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1 Pilot Project Description

The neighbourhood consist of 1500 dwellings and offers a home to at least 3500 inhabitants. In total there are 75% rented houses (1133) and 25% owner-occupied properties. Building type is 31% family houses and 69% apartments (1052). Date of construction of these houses is mainly between 1961-1970 (56%) and 1970-1980 (29%). Elderly and migrants are overly represented in the neighbourhood.

Housing association wonenCentraal¹ owns 831 dwelling in the neighbourhood. A majority of which are apartments. These apartments (674 in total, build around 1970, of which 600 situated in four identical buildings of each 150 apartments) should offer a suitable living environment to a mixture of lifestyles. The apartments have a large layout and a relatively low rent, and with this should be attractive for tenants. But the large scale of the buildings, the lack of comfort and lack of differentiation between houses and buildings have made the buildings lose popularity. The vicinity around the buildings has declined in de past years, but still offers good potential to create a sustainable environment.

The main goal for the housing company is to refurbish each building, in a manor that will offer a good quality of housing to different type of households. The four apartment buildings are identical, and offer opportunity to experiment with different refurbishment instruments. These instruments are aimed at creating a sustainable environment from several dimensions (ecological, economical, social and cultural).

Other goals, endorsed by local government, involve improvement of safety-experience, social problems and image of neighbourhood. More specific this could mean improvement of conveniences and amenities, for example specifically for young people. With improving the buildings and dwellings the quality of living improves, but probably not sufficiently. The vicinity of the buildings, and in fact the total neighbourhood needs improvement. In this the participation with the local government and inhabitants is crucial. Also the lack of involvement of the inhabitants with their environment needs attention. The process of increasing involvement will need to continue long after the completion of the refurbishment process.

2 State of the Art - February 2002 – pilot

At this moment the work program for 2001-2004 is almost definite. This work program has been distracted from 'Vision and ambitions' a Plan for integral refurbishment of the neighbourhood, completed in September 2001. It was been written together with different participants (wonenCentraal, local government, inhabitants etc).

SWOT neighbourhood

Strength ➤ Centrally located ➤ Facilities in neighbourhood and vicinity	Weakness ➤ Poor social balance ➤ Poor involvement inhabitants
Opportunity ➤ 'Flats are also for future' ➤ Vulnerable neighbourhood (ISV) ➤ Group of active inhabitants and organisations	Threat ➤ First sight of neighbourhood dull and monotonous ➤ Image of neighbourhood

Main goal of the project

Creating a sustainable living environment together with inhabitants, organisations and institutions; in which people enjoy living.

The different phases of the project are described in the following chapter. As are the different activities for the near future (see '4. The coming 24 months).

1. The work field of housing association wonenCentraal is mainly concentrated in and around Alphen aan den Rijn, a town with 70.000 inhabitants and 27.000 dwellings. WonenCentraal lets out almost 9000 dwellings (33%) and 700 other properties. Momentarily there are approximately 95 employees working for the housing association.

3 The work performed during the first 24 months

Start up period (March 2000-July 2000)

To assure an integrated approach of the neighbourhood different actors are involved. Conversation between local government and housing company started of several years ago. In the beginning of 2000 both organisations committed themselves to the improvement of the neighbourhood. The duration of the project is five years (2000-2004). A kick-off meeting was held on 23 March 2000. At this meeting different specialist of both organisations, municipality and wonenCentraal, were present.

The following months (April through May 2000) were used to get the work started. Goals were formulated and architects and planners set to work. This resulted in an information meeting for occupants on 21 June 2000. At this information evening occupants were informed about the project organisations. The strengths and weaknesses of the neighbourhood were explained, specifically from an urban planning point of view (traffic, dwellings, infrastructure, public vicinity). But most important occupants were invited to give their own opinion and were invited to join a sounding board about the plans.

Participation/communication period (August 2000-December 2000)

This period was mainly used to form a structural base of communication and participation with different groups in the neighbourhood. All active organisations in neighbourhood, like police or an organisation for care of elderly, have been asked to join in with the project.

This period was also used to develop a periodical (4 times a year) project magazine distributed in the neighbourhood, which will be used for the duration of the project.

General vision period (January 2001-June 2001)

The work done up until this phase is compiled to a general vision for the neighbourhood.

The vision collects input from;

- Inhabitants (input from workgroups, sounding-board and neighbourhood-survey)
- Municipality; ideas, conditions and terms
- WonenCentraal; ideas, conditions and terms (of which *SUREURO* is a part)
- Specialist point of view from planners, architects and others
- Active organisations; swot-analysis and plans for future.

This general vision (in concept) was presented to inhabitants on 18 April 2001. Based on this a definite version was drawn up. At this moment a different organisation structure has been chosen based on three work fields; Accommodation (variety and quality), Liveability (involvement and liveliness) and Public space (save and sound). Also this period was used to develop a neighbourhood website; www.planetenbuurt.nl

Work program period (July 2001-January 2002)

This period has been used to translate the general vision into concrete projects. In each work field about 14 projects have started or will start in the near future. A global work program has been presented to inhabitants on 15 November 2001. Based on this a definite version of the work program is being drawn up. Inhabitants have been asked to participate within the different projects that will start up in 2002.

3.1 Tenants participation

As this is a project together with the local government, participation has not only focussed on tenants, all inhabitants of the neighbourhood have been invited to join the project.

All inhabitants (so including tenants) have been informed through of asked to join:

- *First information evening* 21 June 2000: general introduction
- *Sounding-board* (November 2000): everybody in the neighbourhood has been invited to join the sounding board. Central question was how inhabitants perceive their neighbourhood and how they would like to improve it
- *Neighbourhood-survey* (December 2000): Ideas from the sounding-board have been translated to a neighbourhood-survey that has been send to a large group of inhabitants
- *Second information evening* 18 April 2001: focus on vision for neighbourhood
- *Third information evening* 15 November 2001: focus on work program

- *Periodical newsletter*: 4 times a year a project magazine is distributed in the neighbourhood. At this moment six newsletters have been produced
- *Website*: www.planetenbuurt.nl.

Tenants have been involved in two specific groups:

- *Workgroup surroundings Argostraat*: main focus of this group is on the direct living environment and the spacious layout of this. People living in building blocks in the vicinity were asked to join. ; The refurbishment project had already been developed before this period.
- *Workgroup building Venusstraat*: First phase for this group is participating in the drawing up of concrete requirements for the building. In this phase only tenants of the Venusstraat are asked to join.
- *Workgroup surrounding Venusstraat*: Second phase will be the direct living environment, the spacious layout. In this phase the group will be expanded with people living in the direct surroundings.

Result of above efforts is at the very least that all inhabitants have had sufficient change to join in. The highest result would be if all inhabitants endorse the vision and work program. However at this stage it cannot be predicted if this will be achieved.

3.2 Partnerships research

Investigation energy savings Planetenbuurt

This research was performed by DWA, Bodegraven/the Netherlands. Investigation was focussed on possibilities to reduce the usage of energy of four apartment buildings in the Planetenbuurt. Two type of measures were taking into consideration:

- Measures to reduce domestic demand for energy
- Using sustainable energy to meet demand

The most feasible measure turned out to be a concept in which heat is produced centrally in the building by a combination of electrical heat pump and a CHP (Combined Heat and Power). The natural gas driven CHP produces heat and electricity. The electricity is then used by the electrical heat pump to produce heat as well. Furthermore the heat pump uses groundwater as a low temperature heat supply for its evaporation side.

A good result can be reached; the amount of energy used for heat production is reduced by 40%. At the moment the rate-of-return and total investment is been studied. Difficulty is that you need a central warm water system first; this is not available in the building. Considering this it will be very difficult to implement this measure.

Technical refurbishment Alternatives

At the moment feasibility of a system of Gentle Vent BV is been studied. This system offers a new concept for natural ventilation: comfort ventilation. It offers inhabitants the ease of an automatic system for optimal ventilation in terms of comfort, quality of indoor climate and energy-efficiency. The contribution to energy saving is:

- Preventing unneeded surplus of air; savings around 0,8-1,2 GJ per house (30-45 m³ gas)
- Reducing amount of ventilation at extreme low temperatures; 6% of yearly losses
- The required capacity is easier to adjust; up to 10% of the yearly losses.

The system is positively accepted by different organizations, for instance the Novem. They are willing to support the implementation. Expectation is that a test project will start in 2002.

Neighbourhood Survey

A large-scale research has been set out in the neighbourhood. This was a survey into the wishes from the inhabitants. Also the current problems or weak points of the neighbourhood have been distracted from this. Based on the result the general vision has been drawn up. The research was an initiative from the project group; municipality Alphen aan den Rijn and housing association wonenCentraal.

Investigation liveability in the Planetenbuurt

A student has developed 3 instruments to make liveability more concrete: a Quick Scan, Analysis of the Living Environment (identifying causes of problems) and comparison of different options of mainte-

nance to improve liveability. These instruments have been tested in the Edelstenen- and Planetenbuurt as a pilot but need further work in order to provide wonenCentraal with information how to improve liveability and especially safety within the neighbourhood.

Investigation water savings Planetenbuurt

Two workshops have been organised bij Wonen Centraal in order to generate ideas how to use water in the Planetenbuurt. Based on the perception of inhabitants water should become more accessible and visible in the new situation. Preliminary result of the workshop however is that the scale of the Planetenbuurt and the specific location (lower) prevent options to improve the situation. Opportunities on the building/block level (however will be further investigated).

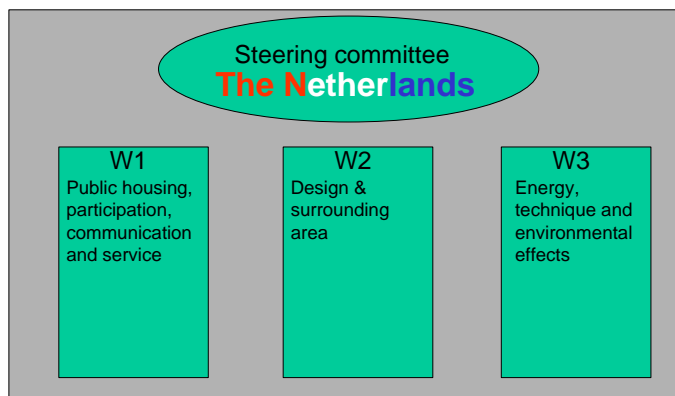
3.3 National organisation

Partners on national level are Municipality Alphen aan den Rijn and housing company wonenCentraal. Besides this research institute TNO, urban planner Heeling Krop Bekkering and architect XX-architecten is involved.

Further more participation has been asked of inhabitants and organisation active in neighbourhood (police, a housing association for elderly Driehoorne, health-care organisation GGD, primary schools, welfare organisations etc.).

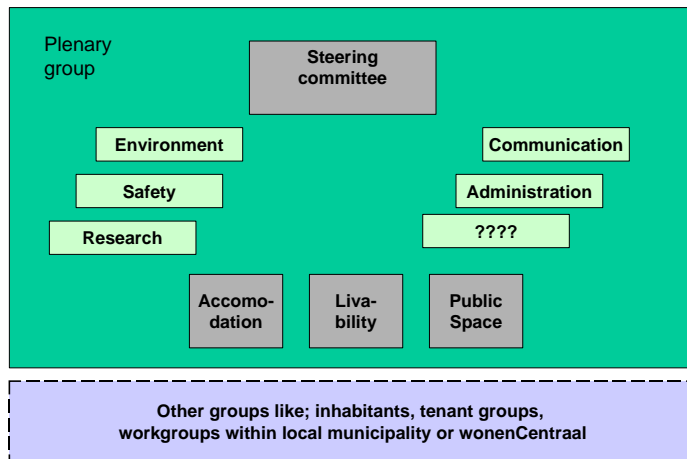
In the beginning of 2000 a project group was formatted consisting of a co-ordinating steering group and 3 task groups that were rather similar to the work packages of SUREURO. The steering group is responsible for the overall co-ordination. The three task groups concentrated on;

- Task group 1: Policy, research and communication
- Task group 2: Design and urban planning
- Task group 3: Technical and environmental improvements.



During the drawing up of the vision the conclusion was reached that the organisation structure should correspond with the structure of the three work fields. So a new structure was chosen half way through 2001. This structure will be used in the coming period. Workfields with main focus point are:

- Accommodation: variety and quality
- Liveability: involvement and liveliness
- Public space: save and sound.



3.4 Phase in progress

Different phases can be distinguished in the process. Work planned for the coming period is described in chapter four 'The coming 24 months'. The current phase is probably best described as going from 'separate projects' to a more integral approach. Although all the work may not be completed yet at the end of SUREURO; work done and work to come will contribute to this integral approach. For the moment only the phases of the separate projects will be mentioned here.

WonenCentraal has been focussing on the refurbishment of four apartment blocks. Of these one is already completed; the refurbishment of an apartment block with 150 dwelling Argostraat. The project was completed in September 2001. A part of this project consists of making a part of the building suitable for elderly. If a dwelling is vacant it will be adjusted and offered specifically to elderly. The next building is almost ready for carrying out; the refurbishment of the Venusstraat will start in 2002. For the third building the Plutostraat project group has just started the designing phase. Refurbishment will take place in 2003. The last building the Herculesstraat will not start till 2003, refurbishment is planned in 2004/2005.

At the same time different work has started in the neighbourhood. The local government has been focussing on the upgrading of the surroundings of the Argostraat. The rest of the surroundings are in the planning phase and will be carried out the coming years. Also a lot of attention has been given in studying the current safety in the neighbourhood. From this some project to increase safety (more street-lighting) have been formulated.

Overall there has been a lot of attention to get as much participants involved as possible. Small projects have resulted from this. For instance there has been a housing decoration course started for single woman foreigners. Also an important project is the Neighbourhood Management aimed at improving image and social control between people in a way that people enjoy and live actively in their neighbourhood.

3.5 Measurements

In the document 'Vision and ambitions' (a plan for integral refurbishment of the neighbourhood) the goal for the neighbourhood is described on the three workfields. All measures in work program are aimed at achieving these goals.

Accommodation: variety and quality

In 2006 the Planet neighbourhood offers an attractive living environment to young and elderly people, small and large households. Within the neighbourhood people can choose between different types of housing and living expenses. The difference between high-rise and family houses and between rental

and owner occupied will be fading. The quality (sustainability) of the high-rise dwellings owned by the housing company has improved. In short, the neighbourhood is in balance.

Liveability: involvement and liveliness

In 2006 the Planet neighbourhood is a place to be proud of. Inhabitants are interested in others, different cultures reinforce each other and have mutual understanding. Involved organisations make sure they offer a good basic quality of maintenance, inhabitants themselves feel responsible to maintain this quality. There are sufficient facilities in the neighbourhood for the young and elderly both. In short, besides space for the individual there is liveliness (a hart) in the neighbourhood.

Public space: save and sound

In 2006 the Planet neighbourhood is just as green and rich of trees as it is today. Water, in all its different facets, is clearly present. Maintenance of elements like playing grounds, street furniture and green is at such a level that inhabitants are stimulated to keep it like this. Traffic measure prevents non-local traffic passing through and speeding. There are save traffic situations, especially near schools and other place with small children.

Besides these measures we are researching measures focussed on *ecological sustainability*. In the past a lot of ecological measures (like heat isolation) have already been carried out. This makes it a very difficult to achieve the SUREURO goals. For more detailed information please see 'Common measurements in the pilot project (December '01)'.

3.6 As a summary in this part – comparison deliverables in DOW – work achieved

The general vision and work program 2001-2004 is now ready for the national project the Planetenbuurt. During the process there has been meetings with tenants and with all inhabitants. These meetings have been documented, as have the workshop reports. Within the neighbourhood different phases can be discriminated; some project are ready, some are in the planning/designing phase and some will start up in the near future. Monitoring will take place to see if our goals are being realised.

Tools from Work Package 1 (Strategic Management and Integral Project Management) will be further tested and improved during the process.

4 The coming 24 months

Work to be done the following 24 months is described in the work program 2001-2004. Per project a short description and planning has been made. Here is a summary of this.

Nr	^H	Projects Accommodation	Planning
1.1.1	¹	Refurbishment project Argostraat	Compl. 2001
1.1.2	²	Refurbishment project Venusstraat	2002
1.1.3	³	Refurbishment project Plutostraat	2003
1.1.4	⁴	Refurbishment project Herculesstraat	2004-2005
1.1.5	⁵	Accommodation and care for elderly	2001-2004
1.1.6	⁶	Residence for younger generation	2003>
1.1.7	⁷	Mix between rental/owner-occupied accommodation	2004 >
1.2.1	⁸	Domotica applications	2002 >
1.2.2	⁹	Measurement low buildings/dwellings	2002 >
1.2.3	¹⁰	Individual choices in rental dwellings	2002 >
1.3.1	¹¹	Healthy indoor climate	2002 >
1.3.2	¹²	Environmental recommendations	2002 >
1.3.3	¹³	Safety-measurements apartments	2002 >
Nr	^h	Projects Livability	Planning
2.1.1	¹	Participation tenants with refurbishment projects	per flat
2.1.2	²	Communication/participation inhabitants	2000 >

2.1.3	³	Neighbourhood network	2001-2002
2.1.4	⁴	Neighbourhood management	2001 >
2.2.1	⁵	Facilities for neighbourhood activities	2001-2002
2.2.2	⁶	Maintenance service (maintenance at home)	2002>
2.2.3	⁷	Social Mentoring (employability)	2002>
2.2.4	⁸	Day care for children	2004>
2.3.1	⁹	Public internet house	2001-2002
2.3.2	¹⁰	Sports and games activities	2002>
2.3.3	¹¹	Neighbourhood for all age categories	2002
2.3.4	¹²	Primary school network	2002-2003
2.4.1	¹³	Safety recommendations	2003 >
Nr	^h	Projects Public Space	Planning
3.1.1	¹	Safe and sustainable (max speed 30 km)	2001-2002
3.1.2	²	Traffic for bicycles and pedestrians	2002>
3.1.3	³	Car parking	2002>
3.2.1	⁴	Sterrenlaan lay-out	2001 >
3.2.2	⁵	Extending of Sterrenlaan	2002 >
3.2.3	⁶	Crossing of Burg. Bruin slot singel	2002>
3.2.4	⁷	Argostraat surroundings	2001-2002
3.2.5	⁸	Venusstraat surroundings	2002-2003
3.2.6	⁹	Plutostraat surroundings	2003-2004
3.2.7	¹⁰	Herculesstraat surroundings	2004 >
3.2.8	¹¹	Other surroundings public space	Various
3.3.1	¹²	Illumination paths behind houses	Continuous
3.3.2	¹³	Waste disposal project (bio-bag)	Continuous
3.3.3	¹⁴	Celebration day of the tree	20 March '02

5 Conclusions

A main benefit from SUREURO so far is that we've achieved a good participation with the local government. There is a broad support from both organisations to achieve an integral and ambitious project.

Further more a lot of energy has been invested in achieving participation of inhabitants. The result of this effort will hopefully be visible in the following working period. The real work however still lies ahead. In this our learning period from SUREURO is only just starting.