

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

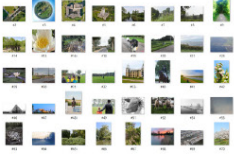
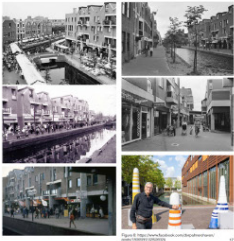
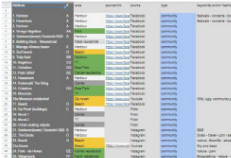


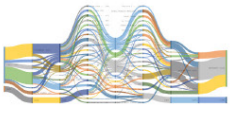
maps reflecting data collected from three main sources; Facebook, Instagram and Flickr. In the overview maps the reader could quickly see where the focus was and what areas of Almere were talked about. They could be used as a first interpretation of the public opinion through social media.

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.

Methods and Results

MEDIA RESEARCH

RESEARCH METHOD	RAW DATA	INPUT DATA	OUTPUT DATA	CONCLUSIONS																								
<p>FACEBOOK INSTAGRAM FLICKR BOOKS</p> <p>SOURCE</p> <p>ATTRIBUTE</p> <p>VALUE</p>	 	<table border="1"> <thead> <tr> <th>No.</th> <th>Path</th> <th>Text & tags</th> <th>Location</th> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>2</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td>3</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> </tbody> </table> 	No.	Path	Text & tags	Location	Category	Value	1	2	3	  	<p>Image-based analysis</p> <ul style="list-style-type: none"> • easy to read and understand • good for FIRST interpretation <p>Text-based analysis (Sankey)</p> <ul style="list-style-type: none"> • look into grouping and correlation • good for DEEPER dissection
No.	Path	Text & tags	Location	Category	Value																							
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3																							

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.	Woman (+ - 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 pity. 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.			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: 49/50 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

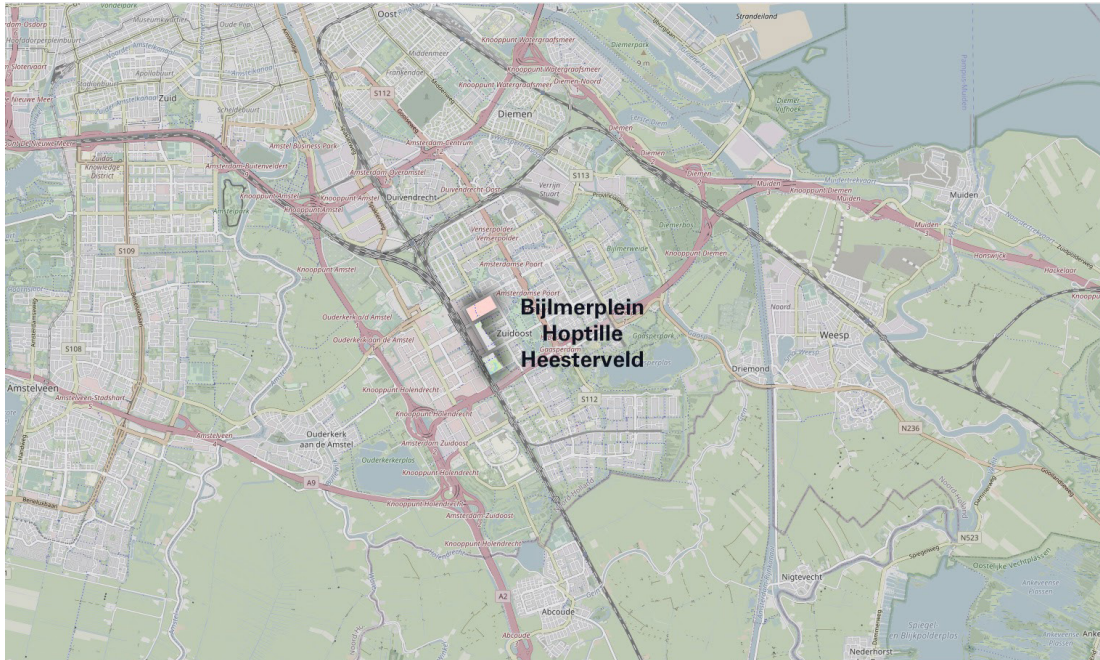
MAIN RESEARCH

H-buurt

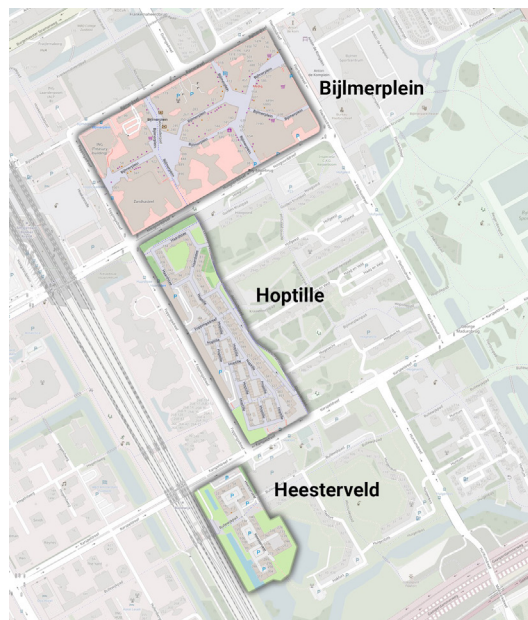
Location

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/gemeente/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.it 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. Values 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.

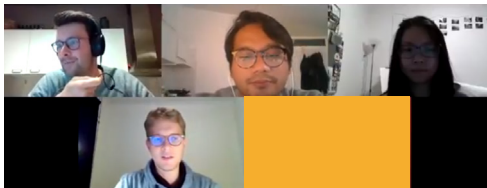


Overview of Data

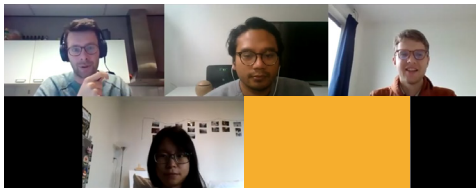
Total 4 makers (architects) and 4 academics were interviewed along with other literature researches.

Makers

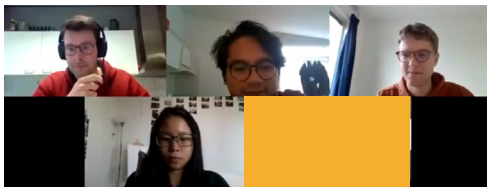
architect of Hoptille



architect of Heesterveld



architect of the Heesterveld Renewal

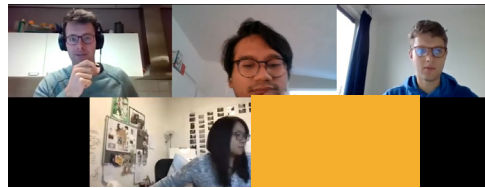


architect of Bijlmerplein

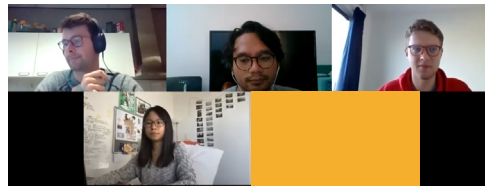


Academics

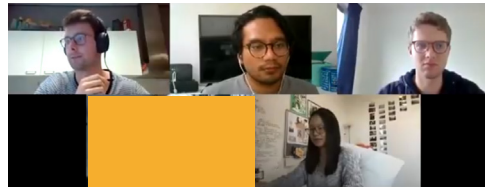
researcher of Bijlmermeer & Hoptille



architectural Historian



1Million Homes_TU Delft



Journalist & Residence of Bijlmermeer



Literature

- Books
- Journals
- Magazines
- Websites

Online Interview

Online Interview

Narrative Walk

Onsite Interview

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

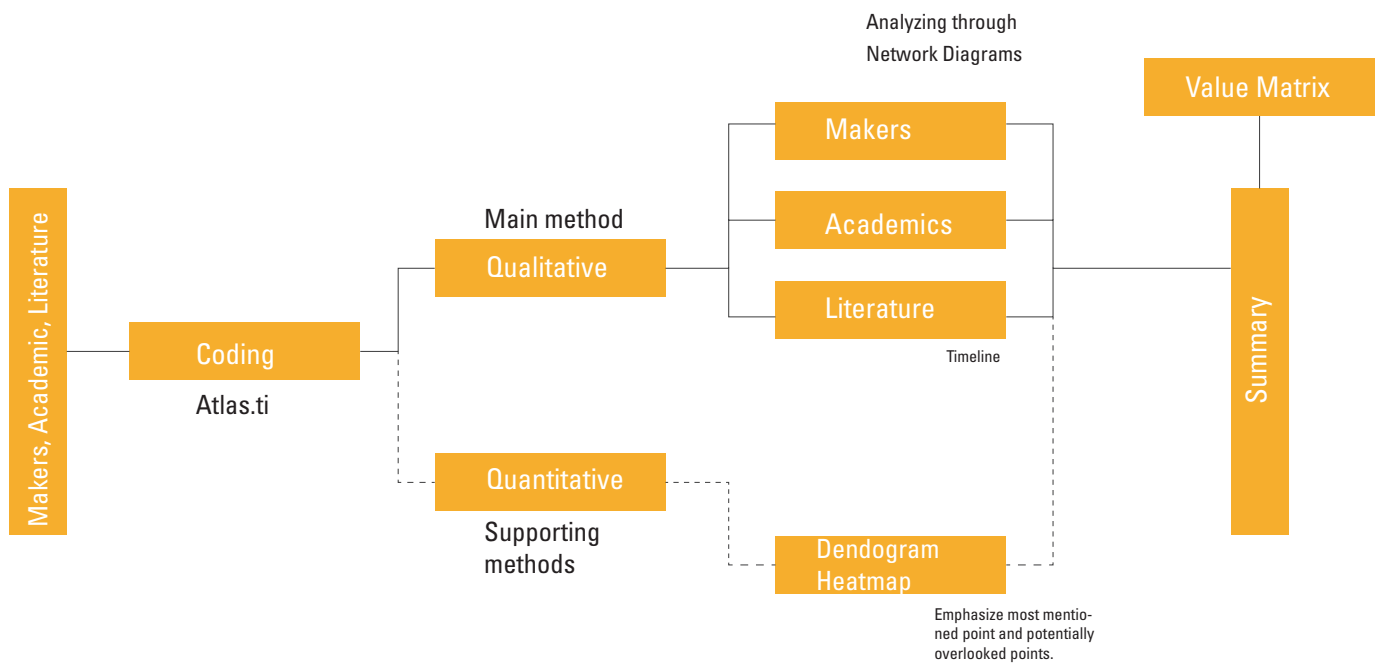
The methods consist of interviews and literature researches. Interviews were conducted through different methods; Structured interview questions, Narratives walk, and Open questions. The outcomes of these interviews were interview transcripts and photo elicitation transcript.

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.

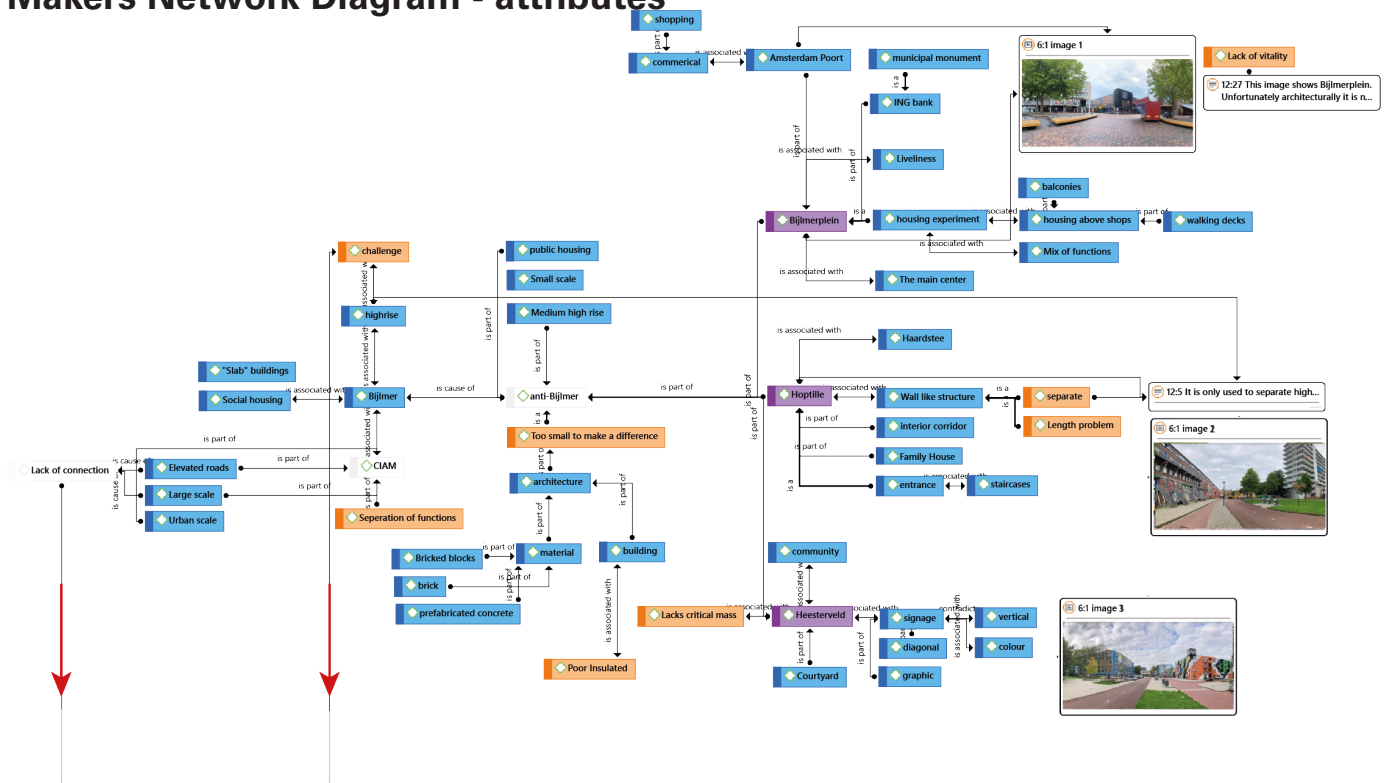
The network diagram has shown how the three neighbourhoods were formed and what characterizes them according to the group of the makers. More generally speaking about the H-buurt and even the Bijlmer a set of challenges was deducted from the collected data. These challenges are shown in orange in the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

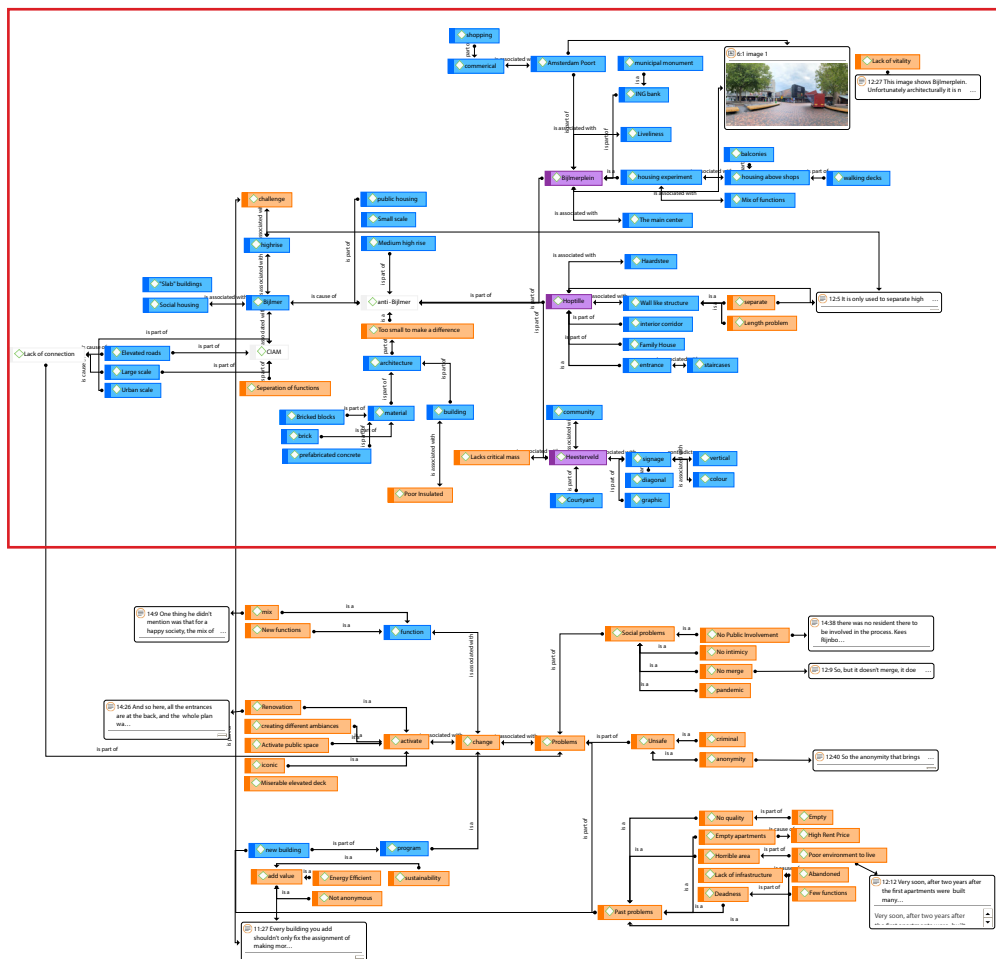
Past problems are from when the Bijlmer was created and lacked a certain quality, had a lot of vacant apartments, lack of infrastruc-

Results - Qualitative

Makers Network Diagram - attributes



The diagram shows how the Bijlmer was leading to anti-Bijlmer leading to the three neighbourhoods with their characteristics.



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

Results - Qualitative

ture and amenities. This led 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 previously 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 is 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 tackle 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

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

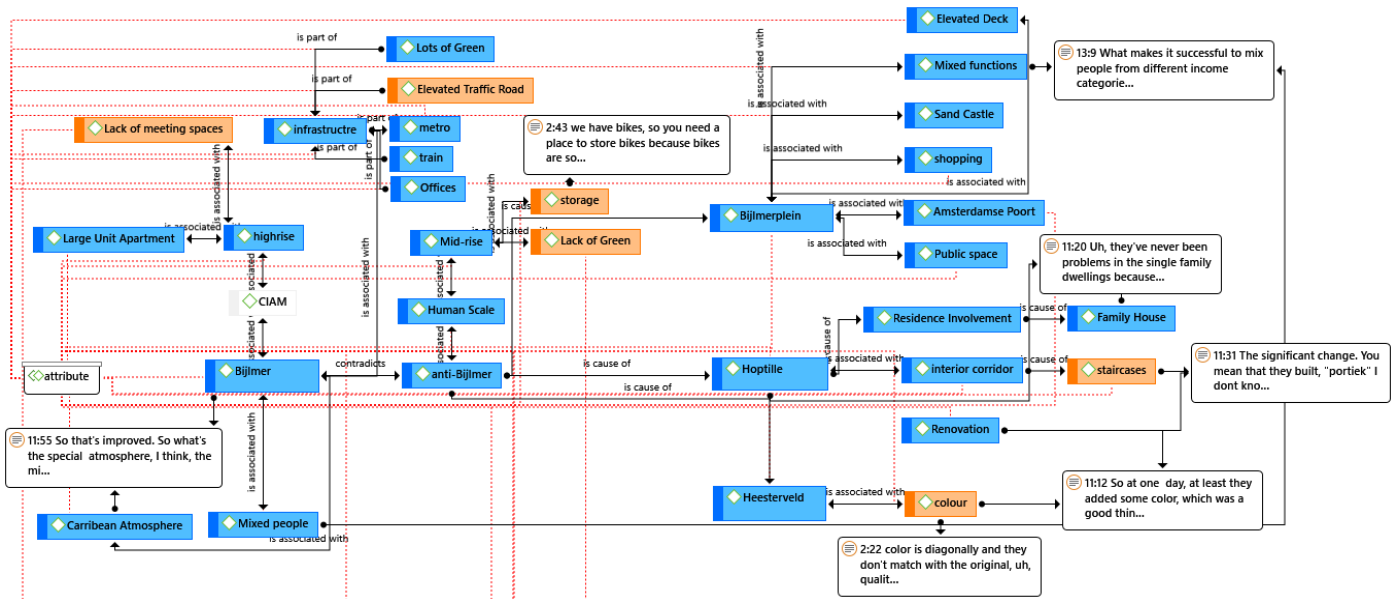
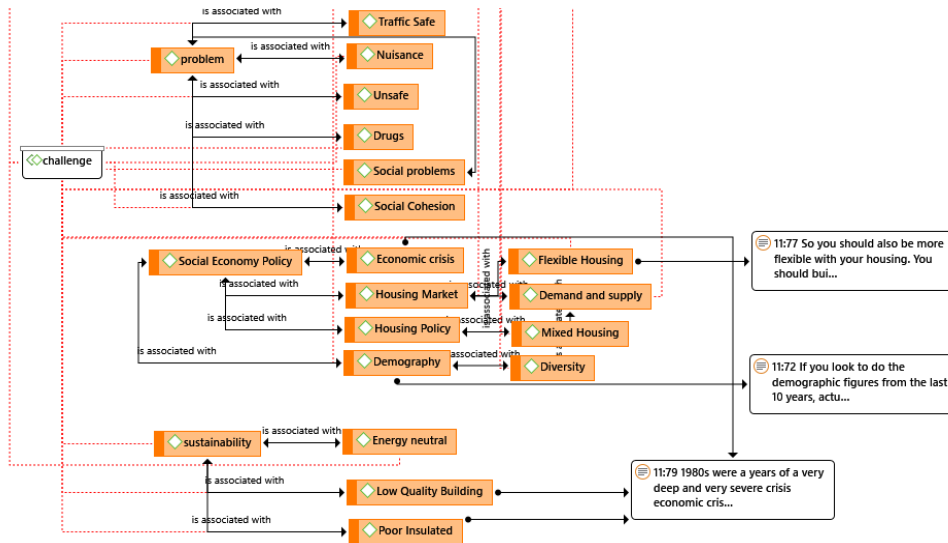


Diagram of the Challenges



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 Vogelteswei 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.

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.

#General

General_Code (insert) :

Social⁵⁵ housing⁵⁶ (was for) workers³⁷...
Modern³² city⁵⁰ plan³¹ (hyped) highrise³²...
Building¹⁰⁰ (in) Bijlmer¹¹⁶ (has) problem¹²⁷...
1980s⁴⁵ Hoptille⁵⁷ (built) family house³⁷...
Urbanity⁶⁸ space⁹⁰ (have) social questions²⁷...
Greenery²³ squares¹⁸ (even) brick¹⁵
(contribute to) ambiance¹⁰...

codes 20

#Aca

Aca_Code (insert) :

Resident involvement⁶ (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

(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...
Speed¹ (Hoptille) public space²⁷ (not addressed) ...

codes 16

#Maker_Khoi

Khoi_Code (insert) :

(All about) sign⁴⁶, framing¹³, context²³, identity¹³...
Redesign¹² (by) community⁸ interact⁶, (result was)
quick⁵ (which is) nice¹⁹ (for evaluation) ...
Trees⁵² (at) centre³⁰ (of courtyard) ...
Program¹³ (like) living⁵³, work²⁸, leisure⁷ ...
1960s²⁷ 1970s⁴⁶ (many) car²⁴ ...
Green³³ (is) positive¹⁸ ...
Grid¹³ (-like tree placement is pre) designed⁹ ...
Future¹⁵ consumption⁷ change¹⁹ ...

codes 24

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

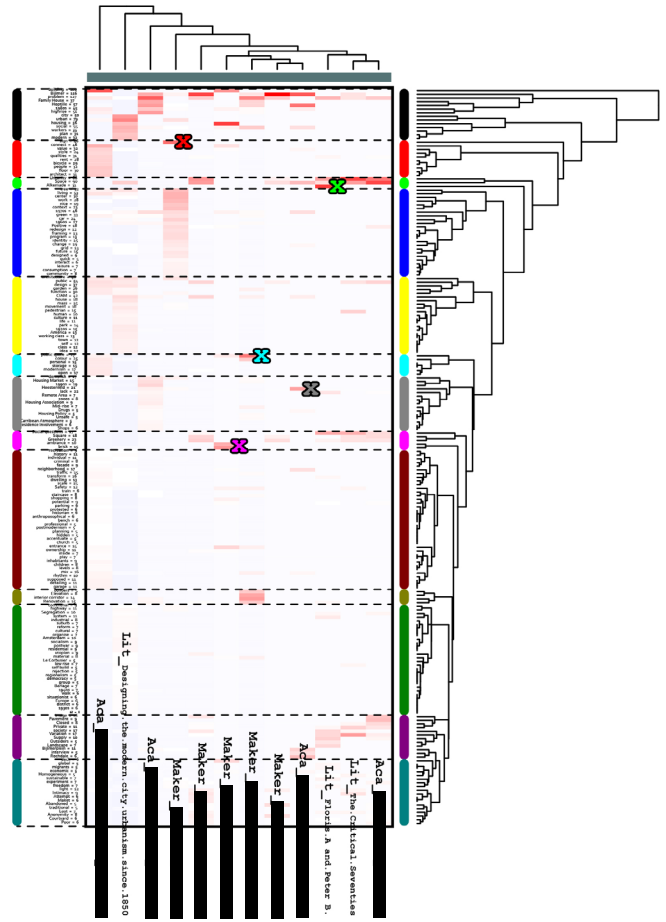
- tree = 52
- living = 53
- center = 30
- work = 28
- nice = 19
- context = 23
- 1970s = 46
- green = 33
- car = 24
- 1960s = 27
- Positive = 18
- redesign = 12
- framing = 13
- program = 13
- identity = 15
- change = 19
- grid = 13
- future = 15
- designed = 9
- quick = 5
- interact = 6
- leisure =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

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
- 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_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

Conclusions

The Remediation

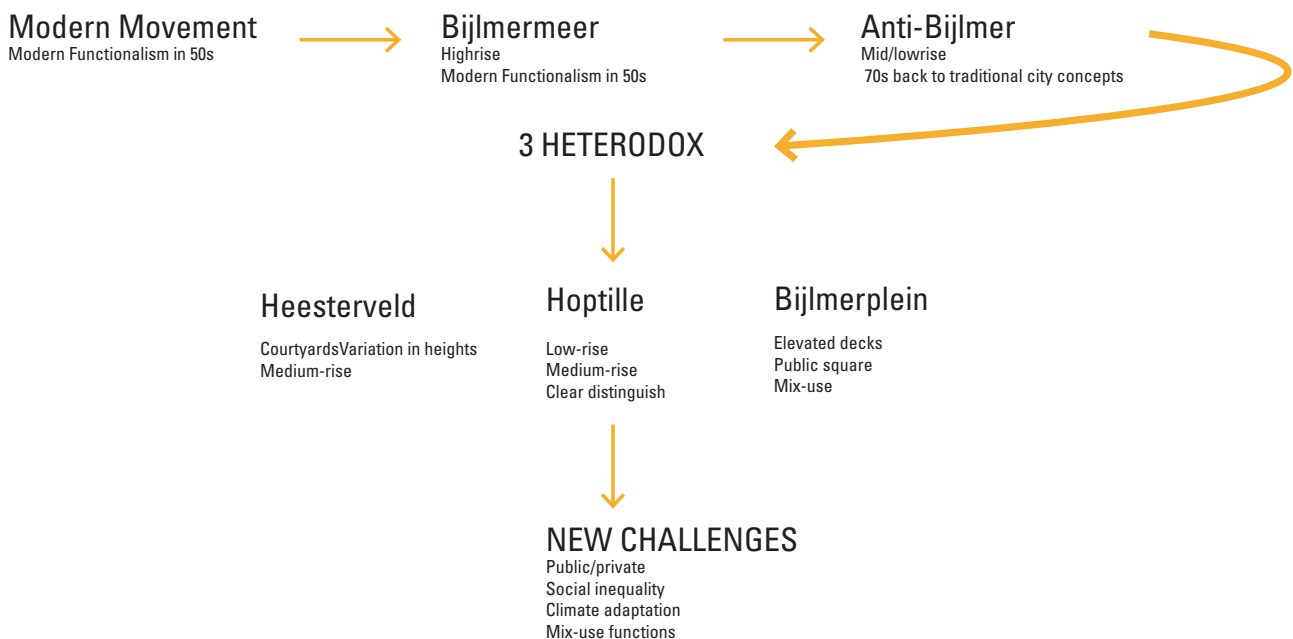
To understand the changes and what happened in the H-Buurt, it is essential to take a bigger scope and refer back to what was the embryo of the Bijlmermeer. It was a modern movement of architecture and urbanism translated to CIAM (Congrès Internationaux d'Architecture Moderne) in the first half of 20th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

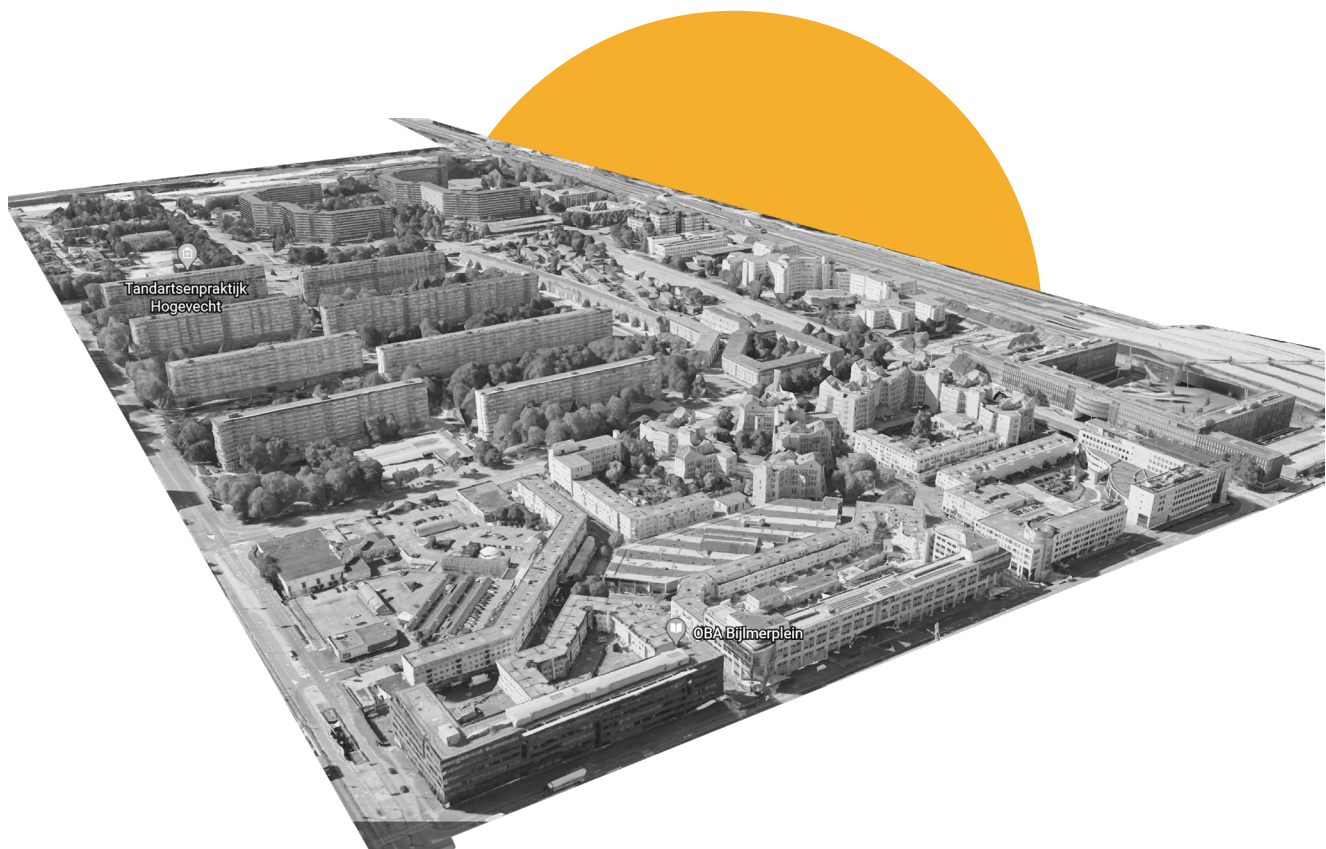
H-Buurt (Bijlmerplein, Hoptille, Heesterveld) is an attempt to improve and remediate Bijlmer neighbourhood. The ideology of these neighbourhood is contrast to the CIAM principle. The ideology then changed towards more traditional city concepts, with focus on human scale by halving the height of 11 storey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



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 halve 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 the 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

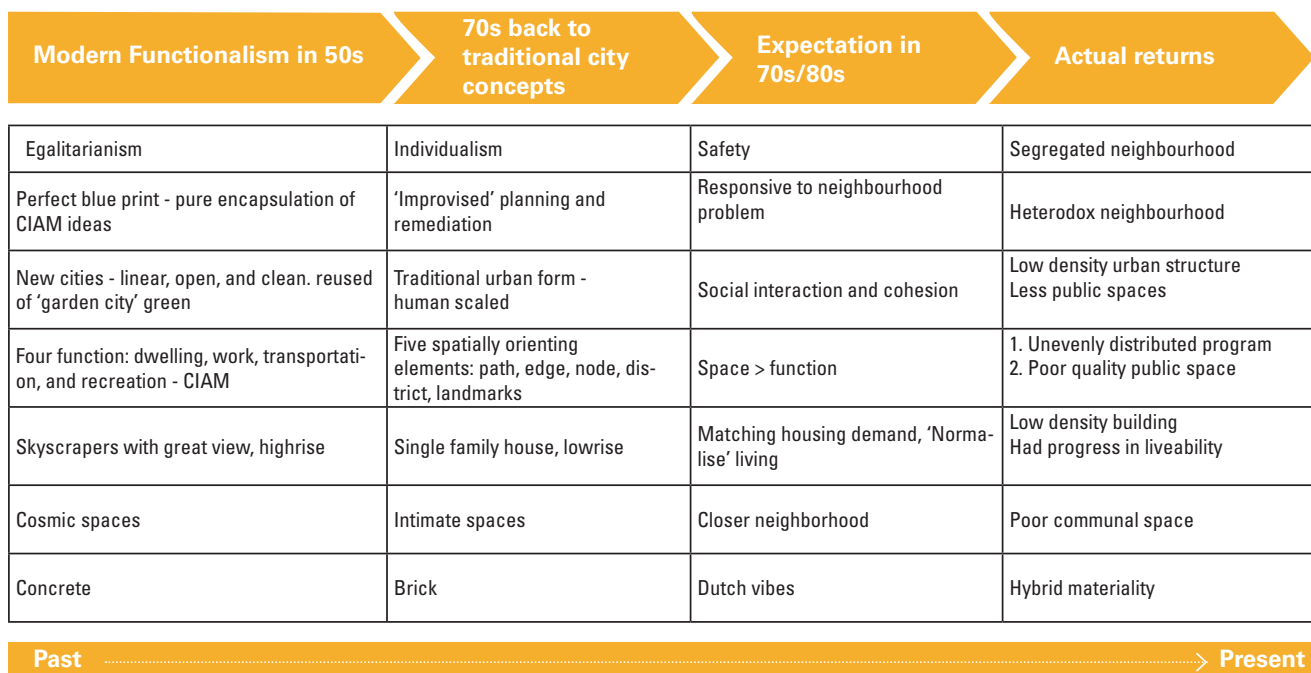
The idea of having 4-5 storeys building aimed for more **human scale** environment. Moreover, the enclosed building arrangement is something that is appreciated to create **intimate space** in the courtyard. These attempts are based on more **traditional typology** of medium-rise housing contrary from 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?



RESULTS

Government

Introduction

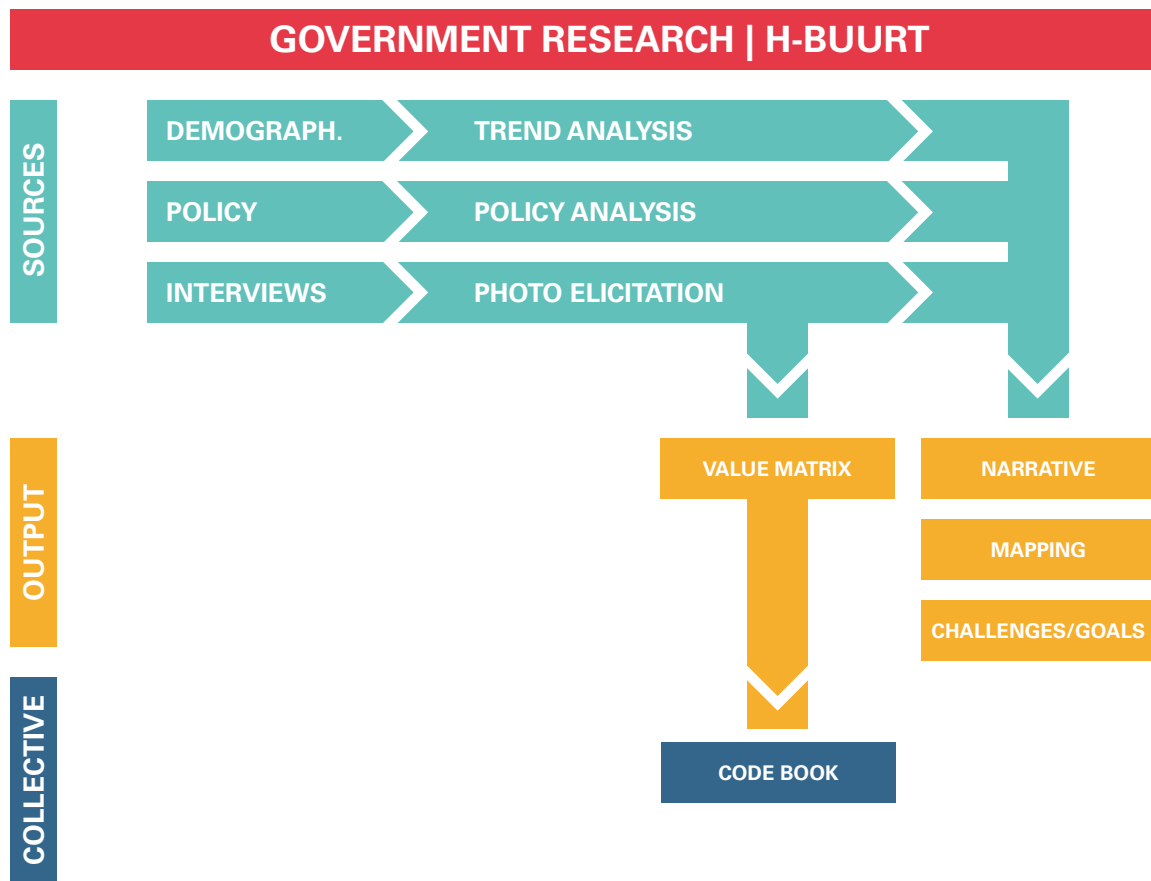
Government

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 coordinator 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.

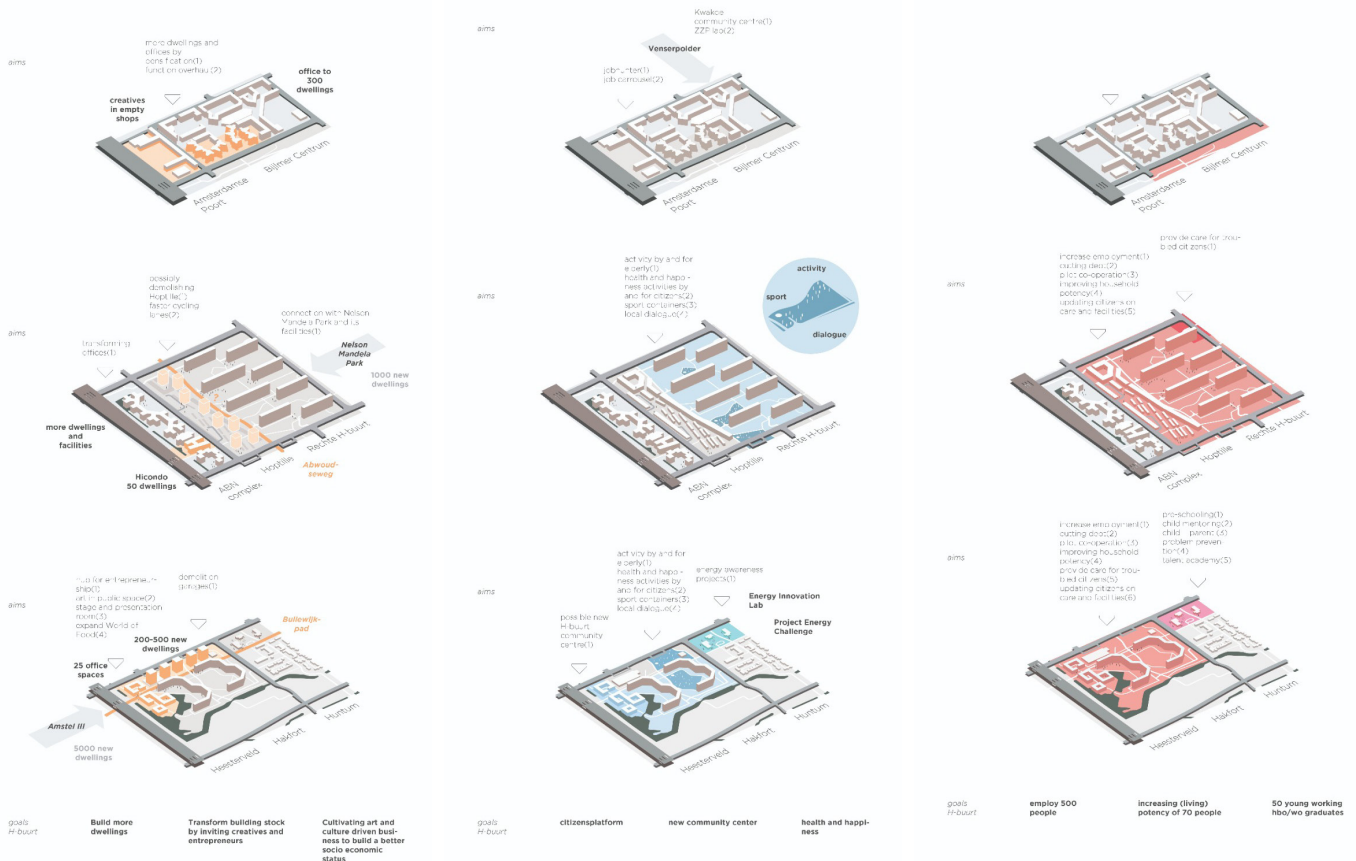
Based on social policies we found there is a big need for higher employment rates and level of education.

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.

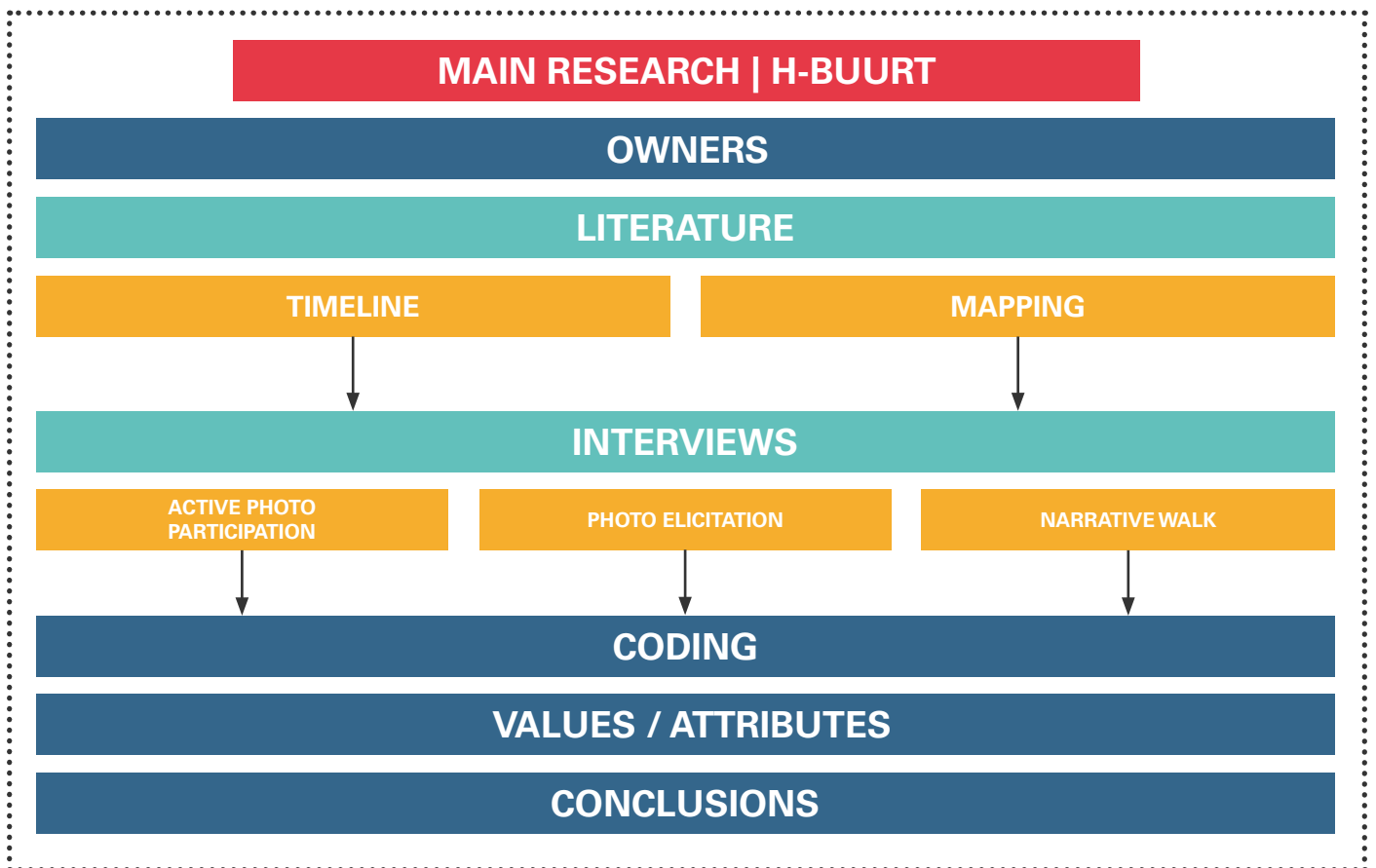
The background research is desk research and covers two topics. The first is research about the practices and visions of housing corporations throughout history in the Netherlands. The second topic is about ownership in H-buurt: Who owns what building and what kind of building is it? This research formed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



APPROACH

SOURCES

METHOD

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 ATTRACTIVENESS		
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 TENTANTS 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

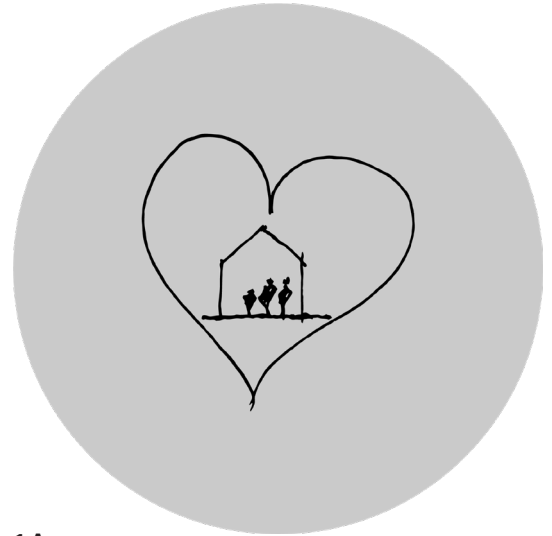
After analysing all the data gathered through the different methods, the value matrices, and the narrative walks, it seems that the owners have three main topics that they are most concerned with:

1. (Dis-)Connection:

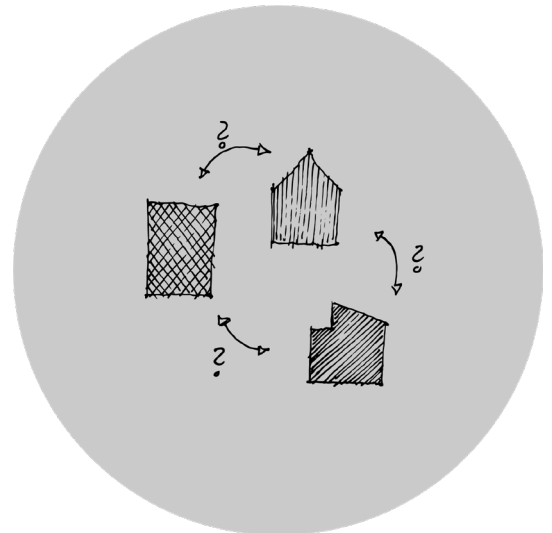
A. The diverse typologies are highly valued by the owners. Especially the human scale of Hoptille represented by the one family homes seems to be of high importance. The diversity of housing types on the other hand lacks an overall vision which connects all three neighbourhoods.

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.

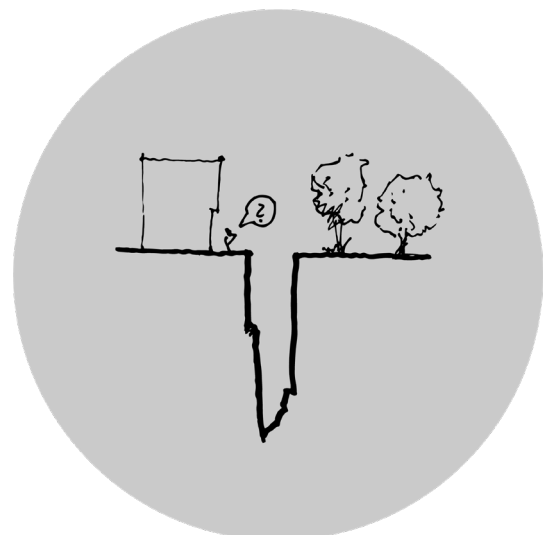
C. The disconnection of public spaces within the neighbourhood is a problem in the eyes of the owners, which seems connected to the lack of responsibility by the municipality.



1.A



1.B



1.C

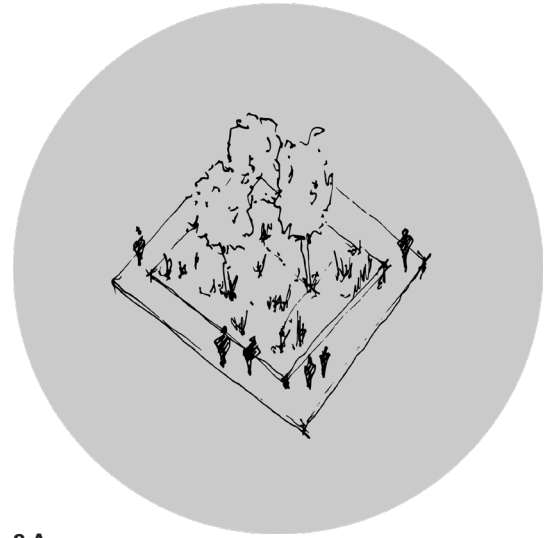
Conclusions

2. Appearance:

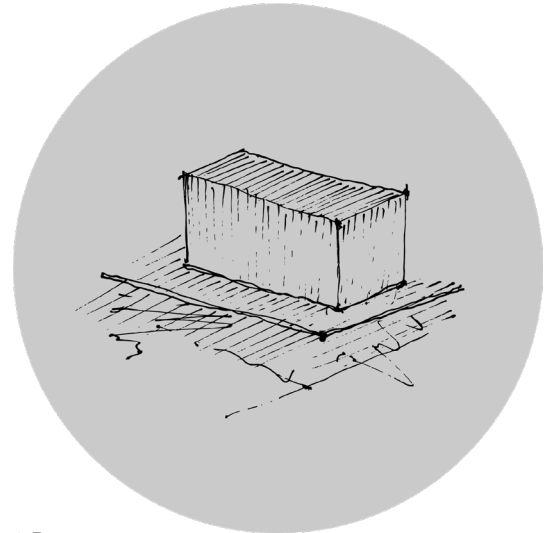
A. The second theme deals with the looks of the neighbourhood. The greenery is mentioned often as unused, there is no clear vision and the spaces are poorly maintained. All those things have been discussed by the Owners and are not appreciated, even if the quantity of green spaces is there.

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.

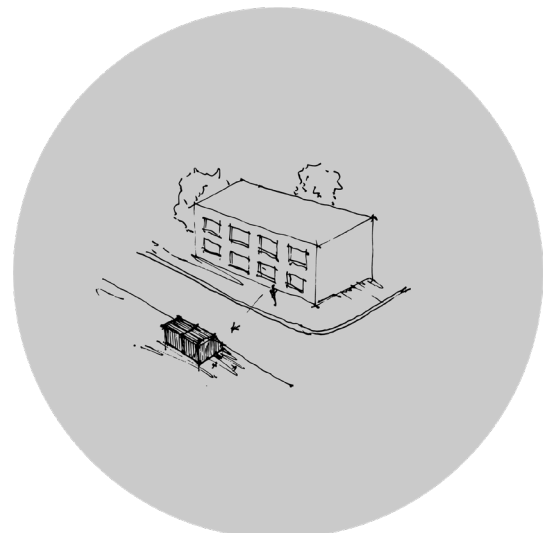
C. The existence of trash cans within the neighbourhood is highly valued, but the placement is seen rather critically. The position next to housing or even in the middle of the sidewalk is not optimal and gives opportunity for improvement.



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.

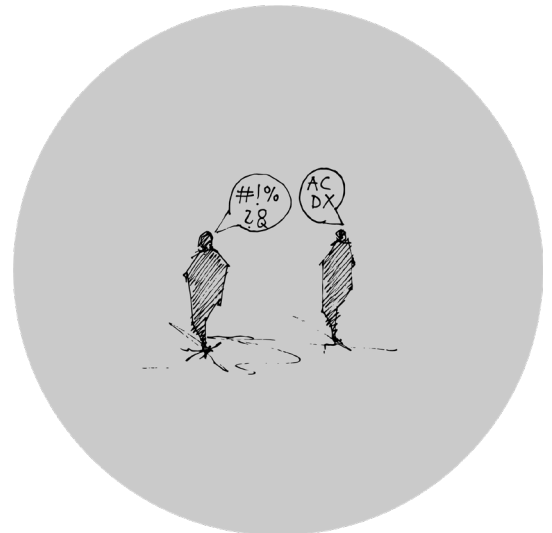
B. The social disturbance is also related to trust issues between different parties. It seems like the communication between the Owners and the municipality is improvable and could offer solutions to some problems.

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.

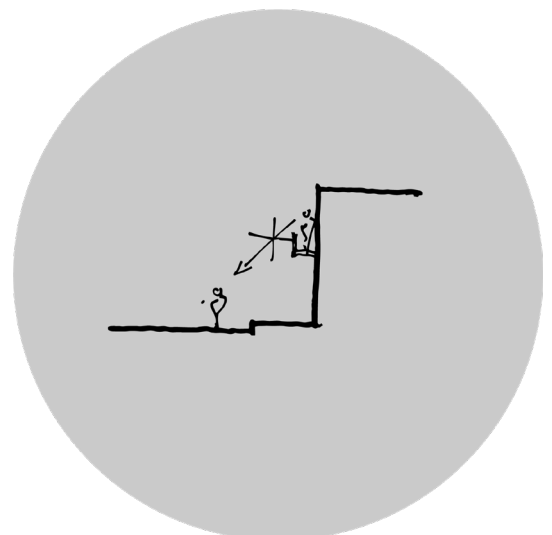
In general, it can be said that the public spaces are of high importance to the owners, even if they have no direct influence on it. The quality of housing is dependent on the quality of the public spaces, their interconnection and how they can be used. Therefore, a good communication between owners 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

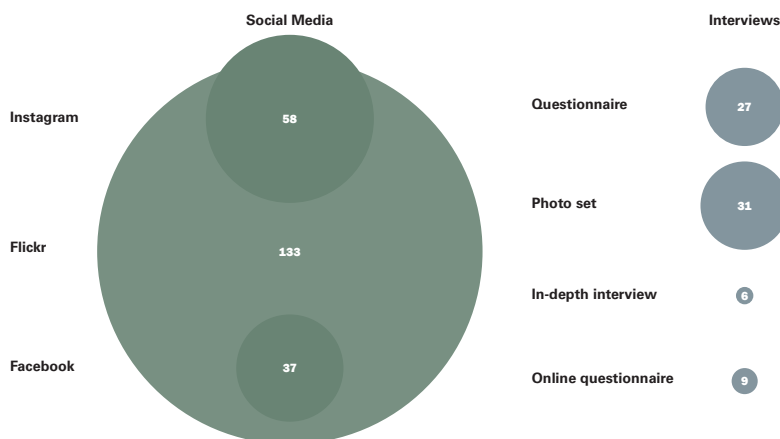
Quantitative

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.

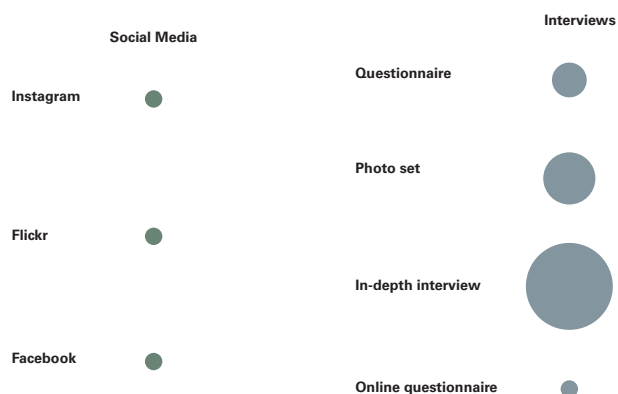
The interviews were divided into four types of interviews: a questionnaire (27), a photoset (31), an in-depth interview (6) and an online survey (9) with a total of 64 live interviews and 9 online surveys. From all live interviews 26 were held at Bijlmerplein, 19 at Hoptille and 13 at Heesterveld. The 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.

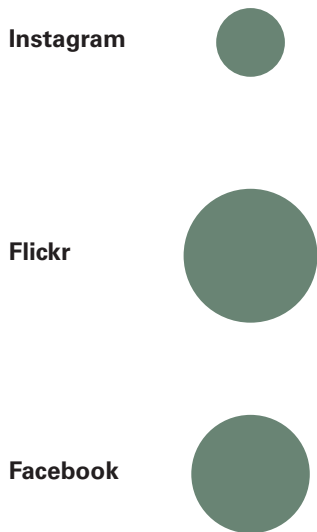


Information Social Media sources



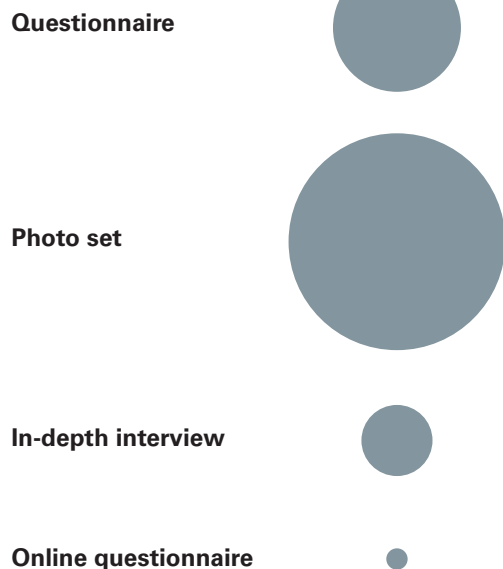
Information Interviews

Social Media



Combined value sources

Interviews



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.

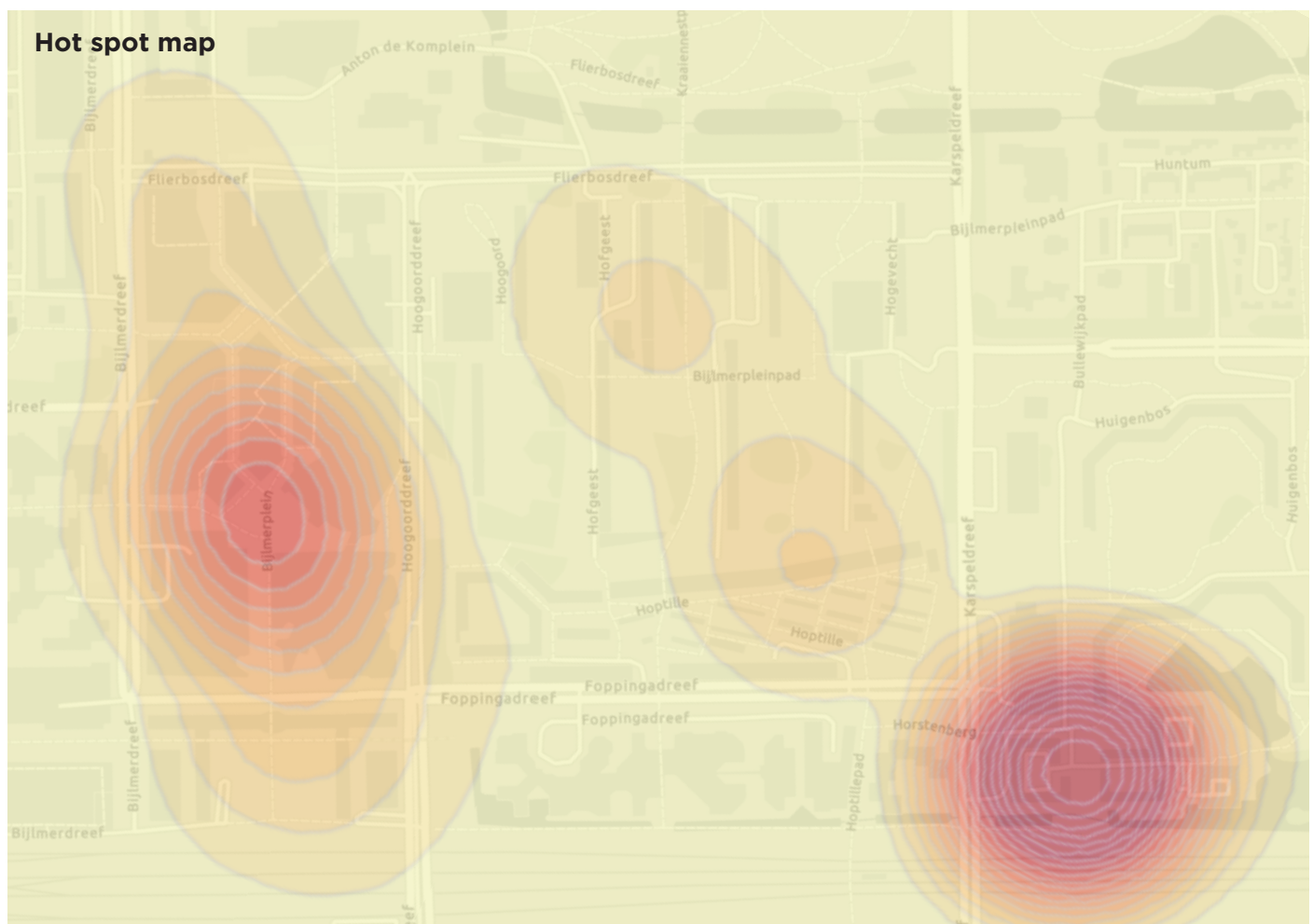
In the social media matrixes, green stands for low value but mentionable, orange stands for medium value as the attribute is mentioned more often, the red colour indicates high value as the attribute is highly valued. There is also a red or green dot which indicates a

negative or positive attribute and lastly the location, Bijmerplein, 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 Bijmerplein.

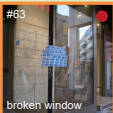



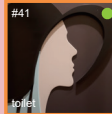




Results Social Media

Value matrix flickr research

Users

- High value
- Medium value
- Low value
- Negative
- Positive
- Bijlmerplein
- Hoptille
- Heesterveld

Value	Social	Economic	Political	Historic	Aesthetical	Scientific	Ecological
Attribute	#63  broken window				#128  RCC building	#19  ING building	
Tangible					#49  RCC building	#86  window	
Site							
Surface	#109  street art(message)				#95  street art	#95  art wall	
Scale							
Space					#64  ING interior	#23  station	
Typology							
Amenities	#78  people	#129  cafe			#51  SUBWAY		
Stuff	#1  poster	#85  store	#65  65		#73  garbage	#121  artwork	#81  grass
Intangible							
Vision					#41  profile		
Services							
Social	#99  neighborhood party		#16  BLM protest		#51  plaza	#131  storage space exhibition	#96  city conference
Atmosphere							

Results Social Media

Value matrix Instagram research

Users

- High value
- Medium value
- Low value
- Negative
- Positive
- Bijlmerplein
- Hoptille
- Heesterveld

Value	Social	Economic	Political	Historic	Aesthetical	Scientific	Ecological
Attribute	 Square	 Shop	 ING building municipal monument	 Street	 Street art		
Tangible Surroundings							
Site	 Tour through Amsterdam		 Protest		 Street art		 Park
Surface					 Street art		
Scale							
Space	 Square	 Bakkerijstraat			 Street art		
Typology	 Creative community				 ING building		
Amenities	 Art installation	 Lidl	 Social		 Street art		
Stuff							
Intangible					 Street art		
Vision							
Services	 Oudebollemarkt		 Social		 Station		 Road
Social	 Tour through Amsterdam		 Opening art work		 Street art		
Atmosphere	 Protest		 Protest	 Neighborhood	 Street art		
Past/present/future			 ING building		 Street art		

Results Social Media

Tag map-Hoptille

street art



art, aesthetic explanation about art work



present by artist



art with family



reason for posting

24 wall



public project by RUA

wall painting



art+architecture



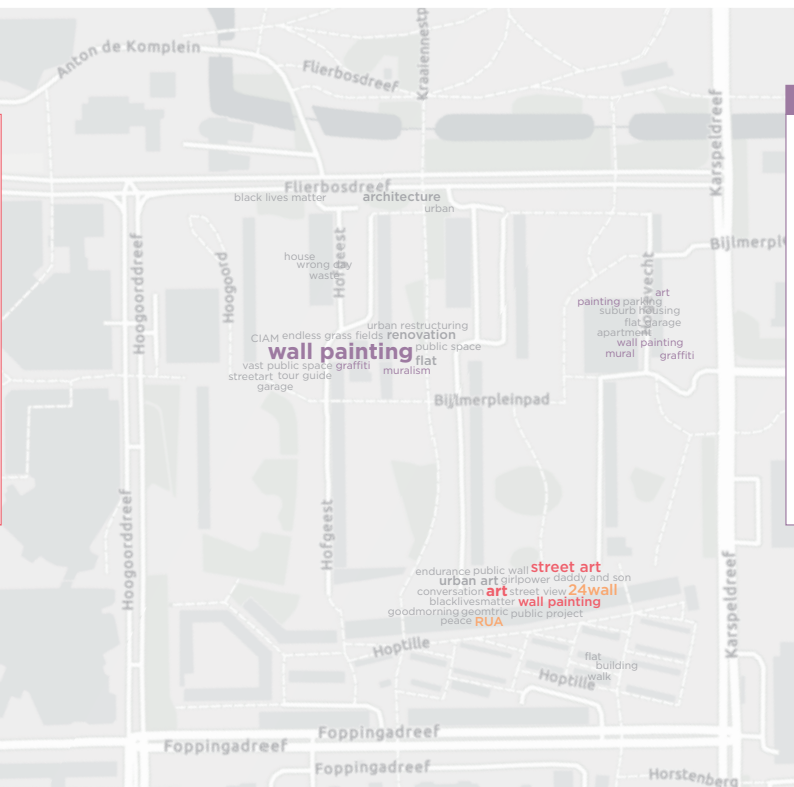
street art guide tour



art, aesthetic



art, aesthetic



Tag map-Bijlmerplein

ING



announcement about municipal monument and transformation



architectural aspect



interior of ING building light design



architecture walk tour

street



daily life



photography art work related to people



show past street



interested in art work on the street

shopping



advertisement of new pop up store



exotic view by traveler



daily life



new shopping center

plaza



daily life



art installation for Christmas



photography art work about people sitting plaza



plaza and iconic building

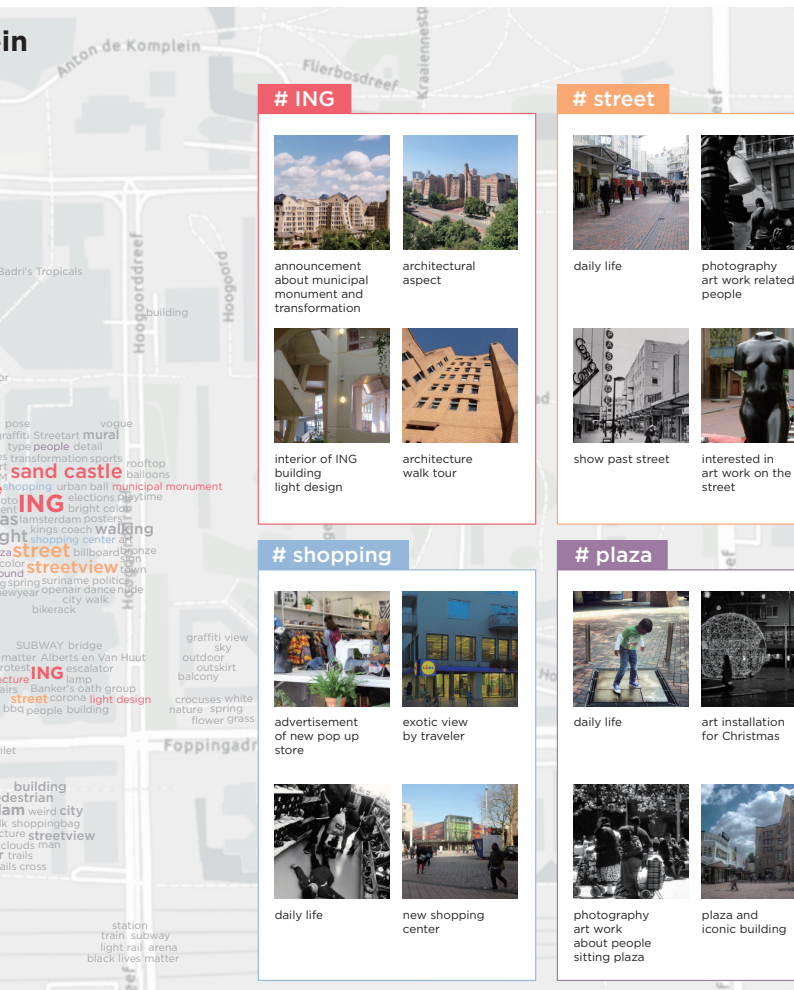
suriname



Suriname restaurant



Suriname restaurant



Results Social Media

Facebook

Unlike Instagram and Flickr, the data from Facebook was done through local Facebook groups. The main focus of the outcome was to create a reflection of the general opinions that were also analysed on values and attributes. All sources that were used and the carefully selected data was transferred into a collage to show the diversity in public opinions.

Facebook was divided into private groups and a public community, where everyone can post everything that is related to these neighbourhoods, and where everyone can reply with their opinions or share their memories.

There were also private groups, where only members can post something that matters. The topics varied from bigger social issues

to normal daily life. The general impression from the 'Wonen in Heesterveld' private group is that the residents are paying close attention to their community. In other words, they know what is going on in their neighbourhood and they want it to improve.

Beside the collage, a value matrix of positive and negative attributes was made to give an overview of the topics that are mentioned in the numerous Facebook groups. Many posts focused on social aspects, so in both positive and negative matrices, there are many attributes related to social values. In addition, most of the attributes were related to Social, Economic and Political values.

The collage is a visual representation of social media content from Facebook groups. It features various images, text overlays, and icons. Key elements include:

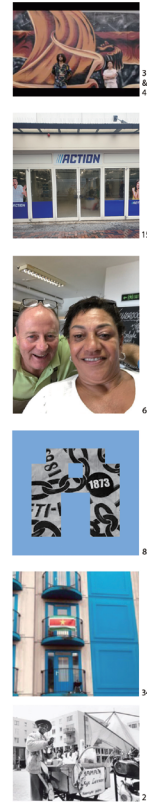
- Top Left:** A purple graphic with the text "KOM MIDDAG VOOR MIJ IN WINKEL STRAAT!" and "Amsterdamse Poort". Below it is a photo of a man and a woman with the caption "Memory for people".
- Top Center:** A photo of a street scene with a car, captioned "Robbery at the KPN store (16)".
- Top Right:** A dark photo of a street at night, captioned "Dark no light (12)". Next to it is a graphic titled "Lack of lighting under viaduct (13)" and "Blockages in Sewer".
- Middle Left:** A photo of a man shaving, captioned "Shaved icecream man (2)". Next to it is a graphic titled "Invitation Group Collaboration Planting (32, 33)".
- Middle Center:** A photo of a person running, captioned "Robbery JD store (19 & 20)".
- Middle Right:** A graphic titled "Noise Nuisance from festivals (23&24&25&26)" and "Noise Cleaning carts (17)".
- Bottom Left:** A photo of a person holding a key, captioned "LOST AND FOUND key". Next to it is a photo of a car, captioned "CAR light Reminder".
- Bottom Center:** A graphic titled "PEOPLE to SOCIETY" with sub-sections for "Social Issues/Situation", "History Politics", and "Healthcare Coronavirus".
- Bottom Right:** A photo of a street scene, captioned "Commercial Pedestrian Street".
- Bottom Center-Right:** A photo of a person painting a mural, captioned "Mural Workshop with residents (5)".
- Bottom Far Right:** A photo of a building facade, captioned "New ACTION (15)".
- Bottom Far Left:** A photo of a window, captioned "Smashed Window (35) No camera, easy access".
- Bottom Far Right:** A graphic titled "without change, no growth" with a large image of a person.
- Bottom Center:** A large graphic with the Facebook logo and the text "SOCIAL MEDIA - FACEBOOK".

Results Social Media

Value matrix Facebook research Users (Positive)

		Social	Economic	Political	Historic	Aesthetical	Scientific	Ecological
Bijlmerplein Heesterveeld	Surroundings					Variety (4)		
	Site					Mural at Amsterdams Poort (5 & 4)		
	Surface							
	Scale							
	Space							
	Typology		Opening store at Bijlmerplein (Action) (15)					
	Amenities							
	Staff		"Without change no growth" - Mural (5)	Residents wanted to get the permissions to make green rooftops from Ymere (34)				Residents wanted to get the permissions to make green rooftops from Ymere (34)
	Intangible	Vision		Idea of business cooperation (post) (6)	Presence of involved district administrator (21)			
		Services			Celebrate Kett Kott with diverse programs in Amsterdams Poort (8)			
Social		Some residents at Heesterveeld are open for neighbours to come to their house for discussion (33)		One resident from Heesterveeld blue block hung Suriname national flag to celebrate freedom (34)				
Atmosphere		Shave ice at Amsterdams Poort, "Ya you, I remember this man, I haven't seen him for a long time" (2)						
Past/present/future								

- Multicultural at Amsterdams Poort (2)
- Community activities, participation for mural (5)
- People in the community show respect and love for healthcare workers under Corona situation (7)
- Lost and found (27)
- Reminder for car lights (28)
- One residents from Heesterveeld invited neighbours to join one project with her (32)
- Volunteer to help neighbours with interior advice (31)
- Invitation for events (30)
- One resident alerted neighbours that thieves were stealing some bikes (29)
- One resident alerted neighbours for mashed window (35)
- Helping neighbours for groceries (36)
- Municipality gave green light to planters around the Heesterveeld (34)
- Free for pick up (37)



Value matrix Facebook research Users (Negative)

		Social	Economic	Political	Historic	Aesthetical	Scientific	Ecological
Bijlmerplein Heesterveeld Amsterdam/ Netherlands	Surroundings	Lack of surveillance cameras in Heesterveeld residential blocks (35)						
	Site		Mural is a wast of money, as the building will be demolished (4)					
	Surface							
	Scale	Easy access to the house without keys (can use cards to open) in Heesterveeld (35)		Not allowed to bike at Amsterdams Poort street (1)				
	Space							
	Typology	One resident heard the party at the Johan Cruyff ArenA very loud (25)	1. Vacancy in stores (1) 2. Lack of stores at Bijlmerplein (15)					
	Amenities							
	Staff							
	Intangible	Vision	Blockages in the sewers caused by residents (10)	One resident complain about increased rent (gas, expensive insulation) (9)	Lack of information about possible disturbance by festivals in advance (23)	1. Lack of lighting (11 & 12) 2. Lack of lighting under viaduct (13)		Metheorological conditions make noises from festivals louder (24 & 25)
		Services		Robberies at Bijlmerplein (16 & 19 & 20)	Feeling of being opposed by district civil servants (18)			
Social		Unsafe feeling (11)	Noise complaints of cleaning of the Bijlmerplein (17), festivals in Amsterdam (23-26) and ventilation systems (22)					
Atmosphere					"We won't get that good time back" (30 years ago) (1)			
Past/present/future								

- Attempted assault (13)
- Lack of interaction because of Corona (14)
- One resident of Heesterveeld red block asked upper neighbours to stop throwing cigarettes to the terrace (30)
- One resident of Heesterveeld red block advised neighbours to buy ashtrays for cigarettes residues (30)
- Residents at Heesterveeld thought it takes way too long with the "emergency cylinder", they wanted to send a letter to Ymere 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 photoset 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.

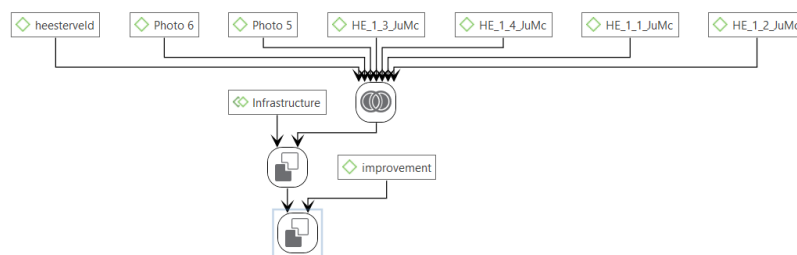
For the photo interviews, each quote about the photos got the corresponding code, so photo 1, photo 2, photo 3, etc.. After coding each photo quote, the keywords were assigned to the quotes as well. The color-coding among similar subjects was used, the same as first-week interview coding.

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.

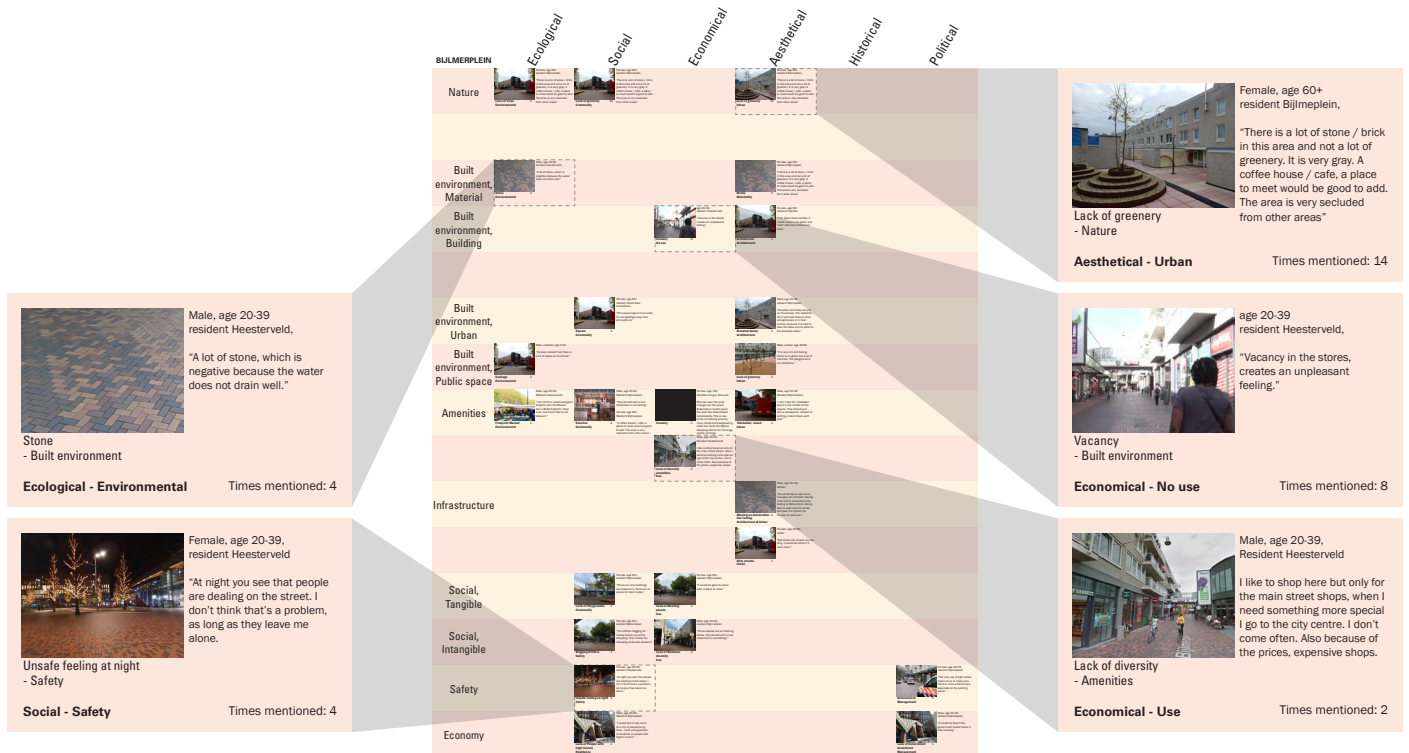
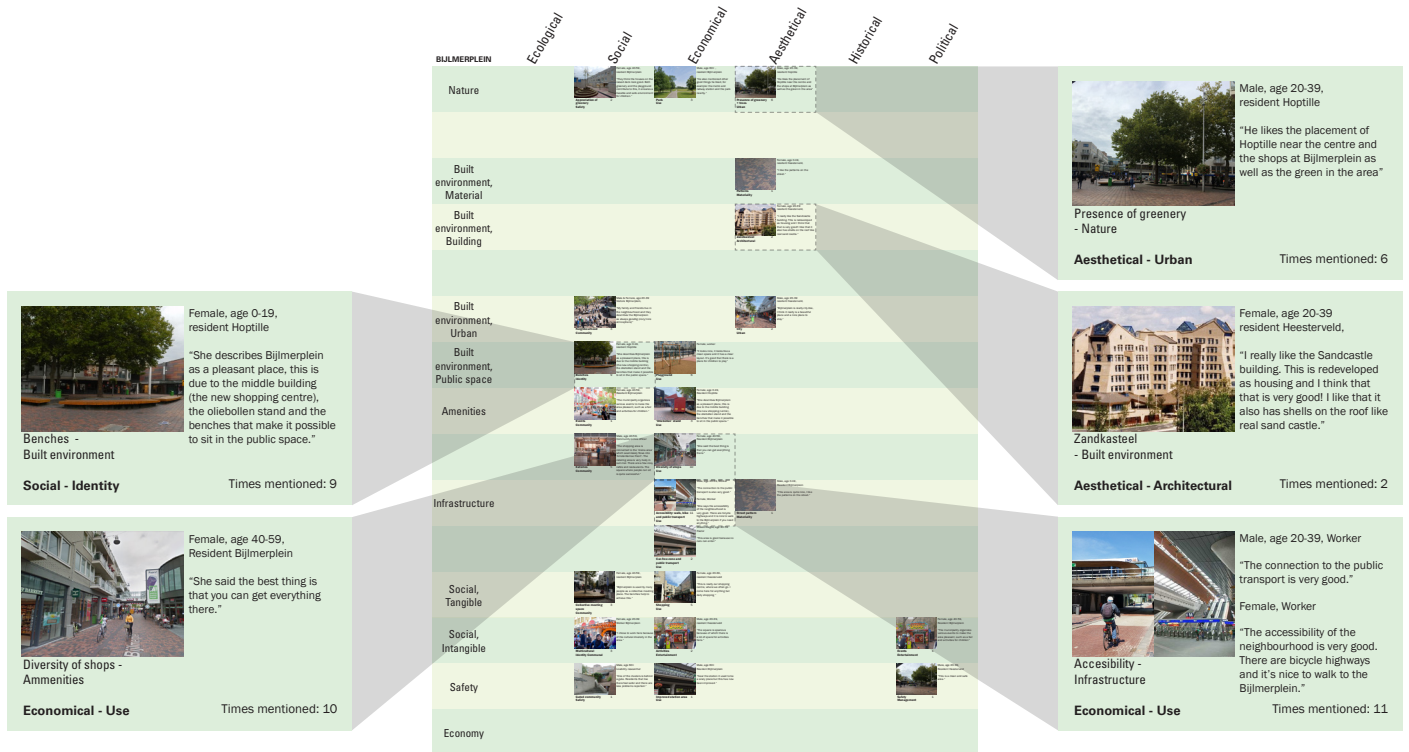
For example, many interviewees appreciated the colours on the facades of Heesterveld, it has been mentioned fifteen times, the most of any aspect. In contrast, only two interviewees mentioned the metro station as a positive aspect, which is appreciated because of the good connection it offers to the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

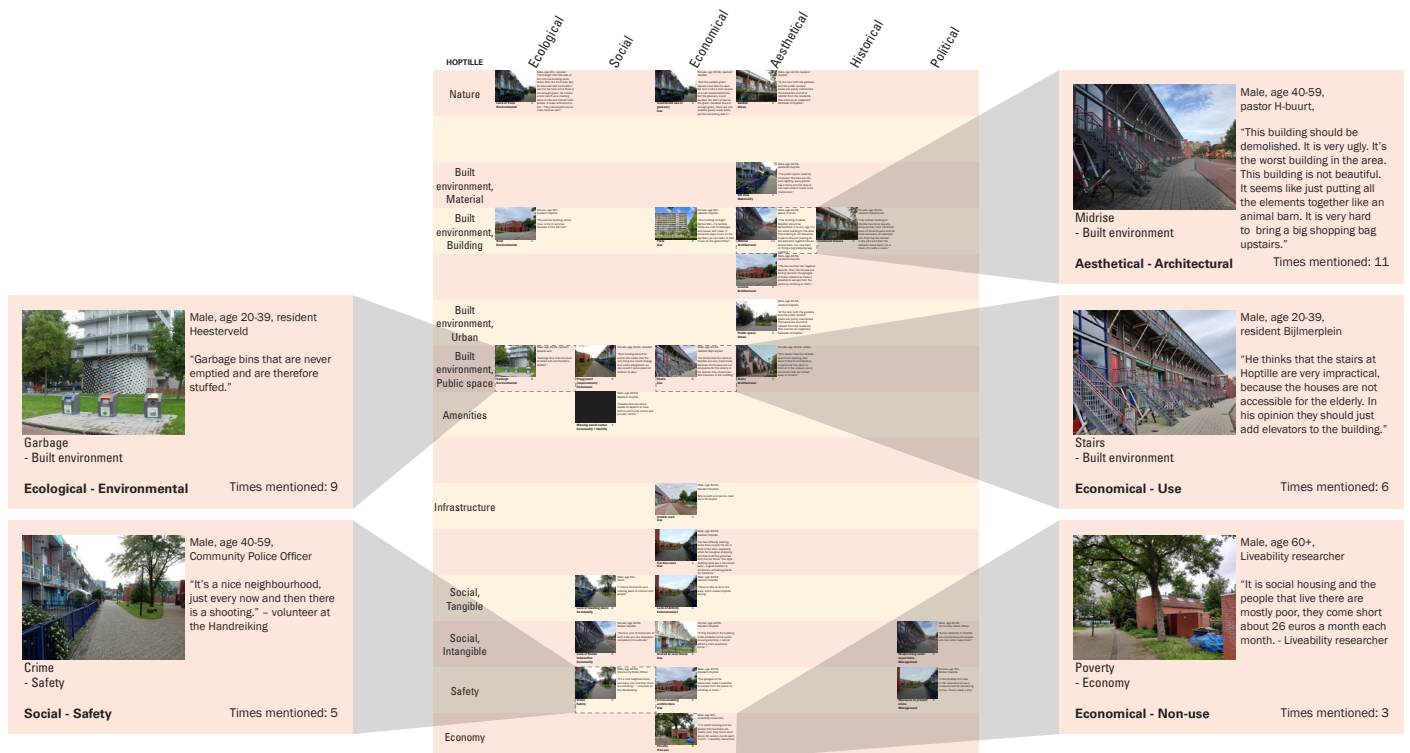
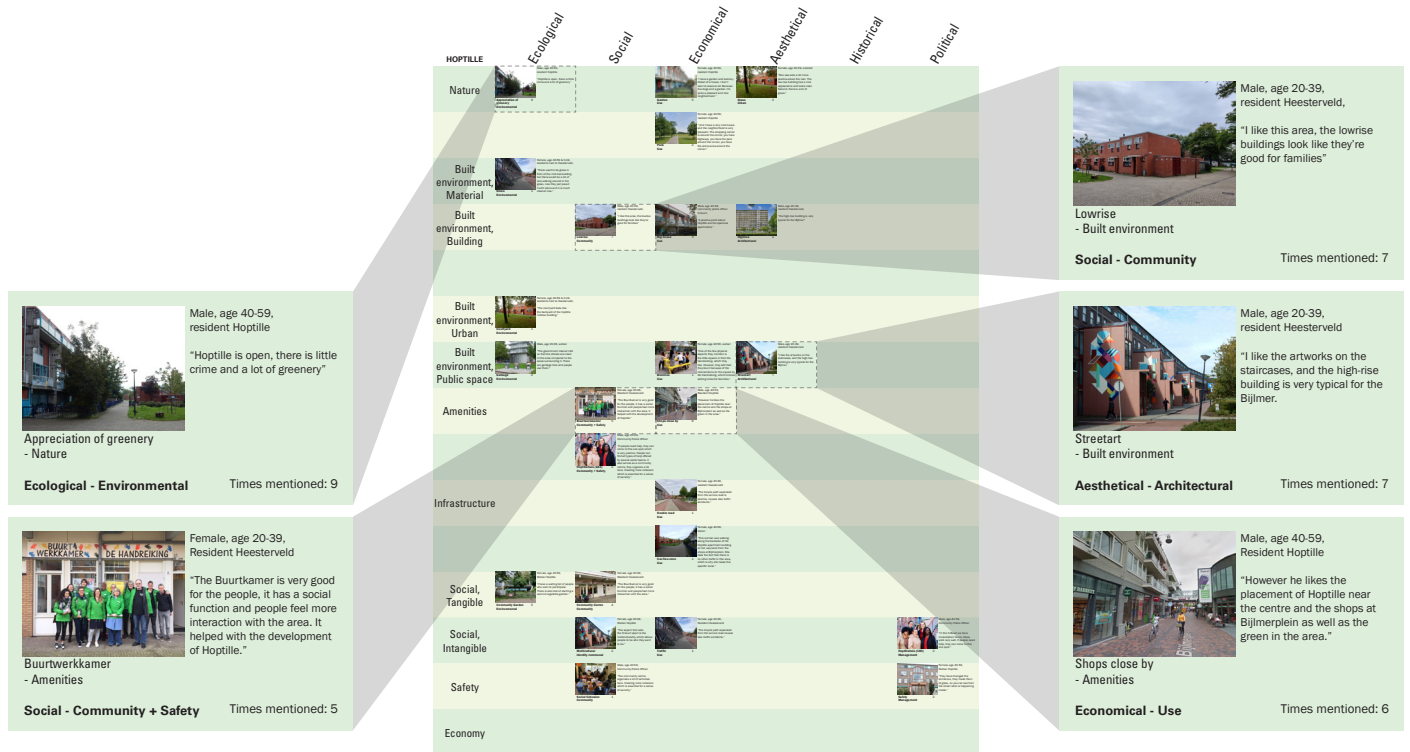
Results Interviews

Bijlmerplein



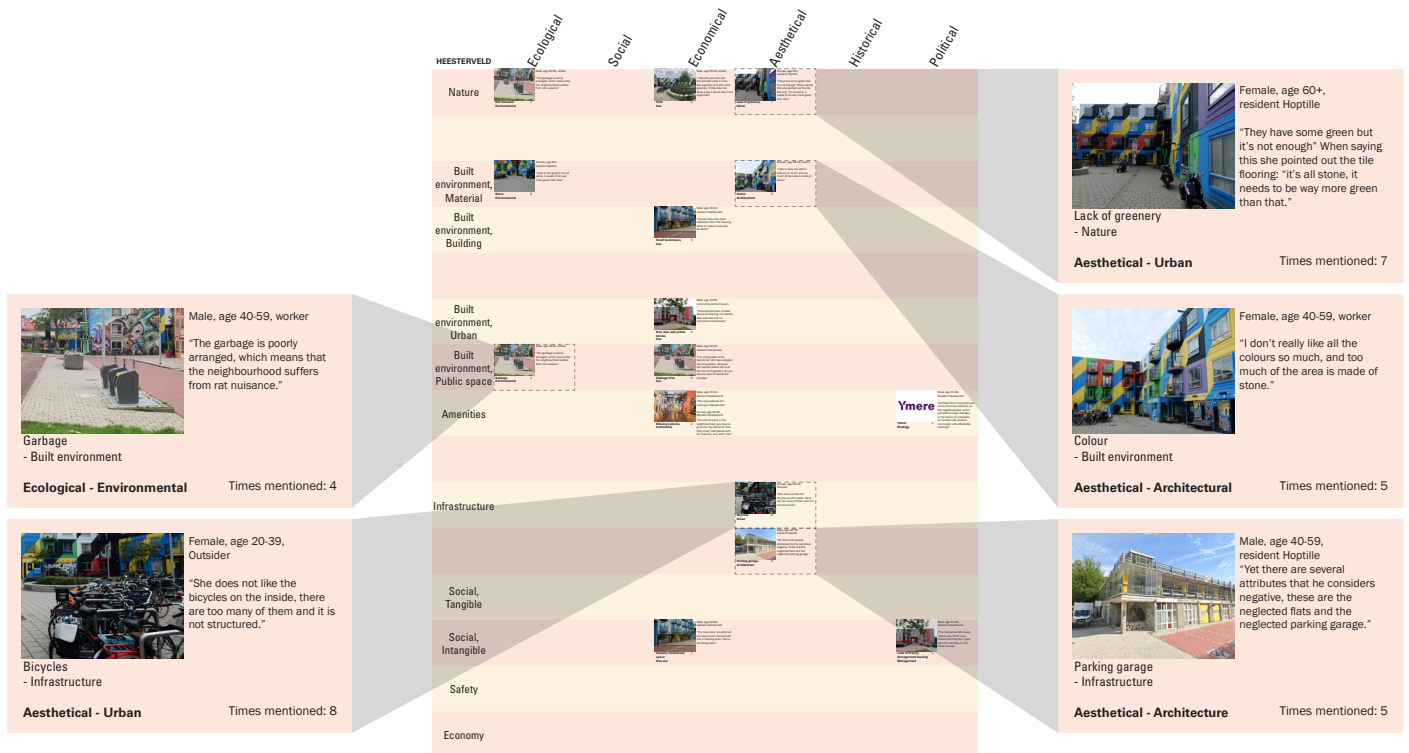
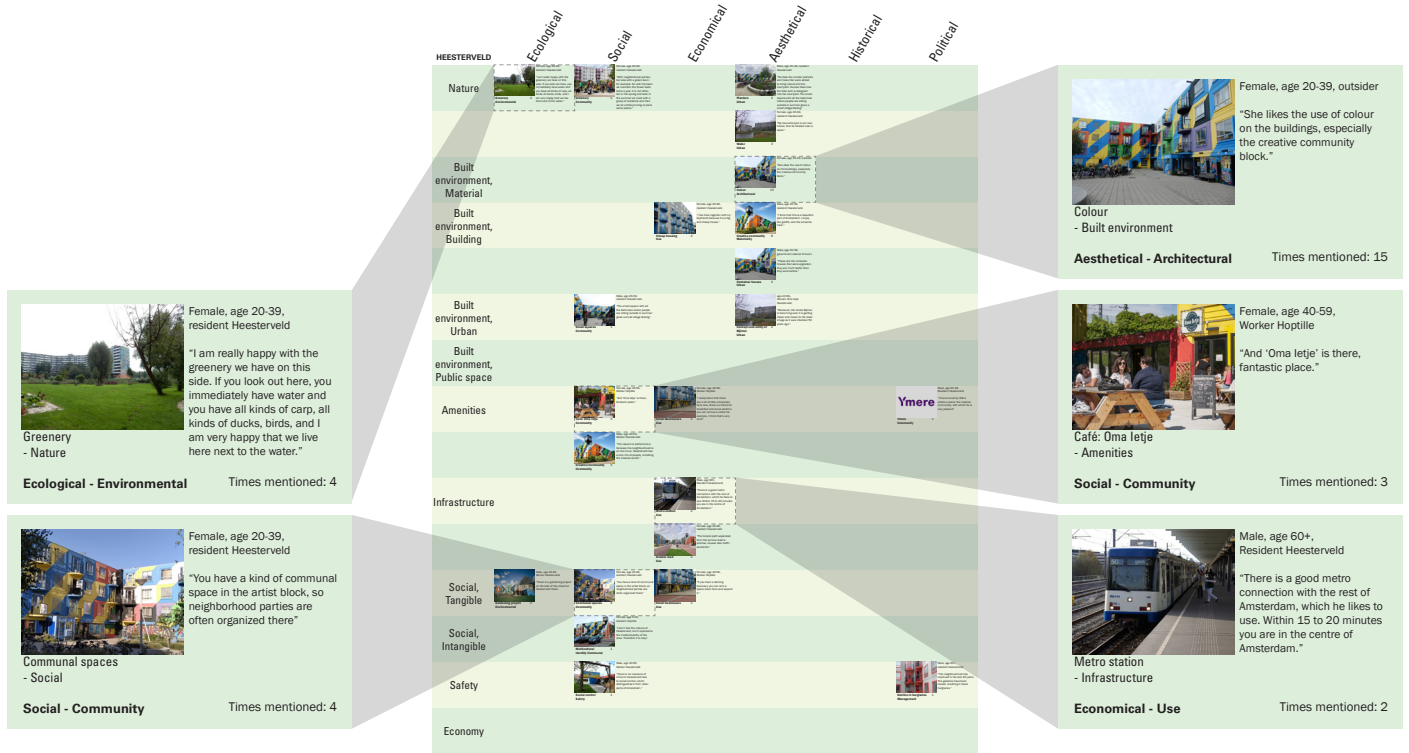
Results Interviews

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 Heesvelde 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.

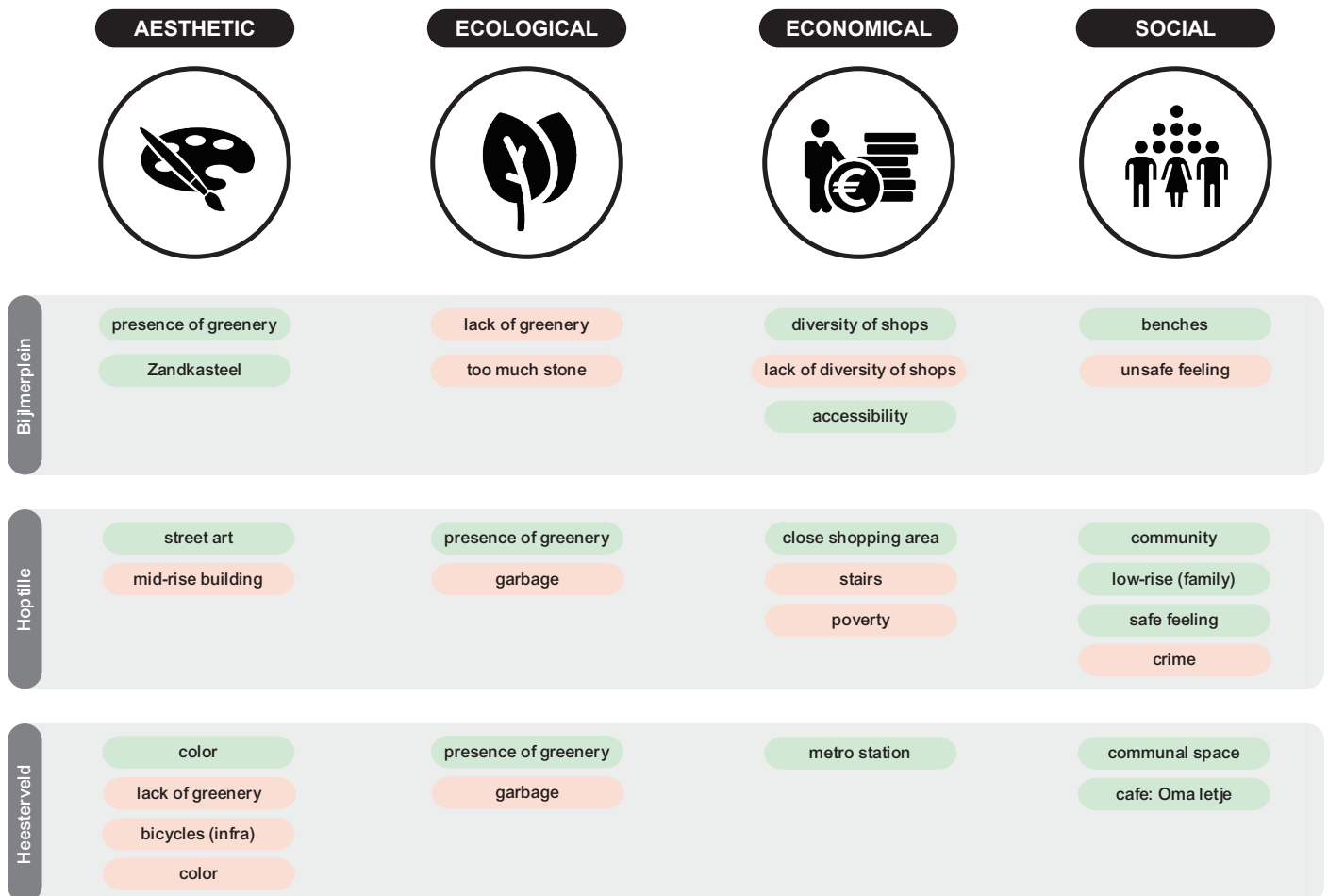
Conclusions

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.



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

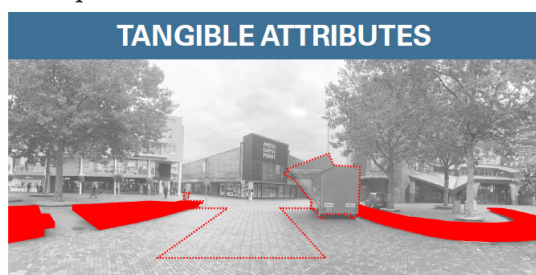
2. VISUALISATION

Tangible attributes
marked by shapes

Intangible attributes
marked by text

Colour indicates value

Example



TANGIBLE ATTRIBUTES



INTANGIBLE ATTRIBUTES

(UN) PROUD TENTANTS
SOCIAL ISSUES
NO SOCIAL INTERACTION

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

ATTRIBUTE	1	2	3	4	5	TOTAL
Site	0	0	0	0	0	0
Surroundings	0	1	2	2	1	6
Stuff	0	0	0	0	0	0
Surface	0	0	0	0	0	0
Amenities	0	0	0	0	0	0
Scale	0	0	0	0	0	0
Typology	0	0	0	0	0	0
Space	0	0	0	0	0	0
STAKEHOLDER	0	0	0	0	0	0
Story	0	0	0	0	0	0
Social	0	0	0	0	0	0
Services	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	0	1	2	2	1	6

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	0	0	0	0	0	0
Economic	0	0	0	0	0	0
Aesthetical	0	0	0	0	0	0
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

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.

Owners

ATTRIBUTE	1	2	3	4	5	TOTAL
Site	0	0	0	0	0	0
Surroundings	0	0	0	0	0	0
Stuff	0	0	0	0	0	0
Surface	0	0	0	0	0	0
Amenities	0	0	0	0	0	0
Scale	0	0	0	0	0	0
Typology	0	0	0	0	0	0
Space	0	0	0	0	0	0
STAKEHOLDER	0	0	0	0	0	0
Story	0	0	0	0	0	0
Social	0	0	0	0	0	0
Services	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	0	0	0	0	0	0

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	0	0	0	0	0	0
Economic	0	0	0	0	0	0
Aesthetical	0	0	0	0	0	0
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

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

ATTRIBUTE	1	2	3	4	5	TOTAL
Site	0	0	0	0	0	0
Surroundings	0	0	0	0	0	0
Stuff	0	0	0	0	0	0
Surface	0	0	0	0	0	0
Amenities	0	0	0	0	0	0
Scale	0	0	0	0	0	0
Typology	0	0	0	0	0	0
Space	0	0	0	0	0	0
STAKEHOLDER	0	0	0	0	0	0
Story	0	0	0	0	0	0
Social	0	0	0	0	0	0
Services	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	0	0	0	0	0	0

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	0	0	0	0	0	0
Economic	0	0	0	0	0	0
Aesthetical	0	0	0	0	0	0
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

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

Users

ATTRIBUTE	1	2	3	4	5	TOTAL
Site	0	0	0	0	0	0
Surroundings	0	0	0	0	0	0
Stuff	0	0	0	0	0	0
Surface	0	0	0	0	0	0
Amenities	0	0	0	0	0	0
Scale	0	0	0	0	0	0
Typology	0	0	0	0	0	0
Space	0	0	0	0	0	0
STAKEHOLDER	0	0	0	0	0	0
Story	0	0	0	0	0	0
Social	0	0	0	0	0	0
Services	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	0	0	0	0	0	0

VALUES	1	2	3	4	5	TOTAL
Ecological	0	0	0	0	0	0
Social	0	0	0	0	0	0
Economic	0	0	0	0	0	0
Aesthetical	0	0	0	0	0	0
Historical	0	0	0	0	0	0
Political	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0

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.

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.

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.

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

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 speaking,

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.

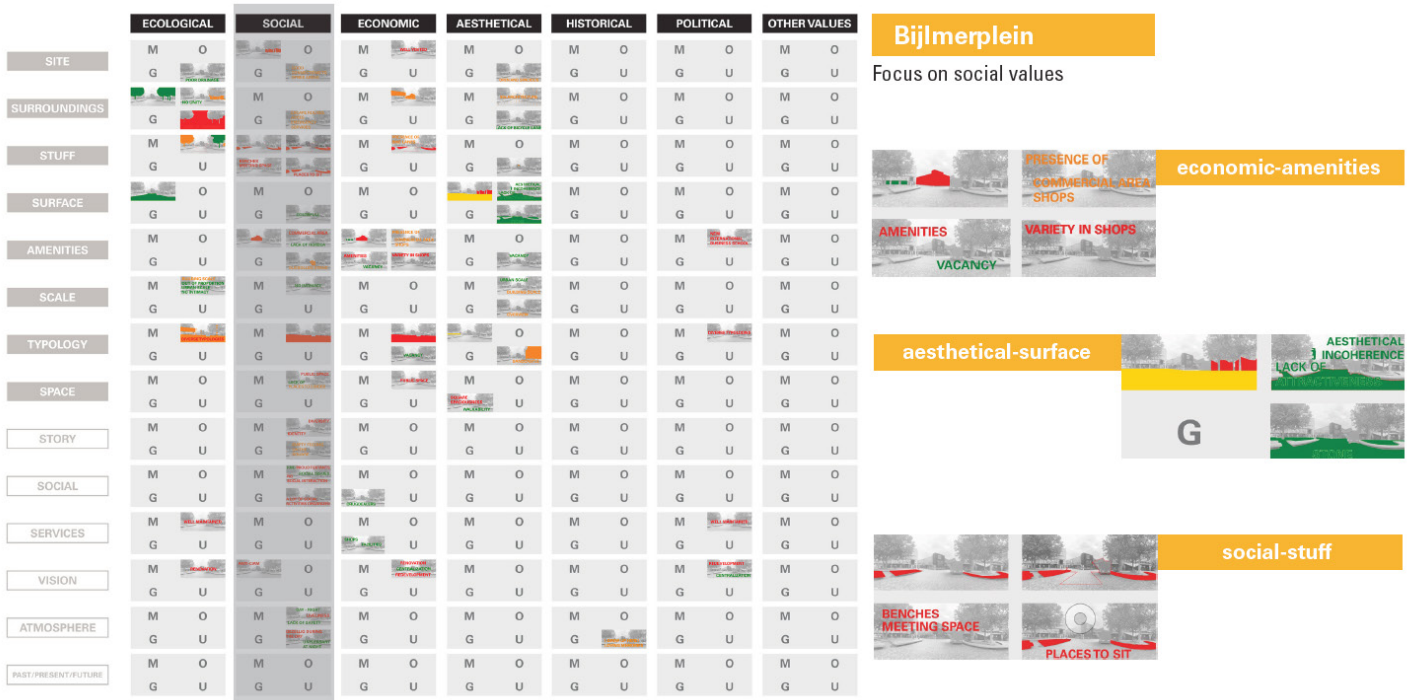


Photo 2

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	M 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	M O	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	M O	M O	M O	M O	M O	M O
SCALE	G U	G U	G U	G U	G U	G U	G U
TPOLOGY	M O	M O	M O	M O	M O	M O	M O
SPACE	G U	G U	G U	G U	G U	G U	G U
STORY	M O	M O	M O	M O	M O	M O	M O
SOCIAL	G U	G U	G U	G U	G U	G U	G U
SERVICES	M O	M O	M O	M O	M O	M O	M O
VISION	G U	G U	G U	G U	G U	G U	G U
ATMOSPHERE	M O	M O	M O	M O	M O	M O	M O
PAST/PRESENT/FUTURE	G U	G U	G U	G U	G U	G U	G U

Bijlmerplein

Focus on surroundings and stuff

M O aesthetic-surroundings

O Social-surroundings

M G 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	M 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	M O	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	M O	M O	M O	M O	M O	M O
SCALE	G U	G U	G U	G U	G U	G U	G U
TPOLOGY	M O	M O	M O	M O	M O	M O	M O
SPACE	G U	G U	G U	G U	G U	G U	G U
STORY	M O	M O	M O	M O	M O	M O	M O
SOCIAL	G U	G U	G U	G U	G U	G U	G U
SERVICES	M O	M O	M O	M O	M O	M O	M O
VISION	G U	G U	G U	G U	G U	G U	G U
ATMOSPHERE	M O	M O	M O	M O	M O	M O	M O
PAST/PRESENT/FUTURE	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

O social-typology

O social-story

M G 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	O	O	M	O	M	O	M
SURROUNDINGS	M	O	M	M	M	O	M
STUFF	G	M	O	M	M	O	M
SURFACE	M	O	M	M	M	O	M
AMENITIES	M	M	O	M	M	O	M
SCALE	M	O	M	M	M	O	M
TYPOLGY	M	M	O	M	M	O	M
SPACE	M	M	O	M	M	O	M
STORY	M	O	M	M	M	O	M
SOCIAL	M	O	M	M	M	O	M
SERVICES	M	O	M	M	M	O	M
VISION	M	O	M	M	M	O	M
ATMOSPHERE	M	O	M	M	M	O	M
PAST/PRESENT/FUTURE	M	O	M	M	M	O	M

Hoptille

Inner street does not have a good reputation

aesthetical-surfaces

political-typology

M
G

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	O	M	O	M	M	O	M
SURROUNDINGS	M	O	M	M	M	O	M
STUFF	G	M	O	M	M	O	M
SURFACE	M	O	M	M	M	O	M
AMENITIES	M	O	M	M	M	O	M
SCALE	M	O	M	M	M	O	M
TYPOLGY	M	M	O	M	M	O	M
SPACE	M	M	O	M	M	O	M
STORY	M	O	M	M	M	O	M
SOCIAL	M	O	M	M	M	O	M
SERVICES	M	O	M	M	M	O	M
VISION	M	O	M	M	M	O	M
ATMOSPHERE	M	O	M	M	M	O	M
PAST/PRESENT/FUTURE	M	O	M	M	M	O	M

Heesterveld

Focus on aesthetics

aesthetical-atmosphere

aesthetical-surface

aesthetical-surroundings

Themes

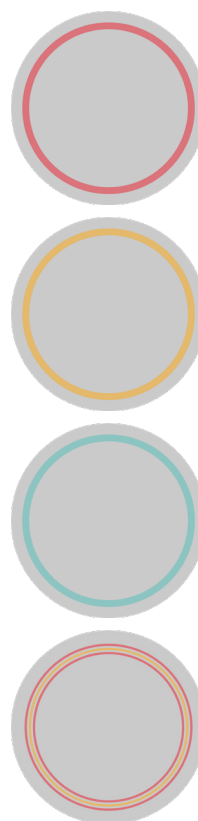
Themes overview



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.**



High value: much appreciated

Mid value: indifferent or mixed

Low value: not appreciated

Distinction between neighbourhoods

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

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.

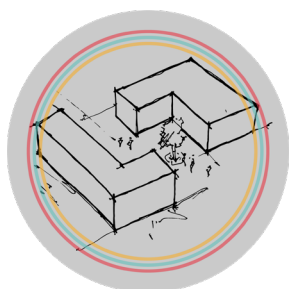
Owners:

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.

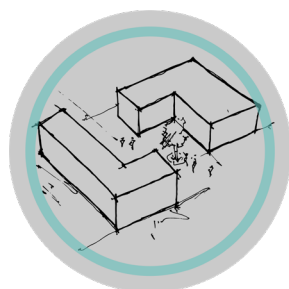
Users:

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.

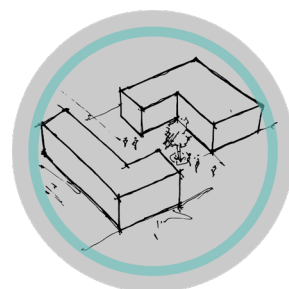
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



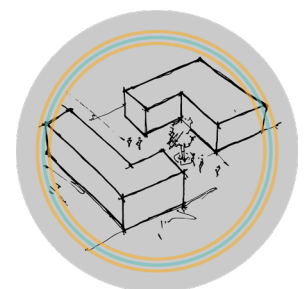
Makers



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:

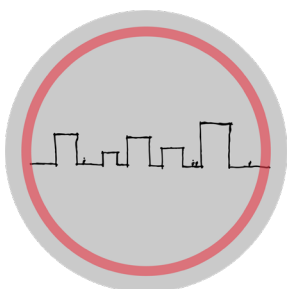
In the eyes of the owners, the dwellings are considered to have a nice size. They mentioned that the people live in the dwellings for a long period of time and that there are little mutations across the area. Besides this, the development side owners are less happy about the fact that it is 100% social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

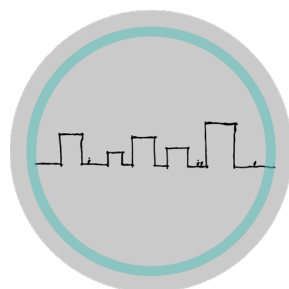
Users

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.

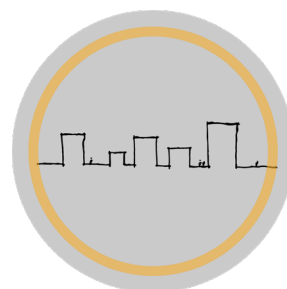
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



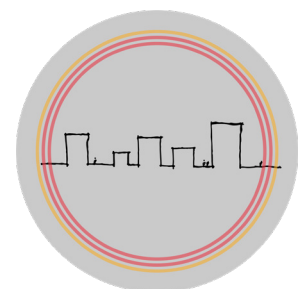
Makers



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



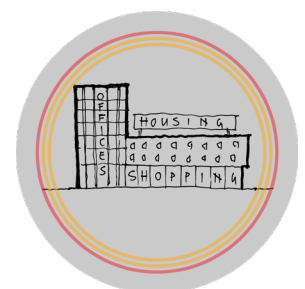
Makers



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:

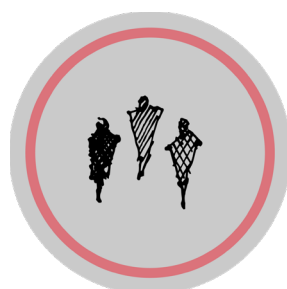
Cultural diversity was frequently mentioned by users as an aspect that makes the neighbourhood unique. The people appreciated it, because they got the feeling they can be

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:

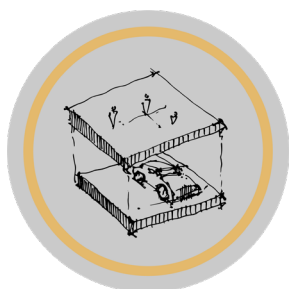
In the eyes of the stakeholder, the separation of traffic streams mainly impacted safety. The underpasses are seen as dangerous. The government did not want to get rid of the elevated roads, mainly because of the cost of doing so. For them, the money is better spent on improving street lighting and general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

Owners:

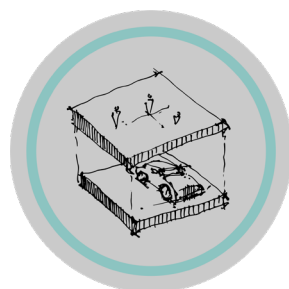
The owners mentioned the separation on the two levels between the public space, the private spaces and the transportation. These aspects created mainly spatial issues which result in social problems. Since the elevated levels create a distinction between the flow of movements, these have a two fold character. 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:

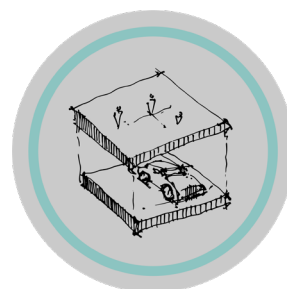
Something that was really remarkable about the elevated levels at Bijlmerplein is that a lot of people didn't even realize that these areas existed. A positive aspect of this is that a lot of the users thought it looked quiet and peaceful. But this aspect also has a negative side; people believed it 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.



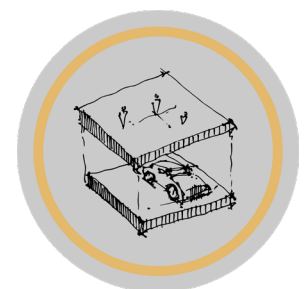
Makers



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:

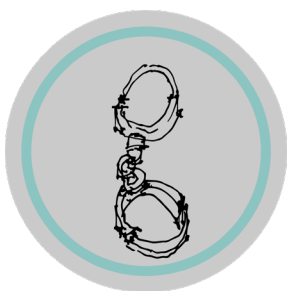
In the eyes of the owners, the feeling of safety is of great concern. The topic is strongly connected to social issues and unintended use of spaces. Unclear sightlines, a lack of transparency of spaces and “no eyes on the street” turn many spaces into problematic areas. The owners are concerned with 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.

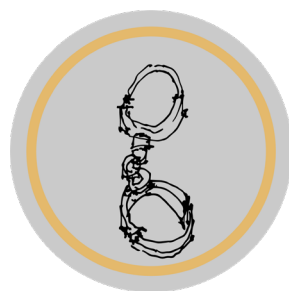
Users:

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.

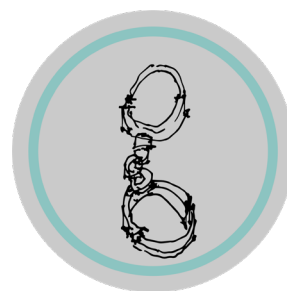
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



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:

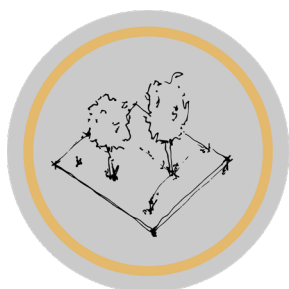
This theme is mostly mentioned within the ecological value and is mentioned within all photos. Owners highly valued the presence of greenery in general, but they have been very critical when it comes to the responsibility of the maintenance of the greenery. They have seen this as a lack of action and 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.

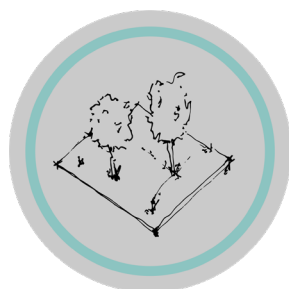
Users:

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.

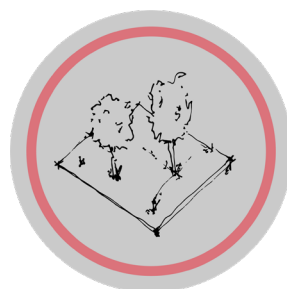
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



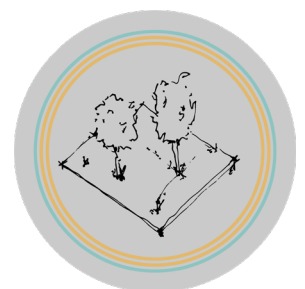
Makers



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:

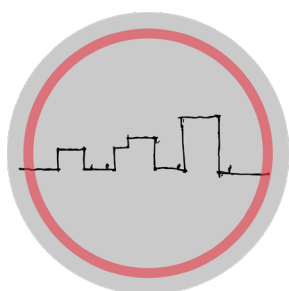
This theme is mostly mentioned within the ecological and social values. The owners liked the diverse typology in Hoptille, especially the single family homes were valued. This is mostly because they generally did not like the high rise. They liked the human scale, which is more present in Heesterveld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

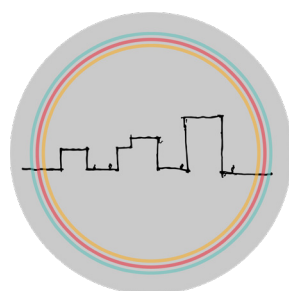
Users:

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.

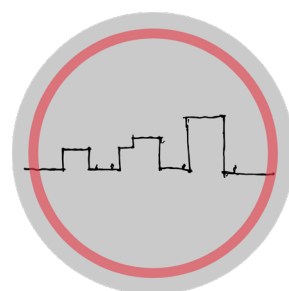
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



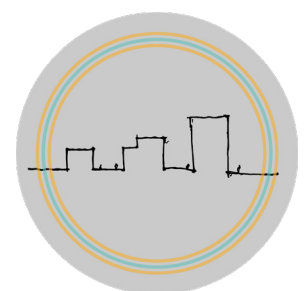
Makers



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.

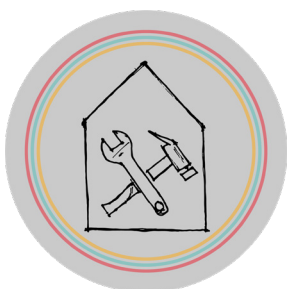
Owners:

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.

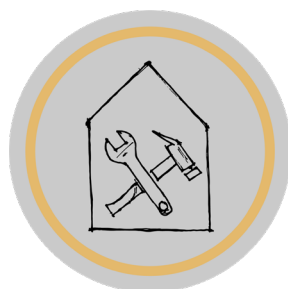
Users:

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.

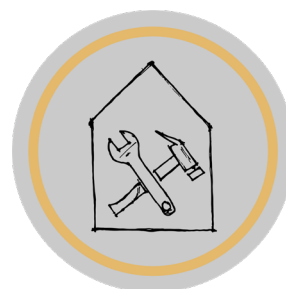
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



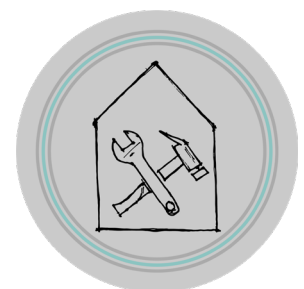
Makers



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.

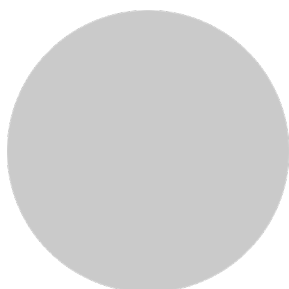
Owners:

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.

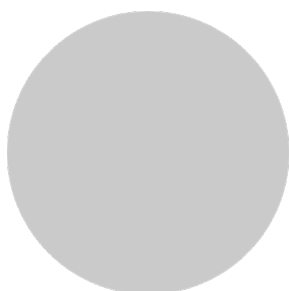
There is evidence of this in the public space. For example, the playground, that is made on one of the newly renovated decks, is hardly used by residents. The government has asked the neighbours about their wishes, but it took five years for these ideas to be realised. The result is an unused playground.

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

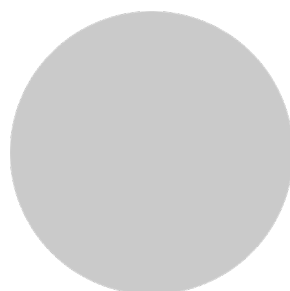
Users:

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:

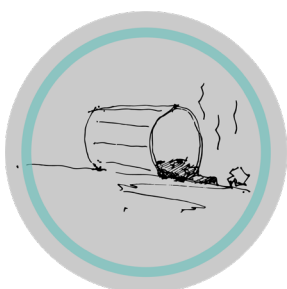
This theme is mostly mentioned within the economical and aesthetical urban values. Owners valued the use of trash cans, but the placement of trash cans nearby housing has to be improved. The fact that trash cans are located nearby housing is important. On the one hand it motivates residents to get rid 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:

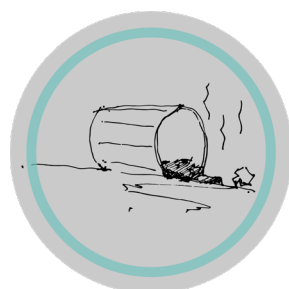
Garbage nuisance is mentioned in all locations by the users. The problem mainly had to do with rats nuisance, the accessibility of the trash cans and the pick up of the garbage.

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.

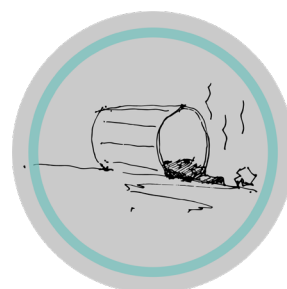
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



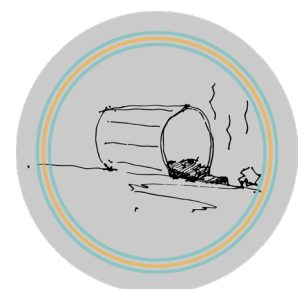
Makers



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

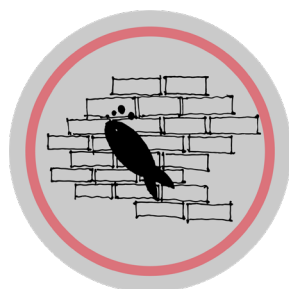
owners have mentioned that the colourful transformation of Heesterveld should be kept in mind for future redevelopments within Heesterveld itself.

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.

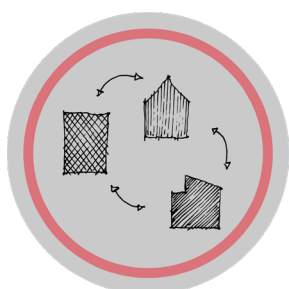
Owners:

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.

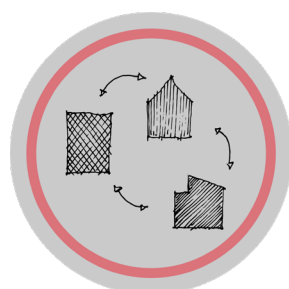
Users:

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.

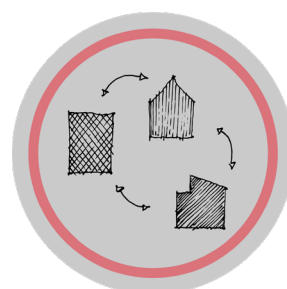
Outer ring: Bijlmerplein
Middle ring: Hoptille
Inner ring: Heesterveld



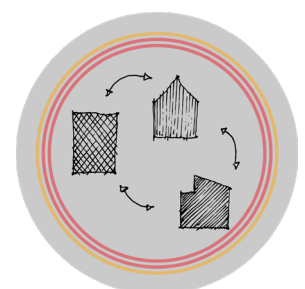
Makers



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. On 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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