies here now, there is a bed and breakfast and some studio's you can rent as a visitor for example, I think that's very nice!

7.

I immediately recognized this area, the square, “kraampje”(food stall). “Kraampje” has been there for 30 years already, it really became a household name. “Kraampje” still has the same owner as it had 30 years ago as well. It is really a landmark of this

neighbourhood. But this (the street) really is a comfortless street, it's just a road from the office park to the highway, that could've been done better.

How do you think it could have been done better?

Well, maybe with a different strip in the middle of the street (green). Now it looks really comfortless if you're standing up there. But I don't know how important it is that a street like this looks good.

And down at the square, is there anything you would like to change here?

The square is nice, for sports, games, but there is a lot of nuisance from guys that are hanging around there. I would like it if there would be a clubhouse, because now there is too little stuff for the youth. When there are little kids playing here they are being chased away by the big boys, so there should be more supervision. I believe they placed a sports container in this area as well not long ago, but I believe no one is managing it yet. But that's a bit of the problem, people want stuff but they don't want to take responsibility for it.

Would you have any idea on how to get people to take that responsibility?

That's a hard question, I believe there are enough involved inhabitants but often there should be something given in return. This doesn't have to be a financial compensation, but people should get some privileges for taking responsibility.

At Heesterveld you could even live for doing certain work, could it be something like that?

For example, yes! Just be sure to give the people something back for it. The area would benefit from stuff like that if it part of the own management of the neighbourhood.

8.

Do you have any favourite areas on this map?

You can immediately see it, the right side of this map is much greener than the left side. That was the intention of the Bijlmer of course, the big flats with recreational space in between. It didn't work completely so they demolished parts of it and built low-rise apartments, but it will remain the greenest district of Amsterdam.

It seems like you would like to preserve the green, are there other aspects you would like to preserve?

Well, the original Bijlmer inhabitants are scared for gentrification, but I am not at all. The city is changing, The original Surinam inhabitants keep saying that they want the Bijlmer to keep its Surinam identity, which is fine, but the Bijlmer is changing and no longer only a Surinam area. People should be open for change.

There are a lot of businesses surrounding the area as well, but very little people of South-East work at those businesses. I don't like that, because there is a lot of talent here in South-East. There is a project run by the government though, it is called “1.000 banen voor 1.000 bewoners” (1.000 jobs for 1.000 inhabitants). All these jobs are at places like Makro, IKEA, etc.. But that is something I'm still missing a lot, that those businesses don't involve themselves in this part of the city where people live.

Would you have any idea on how to achieve that?

We actually have tried to contact the bank, but it's difficult. I think the government needs to take a role in that, like what's happening with the 1.000 jobs project. But I do believe that those businesses should invest in this area, maybe a company could adopt a playground or something like that, initiatives like that would be really nice.

Questionnaire questions, and more.

What is your age?

I'm 48

How long have you been living here?

In the house that I live in now, 24 years, but I've lived in South-East for 27 years now.

How did you get into the apartment that you're in now?

A bit of inside information, I know someone of the housing corporation that could offer me this place, I've been really lucky with that.

I grew up in Alkmaar and studied in Amsterdam. As soon as I finished my studies I could get a job there so that's how I ended up in Amsterdam in the first place.

What grade would you give Hoptille?

I find that a hard question, I would personally give it an 8 because I like it a lot here. But I do see the flaws, so it probably only deserves a 6.

What grade would you give the entire H-buurt?

A 7, there is room for improvement.

What elements/objects/buildings should be preserved in the neighbourhood?

Hoptille of course, but Heesterveld as well.

And any other specific building maybe?

No, a lot has changed here, but they should add a clubhouse for the youth. That's still missing, not necessarily for small children, but stuff for the youth.

How long have you worked in the “Buurtkamer”?

For 5 years.

What grade would you give the “Buurtkamer”?

A 9, We're very important here. I wouldn't give it a 10 because I think there is always room for improvement but we are dependent on others for that as well.

Do you use the parking garages that are behind us? (at the low-rise side of Hoptille)

Yes, and I am really glad that those are there. They are ugly buildings but I'm happy with them. Hoptille is supposed to be car free but sadly there are still a lot of people that drive through here. Gladly that will change because the government is busy with placing posts that will make it actually car free.

She mentioned the area administrator (gebiedsbeheerder) of the H-buurt: Paul Chin, p.chin@amsterdam.nl he is very involved with the people living in the area.

She also told us about an initiative for volunteer work: Makkie, this is a kind of money that you can earn by doing volunteer work that can be exchanged at specific locations. The Albert Heijn gives products that are almost over date to a little store that sells them for Makkies.

Interview Wijkagent

1. HO_3_1_JuMc

Eddo Neijenhuis - Community Police Officer
(perspective of safety)

- 1. What is your age?**
Question not asked, approximately 55 years old.
- 2. Where do you live?**
Hoofddorp, close by Schiphol
- 3. For how long do you work in H-Buurt?**
I have been working in the H-Buurt for 1 year, before H-Buurt I worked as a community police officer in the ‘Arena area’ on the other side of the railway track.
- 4. What was your first impression of the H-Buurt?**
I had mixed feelings about the H-Buurt. I think Hoptille is a very bad location in terms of buildings. Other apartment buildings in the H-neighbourhood are much better, these have more greenery. An example of this are the Rochdale's high-rise flats, they are large and good. I wonder how an architect could have built Hoptille the way they did it. It looks like an American ghetto. Several things go wrong in Hoptille: first of all, the house numbering is incorrect, there is no logic. Secondly, the stairs have entrances to both left and right, completely illogical. It looks like some kind of barracks. Hoptille is a very distinct neighbourhood, unlike other areas no one is complaining about music nuisance. Residents of Hoptille are ex-prisoners and people who live by supervision. There is no (or just one family) in this neighbourhood that can be described as a normal Dutch family, so someone who I could meet in Hoofddorp. A positive point about Hoptille are the spacious apartments.
- 5. Did you choose yourself to work in H-Buurt, if so, why?**
We had to switch districts. I previously worked in the ‘Arena area’, it was nice to work there because I had a lot of influence

on people's safety. The H-Buurt is adjacent to the arena area, which I know very well, hence the choice to choose this area.

In the H-Buurt we have consultation hours, these work very well. If people need help, they can come to this one spot which is very positive. In this building (Hoptille 183) people can find all types of help offered by several social teams. This spot also serves as a community centre. They also organize a lot here. Creating more cohesion which is essential for a sense of security. People living in Hoptille are completely pleased. The relationship between resident and police officer is good.

- 6. What do you come across as a community police officer in H-Buurt?**
I encounter many problems in the social field in the H-Buurt. Lots of people who live by supervision, home visits with health care, nuisance of people or neighbour quarrels.

When I started working in H-Buurt there was a shooting between young people. Some friends were having a fight about 50 euro's, one of them died. Another shooting during the time was about narcotics. There is a lot of violence between young people, gun possession is high among young people. Since I started working here, I have not experienced any shooting incidents.

The H-Buurt used to be a problem area. Buildings in particular have an impact on crime. There used to be a parking garage between Hoptille and Bijlmerplein, it was full of young people and there was a lot of crime. The parking garage has been removed and the complaints were gone. The district has been greatly improved. Heesterveld has become colourful, artists came here to live. The feeling in H-Buurt is much better than it used to be.
- 7. How would you rate the H-Buurt?**
I would rate the H-Buurt with a 7 out of 10; sufficient. The Rochdale's flats are very good. 'Hooghoort' was often used by junkies to sleep, to avoid this, hinges have been

turned so that they could no longer kick in the door. In some flats, flat-masters have also been appointed, who check the flat in the evening and walk around to make sure everything is in order. It makes a big difference which housing association you have. Everyone has a living manager who you can address.
The ‘Arena area’ scores almost a 9 out of 10. It is a very beautiful area and generates a lot of money. This is partly due to the many events (afas). The area is very good for Amsterdam. The lack of houses, forests and lakes is the reason that the Arena area does not score 10.

- 8. Which elements/objects / buildings must be preserved in your neighbourhood?**
The original idea of having a lot of greenery on ground level and cars driving on an elevated deck must be preserved. This makes the area save for both pedestrians and cyclists, there is no danger caused by cars. It results in a liveable space.

Secondly, it is good if people get involved in the H-Buurt. The means of realizing owner-occupied housing is a good way to achieve this. Flat Kleiburg used to be only rental apartments, now these have become cheap owner-occupied apartments. For safety this is fantastic because people have contact with each other and are involved with their own apartment and apartment block / flat. A less good example can be found at Haardstee, the housing cooperation wants to get rid of it. Apartments are sold for a low price and are directly rented out by the sellers. These new owners are not involved with the neighbourhood. In my opinion, the Municipality should obligate people to live in the apartments which they buy.
- 9. What sets the H-Buurt apart compared to other locations in Amsterdam**
The different nationalities that live here, the large amount of social housing, people with mental disorders and ex-prisoners. No standard/average Dutch family lives here.
- 10. Do people feel unsafe in the H-Buurt?**
Outsiders do not feel safe here, it is still the Bijlmer. When you get off the train people

can approach you at the train station and speak to you. It is certainly different from Almere and Delft.

- 11. What could be the side-effects for the current/ original residents of the H-Buurt with the current and upcoming transformation?**
The H-Buurt is transforming a lot with the new park with villas. The houses are large. If you don't have an income, it is difficult to live anywhere. You get a difference between people with low and high income.
- Photo set:**
We conducted the interview digitally via a WhatsApp videocall. The photos of the area were sent both by email and via WhatsApp, unfortunately Eddo Neijenhuis did not use the photo set because he is very familiar with the area and didn't need to see them
- 1. What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
+ The connection with arena area is very good. The shopping area is connected to the ‘Arena area which seamlessly flows into Amsterdamse Poort’. The catering area is very lively in summer. There are a few cosy cafés and restaurants. The square where people can sit is quite successful.
= There are plans to renovate the vacant Zandkasteel into housing, it remains to be seen how this will turn out.
= The type of shops is important for the neighbourhood, small shops have more supervision of the public space, large chain stores have less.
 - 2. What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
- I wouldn't want to live there myself, it is a lot of social housing. It doesn't really appeal to me; I prefer to live in a flat in Hoptille.
 - 3. What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
+ I prefer the front more than the backside, there is more activity by people.

- Unclear house numbering, messy design of porches, dark corners, many doors in corners, inside of the building, unsafe around the building
- 4. **What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
= Equal to number 3
- Untidy, poorly maintained gardens
- 5. **What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
+ Coloured buildings (right side), café ‘Oma letje’
- Red- Blue and Yellow buildings (left side), unclear house numbering, courtyards, little overview, no companies/businesses
- 6. **What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
= Equal to number 5
- 7. **What positive and what negative elements do you notice in this picture? And why do you rate these elements as positive or negative?**
+ Playground and basketball field are very good because it serves as a social meeting place for both young and old. The parking garage will be removed in the near future, the location is transforming into a better place.
= Underneath the tunnel used to be the hangout spot for a criminal group (not anymore).
- 8. **What is your favourite spot in the H-Buurt?**
My favourite location is the coloured part of Heesterveld (right side). It looks friendly, it is located close to the station, the Ikea is close by; overall a good location.

Interview Bouduain

Interview Bouduain Knaapen, Liveability researcher (Leefbaarheidsonderzoeker) and resident at Bijlmer, via telephone by Sophie on Friday 9th of October 2020 at 14:00.

Offered to give a lecture about his research on Hoptille and Bijlmerplein.
Short summary on user perspective:

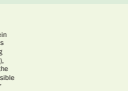
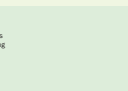
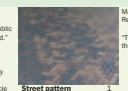
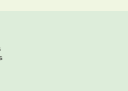
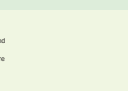
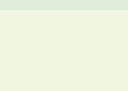
The H-Buurt has 183 cultures. The Bijlmer area is considered to be a social and interactive area with development potentials. There are still Bijlmerbelievers living in the Bijlmer. They strongly believe in the green and social small community within a big city.

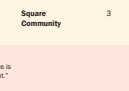
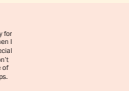
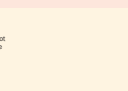
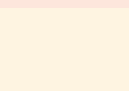
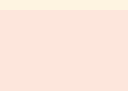
Hoptille was build in the 1980’s. From the beginning it had an unsafe reputation. In the first month there was already a shooting.
The building is improved over the years and people feel more safe now. This is also due to the ban of the ‘famous’ gang “Hoppieboys”.
The building now is of very poor quality, heat leaks and problems with mold but the people that live there are positive.
It is social housing and the people that live there are mostly poor, they come short about 26 euros a month each month.
The stairs in front of the building are not safe. Inside the building there is often a bad smell.

Bijlmerplein is made of 6 residential clusters that are build on top of a shopping area. During the day people feel fine but during the night there is a lot of crime happening on the squares/allies and corners. Residents don’t like to be outside after dark for this reason. Only 1 of the clusters is behind a gate. Residents that live there feel safer and there are less problems reported.

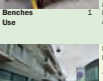
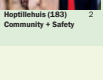
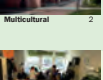
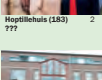
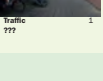
Asked if he was willing to fill in the questionnaire online. He will do that.

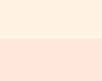
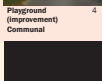
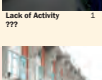
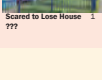
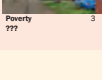
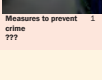
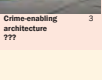
MATRICES / positive/negative

BIJLMERPLEIN	Ecological	Social	Economical	Aesthetical	Historical	Political
Nature	 Appreciation of greenery Safety 2 Female, age 40-59, resident Bijlmerplein "They think the houses on the canal deck look good. Both greenery and the playground contribute to this. It ensures a healthy and safe environment for children."	 Park Use 3 Male, age 60+, resident Bijlmerplein "He also mentioned other good things he liked, for example: the metro and railway station and the park nearby."	 Presence of greenery + trees Urban 6 Male, age 20-39, resident Hoptille "He likes the placement of Hoptille near the canal and the shops at Bijlmerplein as well as the green in the area"			
Built environment, Material				 Patterns Materiality 1 Female, age 0-15, resident Heesterdeld, "I like the patterns on the street."		
Built environment, Building				 Zandkasteel Architectural 2 Female, age 20-39, resident Heesterdeld, "I really like the Sandcastle building. This is redesigned as housing and I think that that is very good! Like that it also has shells on the roof like real sand castles."		
Built environment, Urban		 Neighbourhood Community 3 Male & Female, age 20-39, resident Bijlmerplein, "My family and friends live in the neighbourhood and they describe the Bijlmerplein as always getting cosy/nice atmosphere"		 City Urban 2 Male, age 20-39, resident Heesterdeld, "Bijlmerplein is really city like, I think it really is a beautiful place and a nice place to stay."		
Built environment, Public space	 Benches Identity 9 Female, age 0-15, resident Hoptille "She describes Bijlmerplein as a pleasant place, this is due to the middle building (the new shopping centre), the children stand and the benches that make it possible to sit in the public space."	 Playground Use 6 Female, worker "It looks nice, it looks like a clean space and it has a clear layout, it's good that there is a place for children to play"				
Amenities	 Events Community 1 Female, age 40-59, Resident Bijlmerplein "The municipality organizes various events to make the area pleasant, both as a fair and activities for children."	 Obelisk stand Use 3 Female, age 0-15, Resident Hoptille "I am all for a small ecological footprint and the Market has a B&B footprint, there is so much sold that is not wanted."	 Diversity of shops Use 10 Female, age 40-59, Resident Bijlmerplein "She describes Bijlmerplein as a pleasant place, this is due to the middle building (the new shopping centre), the children stand and the benches that make it possible to sit in the public space."	 Events Community 1 Male, age 40-59, Community police officer "The shopping area is connected to the Arena area which businesses flow into Amsterdamse Poort. The catering area is very busy in summer. There are a few city cafes and restaurants. The square where people can sit is quite successful."	 Diversity of shops Use 10 Female, age 40-59, Resident Bijlmerplein "She said the best thing is that you can get everything there."	
Infrastructure		 Accessibility: walk, bike and public transport Use 1 Male, age 20-39, Worker "The connection to the public transport is also very good."	 Street patterns Materiality 1 Male, age 0-15, Resident Bijlmerplein "This area is quite nice, I like the patterns on the street."			
		 Car-free zone and public transport Use 2 Male, age 20-39, Worker "The connection to the public transport is also very good."				
Social, Tangible	 Collective meeting space 3 ??? resident Bijlmerplein "Bijlmerplein is used by many people as a collective meeting place. The benches help to achieve this."	 Shopping Use 5 ??? resident Heesterdeld "This is really our shopping centre, where we often go. I come here for anything but daily shopping."				
Social, Intangible	 Multicultural 3 ??? Worker Bijlmerplein "I chose to work here because of the cultural diversity in the area."	 Activities 2 ??? resident Heesterdeld "The square is spacious because of which there is a lot of space for activities in the area."	 Events 1 ??? resident Bijlmerplein "The municipality organizes various events to make the area pleasant, such as a fair and activities for children"			
Safety	 Gated community 1 ??? Local history researcher "One of the clusters is behind a gate. Residents that live there feel safer and there are less problems reported."	 Safety 1 ??? resident Heesterdeld "This is a clean and safe area."	 Improved station area 1 ??? resident Bijlmerplein "Near the station I used to be a safety place but this has now been improved."			
Economy						

BIJLMERPLEIN	Ecological	Social	Economical	Aesthetical	Historical	Political
Nature	 Lack of trees Environmental 4 Female, age 60+ resident Bijlmerplein, "There is a lot of stone / brick in this area and not a lot of greenery. It is very gray. A coffee house / cafe, a place to meet would be good to add. The area is very secluded from other areas"	 Lack of greenery Community 14 Female, age 60+ resident Bijlmerplein, "There is a lot of stone / brick in this area and not a lot of greenery. It is very gray. A coffee house / cafe, a place to meet would be good to add. The area is very secluded from other areas"		 Lack of greenery Urban 14 Female, age 60+ resident Bijlmerplein, "There is a lot of stone / brick in this area and not a lot of greenery. It is very gray. A coffee house / cafe, a place to meet would be good to add. The area is very secluded from other areas"		
Built environment, Material	 Stone Environmental 4 Male, age 20-39, resident Heesterdeld, "A lot of stone, which is negative because the water does not drain well."			 Bricks Materiality 3 Female, age 60+ resident Bijlmerplein, "There is a lot of stone / brick in this area and not a lot of greenery. It is very gray. A coffee house / cafe, a place to meet would be good to add. The area is very secluded from other areas"		
Built environment, Building			 Vacancy No use 8 age 20-39 resident Heesterdeld, "Vacancy in the stores, creates an unpleasant feeling"	 Architecture Architectural 1 Female, age 60+ resident Hoptille, "This place looks terrible, it needs much more green and I don't like the architecture here."		
Built environment, Urban		 Square Community 3 Female, age 60+ resident South-East Amsterdam, "The square layout is too wide, it's not getting cosy/nice atmosphere"		 Elevated decks Architectural 2 Male, age 20-39, resident Bijlmerplein, "Scaffolds and tiles are put on the streets. The residents don't put their bikes in their storage boxes or in their homes, because it is hard to take the bikes up the stairs to the elevated areas."		
Built environment, Public space	 Garbage Environmental 2 Male, resident, age 0-19 "He also noticed that there is a lot of waste on the street."			 Lack of greenery Urban 2 Male, worker, age 40-59 "It is very dry and boring. There is no green but a lot of concrete. The playground is not attractive."		
Amenities	 Footprint Market Environmental 1 Male, age 20-39, Resident Heesterdeld "I am all for a small ecological footprint and the Market has a B&B footprint, there is so much sold that is not wanted."	 Enteries Community 2 Male, age 20-39, Resident Bijlmerplein "They should add a nice restaurant or something."	 Vacancy 5 Female, age +60, Outdoor living in Alcouda "She has seen the area change over the years. Especially in recent years the area has deteriorated considerably. This is due to the increasing vacancy: many shops are disappearing while she visits the Bijmer shopping district for the large variety of shops."	 Obelisk stand Urban 1 Male, age 20-39, Resident Bijlmerplein, "I don't like the 'obelisk' stand in the middle of the square. They should just rent a storehouse, instead of building a stand there each year."		
Infrastructure	 Lack of diversity amenities Use 2 Male, age 20-39, Resident Heesterdeld "I like to shop here but only for the main street shops, when I need something more special I go to the city centre. I don't come often. Also because of the prices, expensive shops."			 Missing an Amsterdam-like feeling Architectural & Urban 1 Male, age 20-39, Worker "He would like to see some changes, for example: Having more of the Amsterdam-like feeling at Bijlmerplein. Being able to walk around canals and past the typical row houses for example."		
				 Dirty streets Urban 1 Female, age 20-39, worker "But thinks the streets are too dirty, it would be better if it were clean."		
Social, Tangible	 Lack of Playgrounds 2 ??? resident Bijlmerplein "There are only buildings and pavement, there are no places for kids to play."	 Lack of Meeting places 1 ??? resident Bijlmerplein "It would be good to add a cafe, a place to meet."				
Social, Intangible	 Bogging Drifters 1 ??? resident Bijlmerplein "The drifters begging for money bother you while shopping. This makes the shopping visits less pleasant."	 Lack of Business diversity 1 ??? resident Bijlmerplein "These spaces are all clothing stores, they should add a nice restaurant or something."				
Safety	 Unsafe feeling at night 2 ??? healthily researcher "During the night there is a lot of crime. Residents don't like to be outside after dark for this reason."	 Enforcement 3 ??? resident Bijlmerplein "The only way to fight social insecurity is to make sure there is more enforcement, especially at the parking areas."	 Substance abuse 2 ??? resident Heesterdeld "At night you see that people are dealing on the street. I don't think that's a problem, as long as they leave me alone."			
Economy	 Lack of People with high income 1 ??? resident Bijlmerplein "I would like to see more of a mix of people living here, more young people or students or people with higher income"	 Lack of Government investment 1 ??? resident Bijlmerplein "It would be best if the government would invest in new housing."				

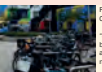
MATRICES / positive/negative

HOPTILLE	Ecological	Social	Economical	Aesthetical	Historical	Political
Nature	 Male, age 40-59, resident Hoptille "Hoptille is open, there is little crime and a lot of greenery" 9		 Female, age 40-59, resident Hoptille "I have a garden and balcony. Outside of a house, I don't want to leave at all. Because the dogs and a garden, it's quite a pleasant and nice neighborhood." 5	 Female, age 20-39, outsider "She was also a bit more positive about the rear. The rear side building has a nice appearance and looks neat. Second, there is a lot of grass." 2		
			 Female, age 40-59, resident Hoptille "I do have a very nice house and the neighborhood is very beautiful. The shopping center is around the corner, you have highway, you have the park around the corner, you have the arena area around the corner." 2			
Built environment, Material	 Female, age 40-59 & 0-19, residents next to Heesterwiel. "There used to be grass in front of the mid-rise building but there would be a lot of rats walking around in the grass, now they just paved it with stone and it is much cleaner now." 1					
Built environment, Building		 Male, age 20-39, resident Heesterwiel. "I like this area, the lowrise buildings look like they're good for families" 7	 Male, age 40-59, community police officer H-buurt. "A positive point about Hoptille are the spacious apartments." 3	 Male, age 20-39, resident Heesterwiel. "The high-rise building is very typical for the Bijlmer" 4		
Built environment, Urban	 Female, age 40-59 & 0-19, residents next to Heesterwiel. "The courtyard feels like the backyard of the Hoptille midrise building" 1					
Built environment, Public space	 Male, age 20-39, worker "The government cleaner told us that the streets are clean in this area compared to the areas surrounding it. There are garbage bins and people use them." 2		 Female, age 40-59, worker "One of the few physical aspects they mention is the little square in front of De Handreiking, which they like. However, they add that they like it because of the interventions on the square by De Handreiking, which include adding colourful benches." 1	 Male, age 20-39, resident Heesterwiel "I like the artworks on the elevations, and the high-rise building is very typical for the Bijlmer." 7		
Amenities		 Female, age 20-39, resident Heesterwiel "The Buurtsamen is very good for the people, it has a social function and people feel more interaction with the area. It helped with the development of Hoptille." 5	 Male, age 40-59, resident Hoptille "However far from the supermarket of Hoptille near the centre and the shops at Bijlmerplein is well into the green in the area." 6			
		 Male, age 20-39, Community Police Officer "If people need help, they can come to this one spot which is very positive. People can find all types of help offered by several social teams. It also serves as a community centre, they organise a lot here. Creating more cohesion which is essential for a sense of security." 2				
Infrastructure			 Female, age 20-39, resident Heesterwiel "The bicycle path separated from the service road is positive, causes less traffic accidents." 1			
			 Female, age 40-59, visitor "This morning was walking along the backside of the Hoptille apartment building on her way back from the shops at Bijlmerplein. She was the first that there is no other traffic in this area, which is why she takes this specific route." 1			
Social, Tangible	 ??? Worker Hoptille "I have a waiting list of people who want to participate. There is also talk of starting a second vegetable garden." 5	 ??? Resident Heesterwiel "The Buurtsamen is very good for the people, it has a social function and people feel more interaction with the area." 4				
Social, Intangible		 ??? Worker Hoptille "The aspect that sets the H-buurt apart is the multiculturalism, which allows people to be who they want to be." 2	 Male, age 40-59, Community Police Officer "In the H-buurt we have consultation hours, these work very well. If people need help, they can come to this one spot." 2			
Safety		 Male, age 40-59, Community Police Officer "This community centre organises a lot of activities here. Creating more cohesion which is essential for a sense of security." 1	 ??? Worker Hoptille "They have changed the entrances, they made them more glass, so you can see from the street what is happening inside." 2	 ??? Resident Heesterwiel "The bicycle path separated from the service road causes less traffic accidents." 1		
Economy						

HOPTILLE	Ecological	Social	Economical	Aesthetical	Historical	Political
Nature	 Male, age 60+, outsider "He thought that this side of the mid-rise building looks better than the front side. But he also said that he wouldn't want to live here since there is not enough green. He misses a nice bench as a meeting place to talk and interact with people. It looks unpleasant to him. "They should plant some more trees as well." 3		 Female, age 20-39, resident Hoptille "And the useless green spaces must also be used. So, turn it into a town square or small residential blocks, but the greenery is just useless. So, don't preserve the green, because there is enough green. There are just useless grassy areas there, just do something with it." 3	 Male, age 40-59, resident Hoptille "At the rear, both the gardens and the public outdoor space are poorly maintained. The balconies are full of rubbish from the residents. This ensures an neglected backside of Hoptille." 4		
Built environment, Material				 Male, age 40-59, residents Hoptille. "The public space could be improved. The tiles are old, poor lighting, every garden has a fence and this fence is not used while it needs to be maintained." 1		
Built environment, Building	 Female, age 60+, resident Hoptille. "The lowrise building, where I live, is hot in summer because of the flat roof." 1	 Female, age 60+, resident Hoptille. "This building (steigra Hoptille) is a terrible. There are a lot of leaks and issues with noise. If someone plays music on the top floor you can listen to that music on the ground floor." 3	 Male, age 20-39, pastor H-buurt. "This building (midrise Hoptille) should be demolished. It is very ugly. It's the worst building in the area. This building is not beautiful. It seems like just putting all the elements together like an animal farm. It's very hard to bring a big shopping bag upstairs." 11	 Female, age 20-39, resident Heesterwiel. "The midrise building of Hoptille has funny layouts, because they have combined parts of three houses and we know someone, for example, who then has the kitchen in the attic and then the bedroom downstairs. It's a mess, it's really a mess." 2		
				 Male, age 40-59, residents Hoptille. "The low-rise has two negative aspects. First, the houses are boring. Second, the gangs of these residences make it possible to escape from the police by climbing on them." 5		
Built environment, Urban				 Male, age 40-59, resident Hoptille. "At the rear, both the gardens and the public outdoor space are poorly maintained. The balconies are full of rubbish from the residents. This ensures an neglected backside of Hoptille." 2		
Built environment, Public space	 Male, age 20-39, resident Heesterwiel "Garbage bins that are never emptied and are therefore stuffed." 9	 Female, age 20-39, outsider "After looking around for a little she states that the only thing she would change is to add a playground, as she couldn't see a place for children to play." 4	 Male, age 20-39, resident Bijlmerplein "He thinks that the stairs at Hoptille are very important, because the houses are not accessible for the elderly. In his opinion they should just add elevators to the building." 6	 Female, age 20-39, worker "She doesn't like the Hoptille apartment building. She doesn't like its architecture, in particular the stairs in front of it. The columns, some entrances that are tucked away in corners." 3		
Amenities		 Male, age 40-59, Resident Hoptille "Heesterwiel was also a reason to appoint to have both a community centre and a music centre." 1				
Infrastructure			 Male, age 40-59, Resident Hoptille Bicycle path and service road are a bit double 1			
			 Male, age 40-59, Resident Hoptille "He has difficulty walking, so he likes to park his car in front of the door especially when he has gone shopping and has to go to the groceries from his car home. The legal parking spots area 12-minute walk, a good solution is temporary parking places for residents." 1			
Social, Tangible		 ??? Visitor "I miss a nice bench as a meeting place to interact with people" 2	 ??? Resident Hoptille "There is little to do in the area, which makes Hoptille boring." 1			
Social, Intangible		 ??? Worker Hoptille "There is a lot of loneliness. In such a flat you can disappear completely into solitude." 2	 ??? Resident Hoptille "If they transform the building, it will probably not be social housing anymore. I cannot afford a more expensive home." 1			
Safety		 Male, age 40-59, Community Police Officer "It's a nice neighbourhood, just every now and then there is a shooting", "volunteer at the Handreiking" 5	 Male, age 40-59, Community Police Officer "Some residents of Hoptille are ex-prisoners and people who live under supervision" 1			
Economy		 ??? Livability researcher "It is social housing and the people that live there are mostly poor. They come about 25 euros a month each month. Livability researcher" 3	 ??? Worker Hoptille "Unfortunately the trees in this area were cut as a measurement for preventing crimes. That is really a pity." 1	 ??? Resident Hoptille "The garages of the houses make it possible to escape from the police by climbing on them." 3		

MATRICES / positive/negative

HEESTERVELD	Ecological	Social	Economical	Aesthetical	Historical	Political
Nature	 Female, age 20-39, resident Heesterfeld "I am really happy with the greenspace we have on this side. If you look out here, you immediately have water and you have all kinds of crops, all kinds of ducks, birds, and I am very happy that we live here next to the water." Greenspace Environmental 4	 Female, age 20-39, resident Heesterfeld "With neighborhood parties, but also with a green team, for example. So with the team we maintain the flower beds twice a year. It is not often, but in the spring and also in the summer we meet with a group of residents and then we do a little pruning or plant some plants." Greenspace Community 4		 Male, age 20-39, resident Heesterfeld "He likes the circular planters and trees that were added to bring nature into the courtyard. He also likes how the bike rack is designed into the courtyard. The small square with all the balconies where people are sitting outside in summer gives a small village feeling" Planters Urban 2		
				 Female, age 20-39, resident Heesterfeld "My favourite spot is our own house, that is located near a water." Water Urban 3		
Built environment, Material				 Female, age 20-39, outsider "She likes the use of colour on the buildings, especially the creative community block." Colour Architectural 15		
Built environment, Building			Female, age 20-39, resident Heesterfeld, "I live here together with my boyfriend because it's a big and cheap house." Cheap housing Use 2	Male, age 20-39, resident Heesterfeld, "I think that this is a beautiful part of Amsterdam. I enjoy the graffiti, and the artworks here." Creative community Materiality 8		
				Male, age 20-39, government cleaner Hsourt, "These are the container houses that were upgraded, they were before." Container houses Urban 2		
Built environment, Urban		Male, age 20-39, resident Heesterfeld, "The small square with all the balconies where people are sitting outside in summer gives a small village feeling" Small squares Community 1		age 40-59, Owners Oma large Heesterfeld, "Moreover, the whole Bijlmer is becoming well, it is getting closer and closer to the ideal image as it was created 50 years ago." Concept and entity of Bijlmer Urban 2		
Built environment, Public space						
Amenities	 Female, age 40-59, Worker Hsourt "Good 'Oma large' is there, fantastic place." Cafe Oma large Community 3		 Female, age 40-59, Worker Hsourt "I really like it that there are a lot of little companies here now, there is a bar and breakfast and some studio's you can rent as a studio for example, I think that's very nice" Small Businesses Use 2		 Male, age 20-39, Resident Heesterfeld "Ymere currently offers artists a place: the creative community, with which he is very pleased" Ymere Community 1	
	 Male, age 40-59, Worker Heesterfeld "The reason to settle here is because the neighbourhood is on the move. Heesterfeld has a nice mix of people, including the creative sector." Creative Community Community 3					
Infrastructure			 Male, age 60+, Resident Heesterfeld "There is a good metro connection with the rest of Amsterdam, which he likes to use. Within 25 to 30 minutes you are in the centre of Amsterdam" Metro station Use 2			
			 Female, age 20-39, resident Heesterfeld "The bicycle path separated from the service road is positive, causes less traffic accidents." Double road Use 2			
Social, Tangible	 ??? Worker Heesterfeld "There is a gardening project on the side of the colourful Heesterfeld block." Gardening project 2		 ??? Worker Hsourt "If you have a starting business, you can rent a space down here and expand it." Small businesses 1			
Social, Intangible		 ??? resident Hsourt "I don't like the colours of Heesterfeld, but it represents the multiculturalism of the area. Therefore it is okay." Multicultural 1				
Safety	 ??? Worker Heesterfeld "There is no nuisance of crime in Heesterfeld due to social control, which distinguishes it from other parts of Amsterdam." Social control 1		 ??? Worker Heesterfeld "The neighbourhood has improved in the last 20 years. The galleries have been closed, resulting in fewer burglaries." Decline in burglaries 1		 ??? resident Heesterfeld "You have a kind of communal space in the artist block, so neighborhood parties are often organized there" Communal spaces 4	
Economy						

HEESTERVELD	Ecological	Social	Economical	Aesthetical	Historical	Political
Nature	 Male, age 40-59, worker "The garbage is poorly arranged, which means that the neighbourhood suffers from rat nuisance." Rat nuisance Environmental 1		 Male, age 20-39, worker "I like this part a lot but they should make it more like a garden and add more greenery. If they take the trees away it would look more organized." Park Use 2	 Female, age 60+, resident Hsourt "They have some green but it's not enough" When saying this she pointed out the tile flooring. "It's all stone. It needs to be way more green than that." Lack of greenery Urban 7		
Built environment, Material	Female, age 60+, resident Hsourt, "Look at the ground, it's all stone, it needs to be way more green than that." Stone Environmental 3			 Female, age 40-59, worker "I don't really like all the colours so much, and too much of the area is made of stone." Colour Architectural 5		
Built environment, Building			Male, age 20-39, resident Heesterfeld, "Houses have also been withdrawn from the housing stock to make a business incubator" Small businesses Use 3			
Built environment, Urban			Male, age 40-59, community place Hsourt, "These blocks have unclear house numbering, courtyards, little courtyards and no companies/businesses" Red, blue and yellow blocks Use 2			
Built environment, Public space	 Male, age 40-59, worker "The garbage is poorly arranged, which means that the neighbourhood suffers from rat nuisance." Garbage Environmental 4		 Male, age 20-39, resident Heesterfeld "It is a long walk to the recycling bin. We have stopped recycling plastics, because the nearest plastic bin is at the end of Hsourt. So you have to walk for about five minutes." Garbage bins Use 6			
Amenities			 Male, age 20-39, Resident Heesterfeld "The only eateries are missing in Heesterfeld." Female, age 20-39, Resident Heesterfeld "You cannot party in the neighbourhood, you have to go to the city centre for that. Only shady café places with, for instance, only older men." Missing eateries Community 2		 Male, age 20-39, Resident Heesterfeld "He feels that there will be more and more influence on the neighbourhood, which will lead to major changes in the future. Is it possible to maintain the creative community with affordable housing?" Ymere Strategy 1	
Infrastructure				 Female, age 20-39, Outsider "She does not like the bicycles on the roads, there are too many of them and it is not structured." Bicycles Urban 8		
				 Male, age 40-59, resident Hsourt "He there are several attributes that he considers negative, these are the neglected flats and the neglected parking garage." Parking garage Architecture 5		
Social, Tangible						
Social, Intangible			 ??? resident Heesterfeld "The blue block recently had one apartment transformed into a meeting room, that is not being used" Vacancy businesses space 1			
Safety					 ??? resident Heesterfeld "This house has 95 square meters. So I think it's a shame that they don't give priority to families to rent these houses." Lack of Priority Arrangement housing 1	
Economy						

VALUE MATRIX / photo 1

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE							
SURROUNDINGS							
STUFF							
SURFACE							
AMENITIES							
SCALE							
TYPOLOGY							
SPACE							
STORY							
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

- High value
- Medium value
- Low value

VALUE MATRIX / photo 2

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	 MANY RATS	 SECLUDED FROM OTHER AREAS	 MINIMALISTICALLY DESIGNED	 PLAYGROUND IS THE ONLY POSITIVE THING			
SURROUNDINGS	 LACK OF GREENERY	 PLANTERS TO BREAK UP SQUARE		 LOOKS NICE CLEAN SPACE CLEAR LAYOUT			
STUFF		 NUISANCE FROM YOUTH		 VERY DARK AT NIGHT			
SURFACE	 NOT A LOT OF GREEN			 TOO HARDENED STONE AND CONCRETE			
AMENITIES		 PLAYGROUND					
SCALE	 LACK OF GREENERY	 LOOKS DESERTED		 AREA DESIGNED BY DESIGNER			
TYPOLOGY		 I DON'T KNOW THIS PLACE		 INNER STREET			
SPACE		 UNSAFE FEELING		 A LOT OF CONCRETE NO GREEN			
STORY		 LOVELY MEMORIES					
SOCIAL		 LACK OF RESPONSIBILITY					
SERVICES							
VISION							
ATMOSPHERE				 COURTYARD FEELING			
PAST/PRESENT/FUTURE		 RENOVATED AND NEW					

High value

Medium value

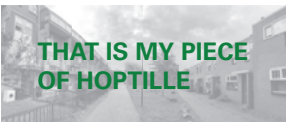
Low value

VALUE MATRIX / photo 3

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	 HOMOGENIOUS GREEN	 LACK OF SOCIAL INTERACTION UPPER LEVELS		 OPEN AREA		 CLEAN STREETS A LOT OF AREA MAINTAINANCE	
SURROUNDINGS	 LACK OF DIVERSITY IN GREENERY	 NICE NEIGHBOURHOOD					
STUFF		 BADLY ACCESSIBLE		 BEAUTIFULL MURALS BUILDINGS			
SURFACE		 POORLY MAINTAINED					
AMENITIES							
SCALE		 BORING AREA					
TYPOLOGY		 ENOUGH SPACE		 BUILDING SHAPES			
SPACE		 RESIDENTS POSITIVE VISITORS NEGATIVE					
STORY		 GHETTO BAD REPUTATION		 DEMOLISH			
SOCIAL				 BUILDING IS A MAZE INSIDE			
SERVICES							
VISION							
ATMOSPHERE		 CRIMINAL ACTIVITIES BAD SMELL					
PAST/PRESENT/FUTURE							

- High value
- Medium value
- Low value

VALUE MATRIX / photo 4

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	 HOMOGENOUS GREEN	 PERSONAL STUFF IN GARDENS/BALCONIES	 SOCIAL HOUSING GHETTO	 NOT BEAUTIFULL IT IS COLORFULL			
SURROUNDINGS	 LACK OF GREENERY	 UNTIDY POORLY MAINTAINED GARDENS		 STRAIGHT LINES			
STUFF	 GREEN NOT FUNCTIONAL	 PRIVATE GARDENS MISSING A BENCH		 MESSY GARDENS GARBAGE			
SURFACE				 POORLY MAINTAINED BUILDINGS			
AMENITIES				 GOOD CYCLEPATH SHOPPING CLOSE			
SCALE		 QUIET		 NOT IMPORVED AFTER LAST RENOVATION			
TYPOLOGY		 SOCIAL HOUSING WITH UNCLEAR HOUSE NUMBERING	 LACK OF PARKING SPACE	 MESSY PORCHES		 EASILY FINED BY POLICE	
SPACE		 NICE PLACE TO PLAY NOT MUCH CRIME		 LOOKS GEZELLIG			
STORY		 THAT IS MY PIECE OF HOPTILLE	 THEFT				
SOCIAL							
SERVICES							
VISION							
ATMOSPHERE		 FRIENDLY ATHMOSPHERE		 DARK CORNERS UNSAFE FEELING			
PAST/PRESENT/FUTURE							

- High value
- Medium value
- Low value

VALUE MATRIX / photo 5

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE		LITTLE OVERVIEW RENOVATED		CHARACTERISTIC BUILDINGS NO DEMOLISHING			
SURROUNDINGS	LACK OF GREENERY	CREATIVE COMMUNITY		OPEN SPACES ATTRACTIVE NEIGHBOURHOOD			
STUFF		GARBAGE ON THE STREET		GARBAGE BINS NOT CLOSE ENOUGH			
SURFACE		COLORS ON BUILDINGS TO IDENTIFY RESIDENTS		COLOURFUL AESTHETICAL INCOHERENCE			
AMENITIES		OFFICES BRING LIVELINESS					
SCALE							
TYPOLOGY				BICYCLE PATH SEPARATED			
SPACE							
STORY							
SOCIAL				BUILDINGS IMPROVE ATMOSPHERE			
SERVICES							
VISION							
ATMOSPHERE				THE COLORS MAKE ME HAPPY			
PAST/PRESENT/FUTURE							

High value

Medium value

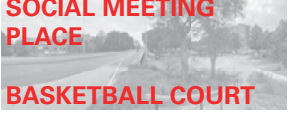
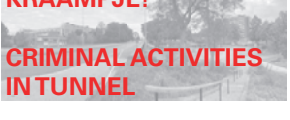
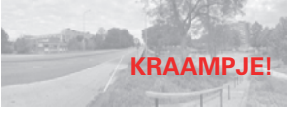
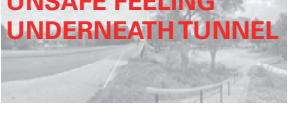
Low value

VALUE MATRIX / photo 6

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE		 SOCIAL AREA LIVELY GEZELLIG		 NICE COURTYARD			
SURROUNDINGS	 LACK OF GREENERY	 COZY SPACES		 BORING STREETTILES TO MUCH PAVEMENT			
STUFF		 BETTER BIKEPARKING NEEDED					
SURFACE		 COLOURFULL GRAFFITI BUSY BUT NICE		 COLOURFUL TYPICAL HEESTERVELD			
AMENITIES			 INCREASE IN CREATIVE COMPAGNIES				
SCALE							
TYPOLOGY		 OMA IETJE					
SPACE							
STORY							
SOCIAL				 IDENTIFIABLE BECAUSE OF COLOURS			
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

- High value
- Medium value
- Low value

VALUE MATRIX / photo 7

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	 NEEDS WATER FEATURE	 BADLY ACCESSIBLE	 ROAD ONLY FOR CARS	 GREY AND UGLY OPEN SPACE		 CAMERA SURVAILLANCE NEEDED	
SURROUNDINGS	 LACK OF QUALITY GREENERY	 ROADS ARE SEPORATED		 BUSY ROAD BAD QUALITY FOOTPATHS			
STUFF		 SOCIAL MEETING PLACE BASKETBALL COURT		 AREA ALWAYS MESSY			
SURFACE				 HARD MATERIALS			
AMENITIES		 KRAAMPJE! CRIMINAL ACTIVITIES IN TUNNEL					
SCALE							
TYPOLOGY							
SPACE							
STORY		 KRAAMPJE!					
SOCIAL		 UNSAFE FEELING UNDERNEATH TUNNEL					
SERVICES							
VISION							
ATMOSPHERE							
PAST/PRESENT/FUTURE							

High value

Medium value

Low value

COLLECTIVE CONCLUSION / Appendix

CODING / Analysis

Quantitative analysis

Darker shades indicate a higher number of mentions

Makers

	1	2	3	4	5	TOTAL
TANGIBLE	8	9	8	9	10	44
Site	1		2	1		4
Surroundings	1	1	3	2	3	10
Stuff	1		1	1	2	5
Surface	2	3	3	1	1	10
Amenities	2					2
Scale		2		1		3
Typology	1	3	1	2	3	10
Space						0
INTANGIBLE	1	2	3	4	2	12
Story			1	2		3
Social		1	1	1	1	4
Services						0
Vision	1	1	1	1		4
Atmosphere					1	1
Past/present/Future						0
TOTAL	9	11	11	13	12	56

Tangible attributes are mentioned 3 times (almost 4x) more than intangible attributes.
Past/Present/Future is almost not mentioned.
Intangible and Tangible attributes have almost an equal share over all photos.

Government

	1	2	3	4	5	TOTAL
TANGIBLE	3	4	5	4	4	20
Site	0	1	1	2	1	5
Surroundings	0	2	3	0	0	5
Stuff	1	1	0	0	0	2
Surface	0	0	0	1	2	3
Amenities	1	0	0	0	0	1
Scale	0	0	0	1	1	2
Typology	0	0	1	0	0	1
Space	1	0	0	0	0	1
INTANGIBLE	2	3	4	1	1	11
Story	0	2	2	1	1	6
Social	1	0	2	0	0	3
Services	1	0	0	0	0	1
Vision	0	0	0	0	0	0
Atmosphere	0	1	0	0	0	1
Past/present/Future	0	0	0	0	0	0
TOTAL	5	7	9	5	5	31

Tangible attributes are mentioned 2 times more than intangible attributes.
Typology is only mentioned once.

VALUES	1	2	3	4	5	
Ecological	2		1	1	2	6
Social	4	5	6	6	4	25
Economic	1					1
Aesthetical	2	3	3	2	5	15
Historical			1	1		2
Political						0
		3		3	1	7

Conclusions
Visible values are mentioned more often than invisible values you need specific background information for
Historical values are not mentioned within all photos

Owners

	1	2	3	4	5	TOTAL
TANGIBLE	20	20	21	20	15	96
Site	1	0	0	0	0	1
Surroundings	3	1	5	3	3	15
Stuff	3	4	4	1	1	13
Surface	1	3	2	2	1	9
Amenities	3	3	2	3	1	12
Scale	3	1	1	1	1	7
Typology	4	4	4	5	3	20
Space	2	4	3	5	5	19
INTANGIBLE	8	5	5	5	5	28
Story	1	0	0	0	1	2
Social	1	1	1	2	1	6
Services	2	1	0	1	0	4
Vision	3	2	2	2	2	11
Atmosphere	1	1	2	0	1	5
Past/present/Future	0	0	0	0	0	0
TOTAL	28	25	26	25	20	124

Tangible attributes are mentioned 3 times (almost 4x) more than intangible attributes.
Past/Present/Future is almost not mentioned.
Intangible and Tangible attributes have almost an equal share over all photos.

VALUES	1	2	3	4	5	
Ecological	6	7	7	6	4	30
Social	8	6	6	4	5	29
Economic	7	6	5	5	5	28
Aesthetical	3	5	5	5	3	21
Historical						0
Political	4	1	3	5	3	16
	28	25	26	25	20	

Conclusions
Visible values are mentioned more often than invisible values you need specific background information for
Historical values are not mentioned within all photos

Users

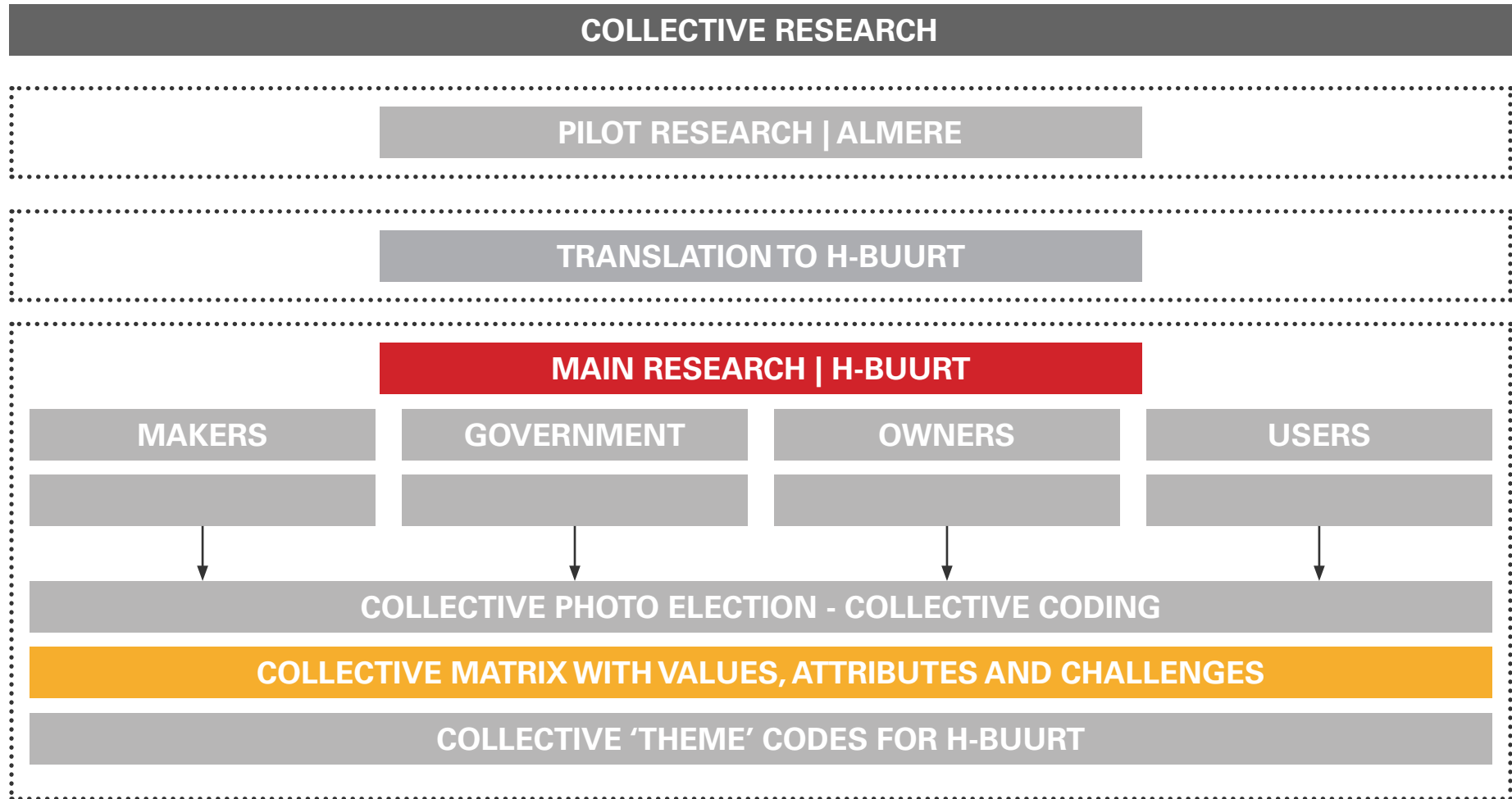
	1	2	3	4	5	TOTAL
TANGIBLE	16	19	14	20	13	82
Site	3	4	4	4	2	17
Surroundings	3	3	2	3	3	14
Stuff	2	2	2	3	2	11
Surface	2	2	2	1	2	9
Amenities	3	1	0	1	2	7
Scale	1	3	1	2	0	7
Typology	2	2	2	4	2	12
Space	0	2	1	2	0	5
INTANGIBLE	4	4	4	4	2	18
Story	1	1	2	2	0	6
Social	1	1	1	0	1	4
Services	0	0	0	0	0	0
Vision	0	0	0	0	0	0
Atmosphere	2	1	1	2	1	7
Past/present/Future	0	1	0	0	0	1
TOTAL	20	23	18	24	15	100

Tangible attributes are mentioned 4,5 times more than intangible attributes.
Services and Vision are not mentioned.
Intangible and Tangible attributes have almost an equal share over all photos.

VALUES	1	2	3	4	5	
Ecological	2	4	2	3	1	12
Social	8	10	9	8	6	41
Economic	2	1	0	3	0	6
Aesthetical	7	8	6	9	8	38
Historical	1	0	0	0	0	1
Political	0	0	1	1	0	2
	20	23	18	24	15	

Conclusions
Both Social values and Aesthetical values are mentioned the most by far
Historical values and Political values are mentioned only once or twice

H-BUURT / Value matrix



VALUE MATRIX / Method

VALUE MATRIX

Step 1;

Value matrix per photo,
per stakeholder

Values are linked to attributes.

The specific attributes are
represented in photos

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE			WELL VISITED				
SURROUNDINGS	NO UNITY			SOLAR ARCHITECTURE			
STUFF			PRESENCE OF BIKE LANES				
SURFACE				AESTHETICAL INCOHERENCE LACK OF			
AMENITIES		COMMERCIAL AREA LACK OF HORECA	PRESENCE OF COMMERCIAL AREA SHOPS			NEW INTERNATIONAL BUSINESS SCHOOL	
SCALE	BUILDING SCALE OUT OF PROPORTION URBAN SCALE NO INTIMACY	NO INTIMACY		URBAN SCALE BUILDING SCALE			
TYPOLOGY	DIVERSE TYPOLOGIES					DIVERSE TYPOLOGIES	
SPACE		PUBLIC SPACE LACK OF PLACES TO LINGER	PUBLIC SPACE				
STORY		DIVERSITY IDENTITY					
SOCIAL		(UN) PROUD TENANTS NO SOCIAL INTERACTION					
SERVICES	WELL MAINTAINED					WELL MAINTAINED	
VISION	RENOVATION		RENOVATION CENTRALIZATION REDEVELOPMENT			REDEVELOPMENT CENTRALIZATION	
ATMOSPHERE		DAY - NIGHT LIVELINESS LACK OF SAFETY					
PAST/PRESENT/FUTURE							

Example: Photo1 Bijlmerplein, Owners

VALUE MATRIX / Method

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE			WELL VISITED				
SURROUNDINGS	NO UNITY			SOLAR ARCHITECTURE			
STUFF			PRESENCE OF BIKE LANES				
SURFACE				AESTHETICAL INCOHERENCE LACK OF			
AMENITIES		COMMERCIAL AREA LACK OF HORECA	PRESENCE OF COMMERCIAL AREA SHOPS				
SCALE	BUILDING SCALE OUT OF PROPORTION URBAN SCALE NO INTIMACY	NO INTIMACY		URBAN SCALE BUILDING SCALE			
TYPOLOGY	DIVERSE TYPOLOGIES						
SPACE		PUBLIC SPACE LACK OF PLACES TO LINGER DIVERSITY IDENTITY	PUBLIC SPACE				
STORY		(UN) PROUD TENANTS NO SOCIAL ISSUES NO SOCIAL INTERACTION					
SOCIAL							
SERVICES	WELL MAINTAINED			WELL MAINTAINED			
VISION	RENOVATION		RENOVATION CENTRALIZATION REDEVELOPMENT	REDEVELOPMENT CENTRALIZATION			
ATMOSPHERE		DAY - NIGHT LIVELINESS LACK OF SAFETY					
PAST/PRESENT/FUTURE							

Example: Photo1 Bijlmerplein, Owners



Interpretation

A **social value** related to **space**

Codes; (un)proud tenants, social issues, no social interaction

VALUE MATRIX / Combining

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TYPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
PAST/PRESENT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U



Interpretation

Conflicts or shared interests can be identified

For example; here several stakeholders point out the design of green space.

These findings lead to common themes

Example: Photo1 Bijlmerplein, Combined

VALUE MATRIX / photo 1

	ECOLOGICAL		SOCIAL		ECONOMIC		AESTHETICAL		HISTORICAL		POLITICAL		OTHER VALUES	
SITE	M	O	G	O	M	O	M	O	M	O	M	O	M	O
SURROUNDINGS	G	U	G	U	G	U	G	U	G	U	G	U	G	U
STUFF	M	O	G	U	M	O	M	O	M	O	M	O	M	O
SURFACE	G	U	G	U	G	U	G	U	G	U	G	U	G	U
AMENITIES	M	O	G	U	M	O	M	O	M	O	M	O	M	O
SCALE	M	O	G	U	M	O	M	O	M	O	M	O	M	O
TYPOLOGY	M	O	G	U	M	O	M	O	M	O	M	O	M	O
SPACE	M	O	G	U	M	O	M	O	M	O	M	O	M	O
STORY	M	O	G	U	M	O	M	O	M	O	M	O	M	O
SOCIAL	M	O	G	U	M	O	M	O	M	O	M	O	M	O
SERVICES	M	O	G	U	M	O	M	O	M	O	M	O	M	O
VISION	M	O	G	U	M	O	M	O	M	O	M	O	M	O
ATMOSPHERE	M	O	G	U	M	O	M	O	M	O	M	O	M	O
PAST/PRESENT/FUTURE	M	O	G	U	M	O	M	O	M	O	M	O	M	O

Bijlmerplein

Focus on social values



economic-amenities

aesthetical-surface



social-stuff

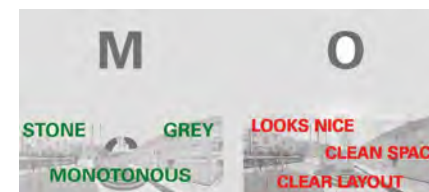


VALUE MATRIX / photo 2

	ECOLOGICAL		SOCIAL		ECONOMIC		AESTHETICAL		HISTORICAL		POLITICAL		OTHER VALUES	
SITE	M	O	M	O	M	O	M	O	M	O	M	O	M	O
SURROUNDINGS	G		G		G		G		G		G		G	
STUFF	M		M		M		M		M		M		M	
SURFACE	G		G		G		G		G		G		G	
AMENITIES	M		M		M		M		M		M		M	
SCALE	G		G		G		G		G		G		G	
TYPOLOGY	M		M		M		M		M		M		M	
SPACE	G		G		G		G		G		G		G	
STORY	M		M		M		M		M		M		M	
SOCIAL	G		G		G		G		G		G		G	
SERVICES	M		M		M		M		M		M		M	
VISION	G		G		G		G		G		G		G	
ATMOSPHERE	M		M		M		M		M		M		M	
PAST/PRESENT/FUTURE	G		G		G		G		G		G		G	

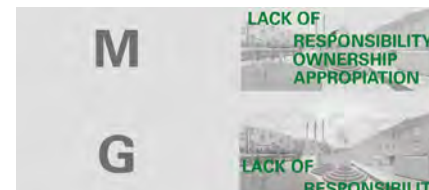
Bijlmerplein

Focus on surroundings and stuff



aesthetical-surroundings

Social-surroundings



Social-social

VALUE MATRIX / photo 3

	ECOLOGICAL		SOCIAL		ECONOMIC		AESTHETICAL		HISTORICAL		POLITICAL		OTHER VALUES	
SITE	M	O	M	O	M	O	M	O	M	O	M	O	M	O
	G				G	U	G		G	U	G		G	U
SURROUNDINGS	M				M				M		M		M	
	G				G	U	G		G	U	G		G	U
STUFF	M		M		M				M		M		M	
	G	U	G		G	U	G		G	U	G	U	G	U
SURFACE		O		O	M	O			M	O	M		M	O
	G	U	G		G	U	G		G	U	G	U	G	U
AMENITIES	M	O	M		M		M	O	M	O	M	O	M	O
	G	U	G	U	G	U	G	U	G	U	G	U	G	U
SCALE	M		M	O	M	O	M	O	M	O	M	O	M	O
	G	U	G		G	U	G	U	G	U	G	U	G	U
TYPOLOGY	M				M				M	O	M	O	M	O
	G	U			G	U	G		G	U	G	U	G	U
SPACE	M		M		M	O	M		M	O	M	O	M	O
	G	U	G		G	U	G	U	G	U	G	U	G	U
STORY	M	O		O	M	O	M	O	M	O	M	O	M	O
	G	U			G	U	G		G	U	G	U	G	U
SOCIAL	M			O	M	O	M	O	M	O	M	O	M	O
	G	U	G	U		U			G	U	G	U	G	U
SERVICES	M	O	M	O	M	O	M	O	M	O	M	O	M	O
	G	U	G	U	G	U	G	U	G	U	G	U	G	U
VISION	M	O		O	M		M	O	M	O	M		M	O
	G	U	G	U	G	U	G	U	G	U	G	U	G	U
ATMOSPHERE	M		M		M	O	M	O	M	O	M	O	M	O
	G	U	G		G	U	G	U	G	U	G	U	G	U
PAST/PRESENT/FUTURE	M	O	M	O	M	O	M	O	M	O	M	O	M	O
	G	U	G	U	G	U	G	U	G	U	G	U	G	U

Hoptille

Hoptille is a controversial point, mostly focused on social values

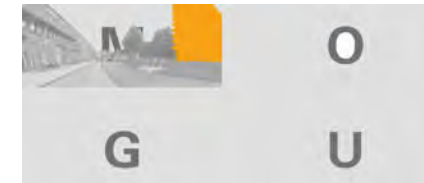


social-typology

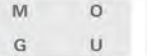
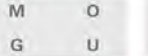
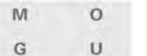
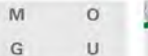
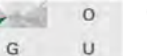
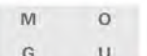
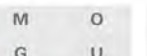
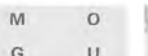
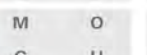
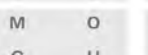
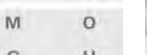
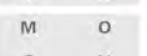
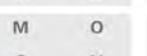
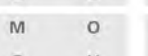
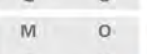
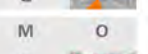
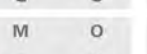
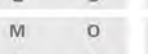
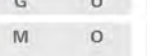
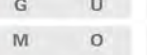
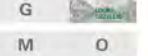
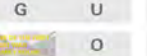
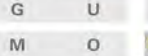
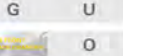
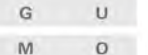
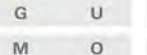
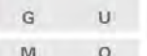
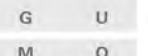
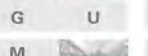
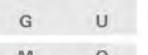
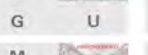
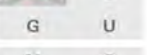
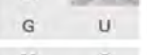
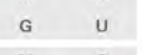
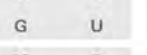
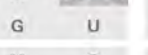
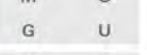
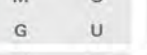
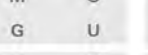
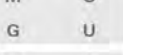
social-story



historical-surroundings



VALUE MATRIX / photo 4

	ECOLOGICAL		SOCIAL		ECONOMIC		AESTHETICAL		HISTORICAL		POLITICAL		OTHER VALUES	
SITE		O		O		O		O		O		O		O
URROUNDINGS		M		O		M		M		O		O		O
STUFF		G		O		M		O		O		O		O
SURFACE		M		O		M		O		O		O		O
AMENITIES		G		O		M		O		O		O		O
SCALE		M		O		M		O		O		O		O
TYPOLOGY		G		O		M		O		O		O		O
SPACE		M		O		M		O		O		O		O
STORY		G		O		M		O		O		O		O
SOCIAL		M		O		M		O		O		O		O
SERVICES		G		O		M		O		O		O		O
VISION		M		O		M		O		O		O		O
ATMOSPHERE		G		O		M		O		O		O		O
IST/PRESENT/FUTURE		M		O		M		O		O		O		O

Hoptille

Inner street does not have a good reputation



aesthetical-surfaces

polical-typology

M
G

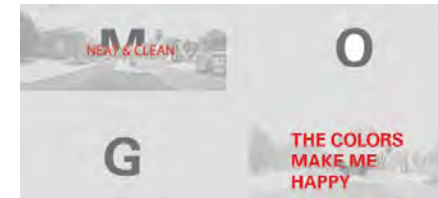


VALUE MATRIX / photo 5

	ECOLOGICAL	SOCIAL	ECONOMIC	AESTHETICAL	HISTORICAL	POLITICAL	OTHER VALUES
SITE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURROUNDINGS	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STUFF	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SURFACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
AMENITIES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SCALE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
TYPOLOGY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SPACE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
STORY	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SOCIAL	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
SERVICES	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
VISION	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
ATMOSPHERE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U
PAST/PRESENT/FUTURE	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U	M O G U

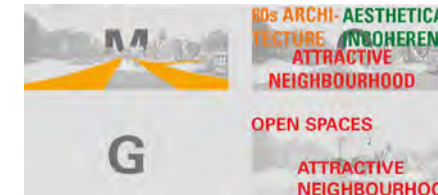
Heesterveld

Focus on aesthetics



aesthetical-atmosphere

aesthetical-surface



aesthetical-surroundings