

# Re-imagining Amsterdam New West: Improving Resident Satisfaction through Adaptive Reuse of Christian Religious Heritage

A study about important attributes in an adaptive reuse strategy for Christian religion heritage considering residents' values and needs in Geuzenveld-Slotermeer and Osdorp

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# Introduction

## Concepts & Relations

This report researches the adaptive reuse of Christian religious heritage to improve resident satisfaction in Amsterdam New West. The complex process of adaptive reuse of heritage buildings aims to preserve the buildings' values while adapting them for use in the present and future (Hedieh Arfa et al., 2022). Christian religious buildings refer to churches as a building for Christian religious activities (Cambridge dictionary, n.d.). The resident satisfaction is determined every two years by a survey from the municipality of Amsterdam, department Onderzoek & Statistiek (Bos & Dignum, 2022). For this, a survey is answered that assesses satisfaction on the following attributes: development, quality of the built environment, social cohesion, social inclusion, social contact, range of facilities, safety, elderly friendly, familiar and nuisance.

The relation between adaptive reuse of Christian religious heritage and resident satisfaction is that the effects that can occur in this process, match with satisfaction attributes from the survey (See Table 1). The studies of Yung et al. (2014), Niemczewska (2019) and Stas (2007) showcase effects of adaptive reuse projects that are related to the resident satisfaction attributes.

**Table 1:** Resident satisfaction attributes in comparison to the adaptive reuse effects of heritage buildings

<i>Resident satisfaction attributes</i>	<i>Adaptive reuse effect</i>
<b>Development</b>	<i>Business return (Yung et al., 2014)</i>
<b>Quality of the built environment</b>	<i>Improve urban environment (Yung et al., 2014)</i> <i>Increase density (Yung et al., 2014)</i>
<b>Social cohesion/ Social inclusion/ Social contact</b>	<i>Community participation (Yung et al., 2014; Niemczewska, 2019)</i> <i>Social network (Yung et al., 2014)</i> <i>Community development (Yung et al., 2014)</i> <i>Social inclusion and cohesion (Yung et al., 2014; Niemczewska, 2019)</i>
<b>Range of facilities</b>	<i>Satisfaction of new use (Yung et al., 2014)</i>
<b>Safety</b>	<i>Crime reduction (Stas, 2007)</i>
<b>Familiar</b>	<i>Conserve original way of life (Yung et al., 2014)</i> <i>Sense of place (Yung et al., 2014; Niemczewska, 2019)</i>
<b>Nuisance</b>	<i>Increase noise level (Yung et al., 2014)</i>

## Problem Field

As the adherents of Christian denominations are decreasing in Western nations, the contemporary use of Christian religious heritage is becoming one of the greatest challenges of sustainable development (Lo Faro & Miceli, 2019). Heritage buildings encapsulate values that extend beyond immediate users, resulting in a complex decision-making process with multiple stakeholders (Niemczewska, 2019). The tangible and intangible values that these heritage buildings contribute to a sense of place for individuals and

groups, which makes demolition not an option (Davison & Russell, 2017). However, there is an imperative need to formulate strategic plans for their contemporary use, as disused religious heritage sites are easy targets to vandalism and environmental decay (Velthuis & Spennemann, 2007).

The Netherlands has one of the highest concentrations of Christian religious heritage per inhabitant in Europe (MOCW, 2021). Due to demographic changes, one in every four churches is falling into disuse (MOCW, 2022). Within this densely populated landscape, Amsterdam is the most populated city in the Netherlands and struggling with a severe housing shortage (Dignum, 2022)(Centraal Bureau voor de Statistiek, 2022). Amsterdam emerges as a salient focal point for further exploration. Within Amsterdam, the city area Amsterdam New West requires attention as this area has annually the lowest resident satisfaction (Bos & Dignum, 2022). Hence, it's intriguing what the disused Christian religious heritage in Amsterdam New West could mean again for the community.

## State-of-the-art

Various academic disciplines have contributed to the research field regarding social effects of Christian religious heritage in adaptive reuse projects, such as social, economic, religious, sustainability and built environment studies. The multidisciplinary studies provide a plethora of theories within the realm of adaptive reuse of (religious) heritage, leading to several findings. For instance, social studies revealed that the effects of adaptive reuse of cultural heritage extends beyond the immediate users and expands to the surrounding community (Niemczewska, 2019). Economic studies concluded that the adaptive reuse of religious heritage result in increased housing prices in the area (Liu & Liu, 2020). Religious studies concluded that faith to faith conversion is a feasible avenue in the decision-making process of religious heritage adaptive reuse (Krishna and Hall, 2019). Sustainability studies delved into the consequences of cultural heritage adaptive reuse for the circular economy (Kaya et al., 2021). In addition to theories, built environment strategies have been developed for religious heritage adaptive reuse (Lo Faro and Miceli, 2019; Misirlisoy & Günçe, 2016).

## Aims & Objectives

The combination of the adaptive re-use of Christian religious heritage and its associated social effects has been a subject of prior research within the academic field. This extant literature will serve as the theoretical framework for the present study. This report advances the state-of-the-art by employing the Ballarat Imagine method, previously utilized in re-imagining Ballarat, Australia (Buckley et al., 2015; Ji et al., 2021). The application of the Imagine method to the urban context has been used in numerous previous studies (Silva et al., 2023). However, in the context of Amsterdam New West it's a novel undertaking, offering a fresh perspective on resident satisfaction by gathering their values and needs. The results can create a foundation for adaptive reuse strategies of Christian religious heritage to improve the resident satisfaction.

## Research question

The discussed literature leads to the following research question: "What attributes should an adaptive reuse strategy for Christian religious heritage incorporate to enhance resident satisfaction in Geuzenveld-Slotermeer and Osdorp, considering residents' values and needs?" By employing the Imagine method residents are interviewed to establish their values and needs. The first sub-question addresses the valuable attributes according to residents, through the following sub-question: "What do residents of Geuzenveld-Slotermeer and Osdorp value in their neighborhood?". The valuable attributes will be addressed when asking the participants what they love about their neighborhood and what they want to retain in their neighborhood. Next, the needs of residents will be addressed, through the following sub-question: "What do residents of Geuzenveld-Slotermeer and Osdorp need in their neighborhood?". The needed attributes will be collected when asking the participants how they imagine their neighborhood.

## Methodology

### Theoretical framework

The theoretical framework that's applied for classifying the data is the Value Framework by Pereira Roders (2007). This framework classifies the values in seven types, namely ecological, social, economic, age, political, scientific, aesthetical and historic. The relevance of this framework towards the research topic is the relation towards heritage and the built environment and its broad scope (Spoormans & Pereira Roders, 2020).

### Methods

This study employs a qualitative interview method, using the Ballarat Imagine method by Buckley, Cooke and Fayad (2015). The Imagine method is inspired by the Historical Urban Landscape (HUL) and is a useful tool for identifying urban context holistically, enhancing heritage values, local populations' quality of life, and connecting the past to the future (Ji et al., 2021). This method serves as an initial step in undertaking participatory engagement. Within this research, local residents are asked to envision their surroundings from a positive perspective. This interview protocol aims to elicit both tangible and intangible values held by the users. It extends the existing three questions of this method, which assess various aspects:

1. What do you love in ...?  
This question reveals the values and attributes the users highly appreciate.
2. How do you imagine ...?  
Participants paint a visionary image of the future that reflects their needs and identifies what is currently lacking.
3. What do you want to retain in ...?  
This question helps identify which aspects of their environment hold significant value and must not be omitted in the

future plan.

By framing the questions in a positive manner and employing positive language, such as "love" and "imagine," the aim is to obtain a clear understanding of residents' values and needs. Additionally, this method fosters community pride by celebrating the city's values (Leeuwarden Declaration, 2018). Anything not considered nor mentioned in this interview can be regarded as of lesser importance. These aspects would be open to modification and replacement. The Imagine method questions are translated to Dutch and extended to seven questions, using similar formulation (See Appendix A).

The participants' referenced attributes are converted to categorized data for classification in the qualitative Value Framework by Pereira Roders. An example of the raw data categorisation is given for Q5 (See Table 2).

*Interviewer:*

"How do you imagine your neighborhood?"

*Participant 7 Geuzenveld-Slotermeer:*

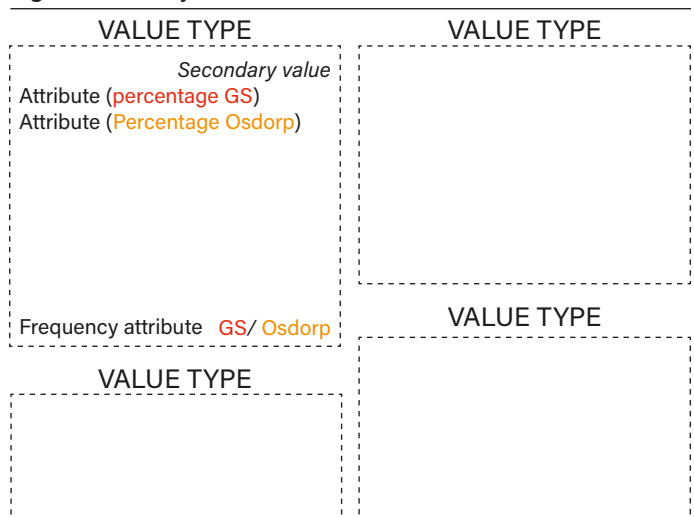
"Safe and everyone feeling involved. Beautiful and green is how I hope to see it"

**Table 2.** Categorisation example of referenced attributes

Raw data	Categorized data
Safe	Safety
Feeling involved	Social inclusion
Beautiful	Appearance
Green	Greenery

The categorized data attributes are classified within the primary and secondary value type using the value framework definitions by Tarrafa Silva & Pereira Roders (2012)(See Figure 1). The primary value types in the Value Framework are ordered according to the quantity of classified attributes in this type. The percentages showcase the amount of times an attribute was referenced by participants. The bottom right showcases per primary value the amount of attributes that are classified in that primary value. Assigning numerical scores to the Framework is a quantitative element. Hereafter Geuzenveld-Slotermeer is referred to in red and Osdorp is referred to in orange.

**Figure 1:** Classify method of Value Framework



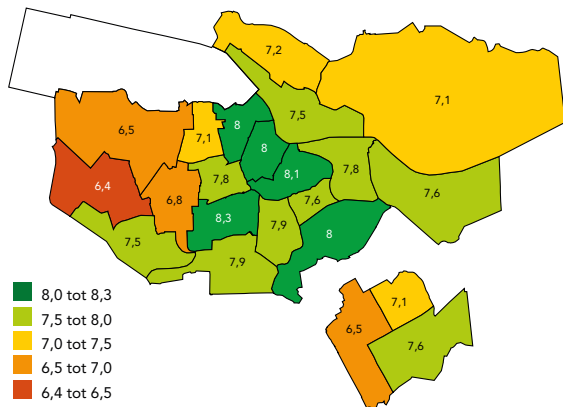
## Sources

The primary source of this study is the data collected through the interviews. The Imagine method is employed to gather insights on the values and needs of residents in Amsterdam New West. These opinions are relevant for the research question on how to improve the residents' satisfaction.

## Case study

This study focuses on two neighborhoods in Amsterdam New West. Amsterdam New West is an urban development designed by the architect and urban planner Cornelis van Eesteren between 1928 and 1934, guided by the principles of light, air, and space (Nio, 2016). This visionary plan aimed to foster optimal light, fresh air circulation and to nurture an environment rich in greenery. Despite the promising intentions underpinning this design, the district has encountered a series of challenges. Over the past two decades, Amsterdam New West has undergone a transformation from a reputable district to one grappling with a deteriorating reputation (Mepschen, 2012). This assertion is substantiated by research conducted by Bos & Dignum (2022), which reveals that resident satisfaction in Amsterdam New West ranks notably lower in comparison to other districts within Amsterdam (See Figure 2). The lowest scoring neighborhoods are Geuzenveld-Slotermeer 6,5 and Osdorp with 6,3 (Bos & Dignum, 2022).

**Figure 2:** Resident satisfaction in Amsterdam per district



Note. Retrieved from 'Wonen in Amsterdam 2021 Leefbaarheid' by Bos & Dignum (2022)

There is a broad range of religious buildings in Amsterdam New West, with an emphasis on Christian religious buildings. There are six Christian religious buildings in Geuzenveld-Slotermeer and four in Osdorp (MOCW, 2022).

## Scope

The interviews are conducted by three students (Sara Özcan, Cindy Rkman and Nienke Smit) over multiple days spread in two weeks, encompassing morning, afternoon, and evening time slots, weekdays and weekend days in order to include residents from all demographic categories (See Appendix D). A total of 58 interviews were completed, of which 30 in Geuzenveld-Slotermeer and 28 in Osdorp.

The demographic division of the participants is shown in Table 3 for Geuzenveld-Slotermeer (GS) and Osdorp. Each interview took approximately 3-5 minutes to complete. 45 Of the interviews were voice recorded and transcribed afterwards. The remaining 13 interviews were minuted simultaneously by the observing researchers. Appendix B contains the written transcripts of Geuzenveld-Slotermeer participants and Appendix C the written transcripts of Osdorp participants.

**Table 3.** Demographic division participants GS and Osdorp

Demographic division	Nr. (%)	
	GS	Osdorp
Gender		
Male	36,7%	42,9%
Female	63,3%	57,1%
Age		
18-25 years	26,7%	25%
26-35 years	23,3%	10,7%
36-45 years	10,0%	17,9%
46-55 years	10,0%	7,1%
56-66 years	13,3%	17,9%
66+	16,7%	21,4%
Lived years in neighborhood		
0-5 years	16,7%	29,6%
6-10 years	20,0%	0%
11-20 years	23,3%	14,8%
21-30 years	26,7%	18,5%
31+ years	13,3%	37,0%
Religion		
None	26,7%	53,6%
Islam	43,3%	25,0%
Christian	13,3%	3,6%
Protestant	3,3%	3,6%
Other	10,0%	10,9%
Ethnicity parents		
Dutch	36,7%	57,1%
Turkey	13,3%	7,1%
Morocco	20,0%	21,4%
Dutch Antillen	6,6%	0%
Other western countries	13,2%	10,8%
Other non western countries	9,8%	0%

## Process and timeline

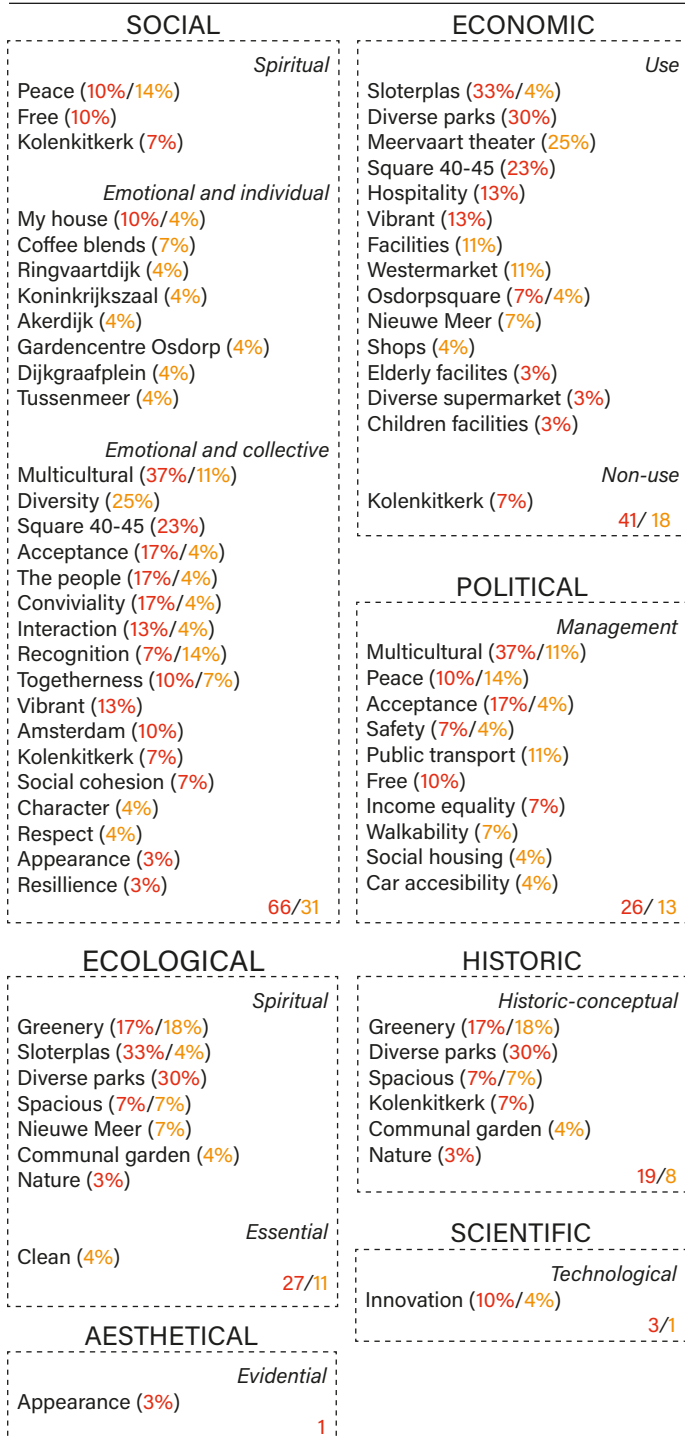
The research timeline for this report is spanning a 12-week timeframe, which includes the Christmas break, thereby affording 10 weeks of dedicated research time. After the research proposal an early application for Human Research Ethics Committee (HREC) is submitted to receive approval for conducting the interviews. This proactive approach is adopted to minimize the risk of falling behind schedule, recognizing that HREC approval typically takes an average of four weeks to be granted. In the fourth week, the research team dedicated time to prepare and test. This stage is added to minimize the risk of failed interviews by ensuring that the interview protocols are well-structured, clear, and effective. Over a period of two weeks, interviews are conducted with participants. The extended duration allows for possible setbacks, ensuring that the data collection process remains on schedule. After finalizing the research paper the results will be used for the design phase. The course of this next phase may offer additional insights and conclusions, which will be taken into account when composing the reflection after a total of 20 weeks.

# Results

## Love the valued attributes

When asked about what they love in their neighborhood, participants referenced a broad range of attributes. There are similarities between the attributes referenced by the participants of Geuzenveld-Slotermeer and Osdorp, such as greenery (17%/18%), multicultural (37%/11%) and peace (10%/14%) (See Figure 3). Differences between Geuzenveld-Slotermeer and Osdorp are referenced attributes, such as Sloterplas (33%/4%), Meervaart theater (0%/25%) and Square 40-45 (23%/0%).

**Figure 3:** Love attributes in Value Framework



Attributes can classify in multiple value types, such as Sloterplas as an economic value and an ecological value or the attribute multicultural as a social value and political value. The classified attributes that the participants love are mostly social values (97) and economic values (59). There aren't attributes classified within the age value, so this value type is removed from the love Value Framework. The aesthetic value and scientific value entail only one classified attribute referenced, namely appearance (3%) and innovation (14%).

## Geuzenveld-Slotermeer

The participants in Geuzenveld Slotermeer referenced both tangible and intangible attributes, such as Sloterplas (33%) and multicultural (37%). Further, their most referenced attributes are diverse parks (30%) Square 40-45 (23%), acceptance (17%), the people (17%), conviviality (17%) and greenery (17%). The classified attributes that the participants love in Geuzenveld-Slotermeer are mostly social values and economic values.

## Osdorp

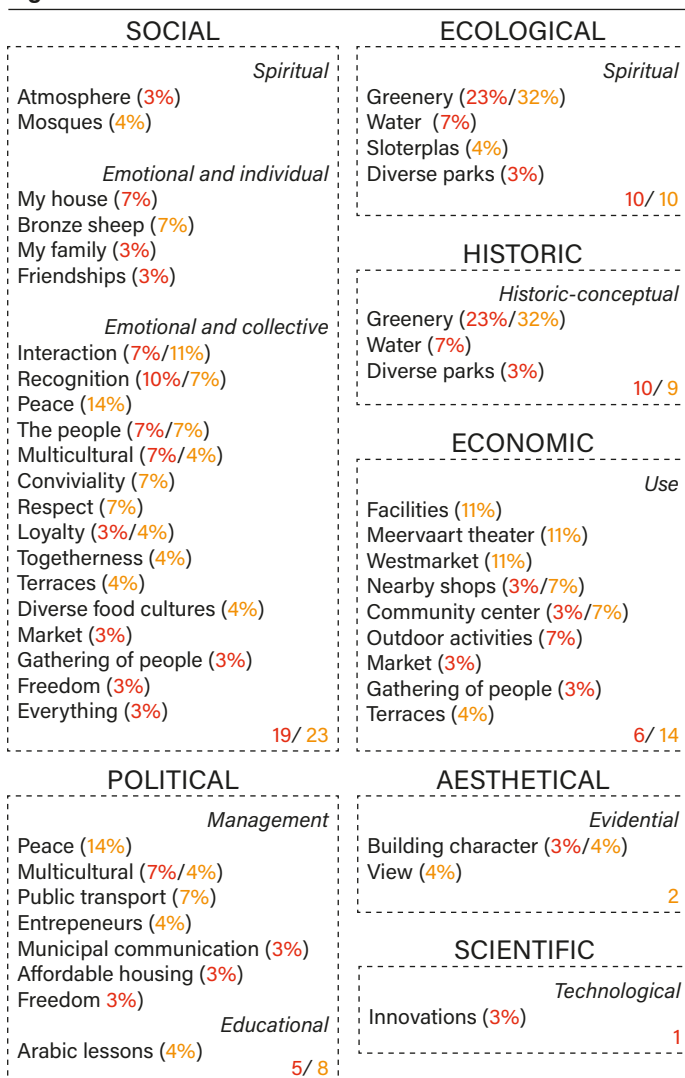
The participants in Osdorp referenced both tangible and intangible attributes, such as Meervaart theater (25%) and Diversity (25%). Further, their most referenced attributes are greenery (18%) peace (14%), and recognition (14%). The classified attributes that the participants love in Osdorp are mostly social values and economic values.

## Retain the valued attributes

When asked about what they want to retain in their neighborhood, participants referenced similar attributes to what they love. After all, both questions address the values that residents hold towards their neighborhood. The similarities between the attributes referenced by the participants of Geuzenveld-Slotermeer and Osdorp are greenery (23%/32%), interaction (7%/11%) and recognition (10%/7%) (See Figure 4). Differences between Geuzenveld-Slotermeer and Osdorp are referenced attributes only by participants in Osdorp, such as peace (14%), facilities (11%), Meervaart theater (11%) and Westmarket (11%).

The attribute that classifies in multiple value types is greenery as an ecological value and an historic value. The classified attributes that the participants want to retain are mostly social values (42). There aren't attributes classified within the age value, so this value type is removed from the retain value framework. The scientific value classified one attribute referenced, namely innovations (3%).

**Figure 4:** Retain attributes in Value Framework



## Geuzenveld-Slotermeer

The participants in Geuzenveld-Slotermeer referenced predominantly the tangible attribute greenery (23%) to be retained. After that, intangible attributes classified in the emotional and collective social value are most often referenced, such as recognition (10%), multicultural (7%) and interaction (7%). The classified attributes that the

participants want to retain in Geuzenveld-Slotermeer are mostly social values.

## Osdorp

The participants in Osdorp also referenced predominantly the tangible attribute greenery (32%) to be retained. After that, intangible attributes, such as peace (14%) and interaction (11%) and tangible attributes, such as facilities (11%), Meervaart theater and Westmarket (11%) are referenced most often. The referenced attributes of the participants are primarily classified in the social and economic value. There aren't attributes classified within the age and scientific value.

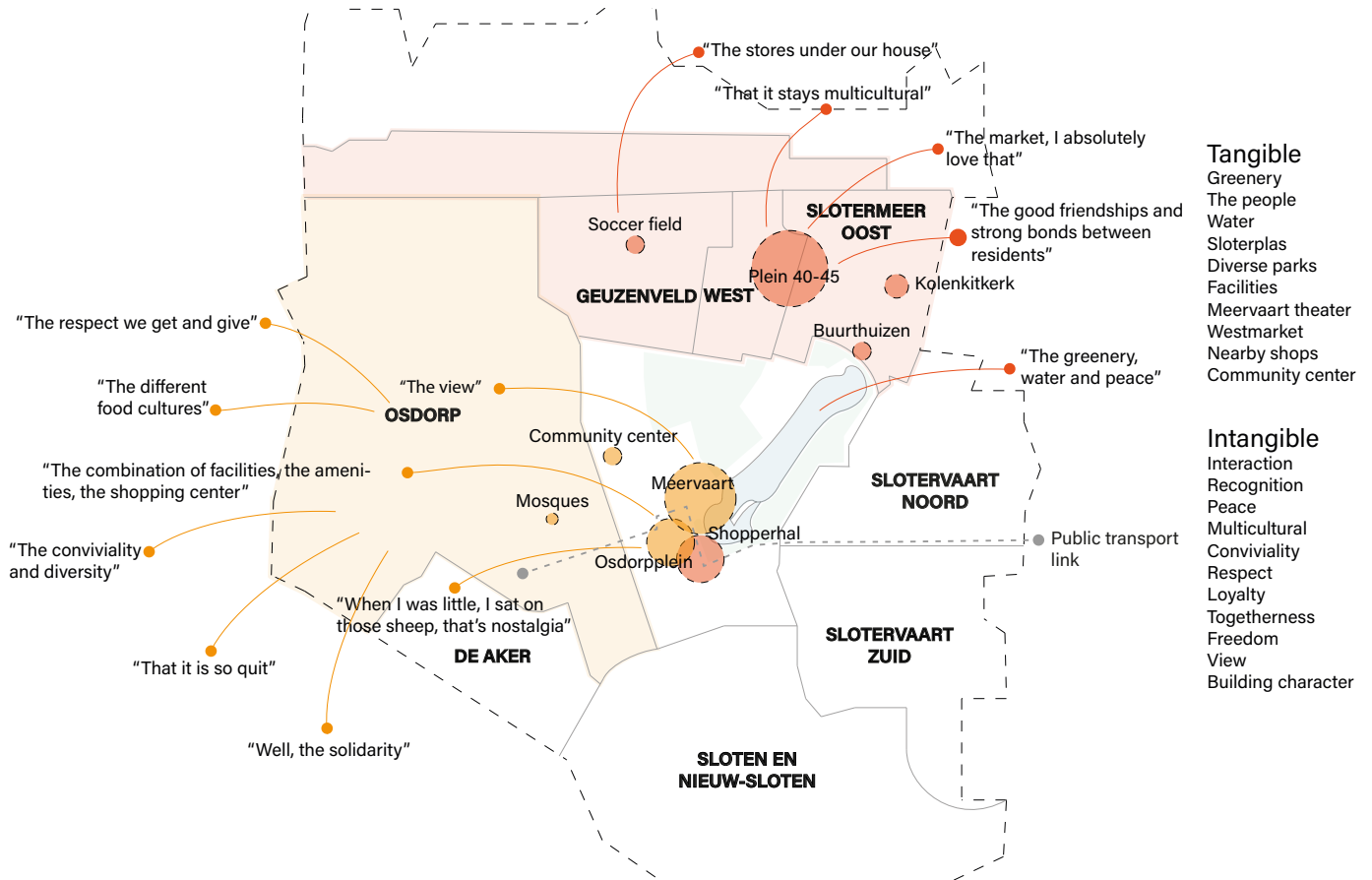
## Tangible & intangible

The classified attributes of the retain question are mapped and divided in tangible and intangible attributes (See Figure 5). The tangible attributes entail primarily functional values, such as facilities, stores, shopping center and public transport. These referenced attributes are given in a majority by the participants of Osdorp. The intangible attributes entail primarily social values, such as interaction, recognition and multicultural. These referenced attributes are given in a majority by the participants of Geuzenveld-Slotermeer.

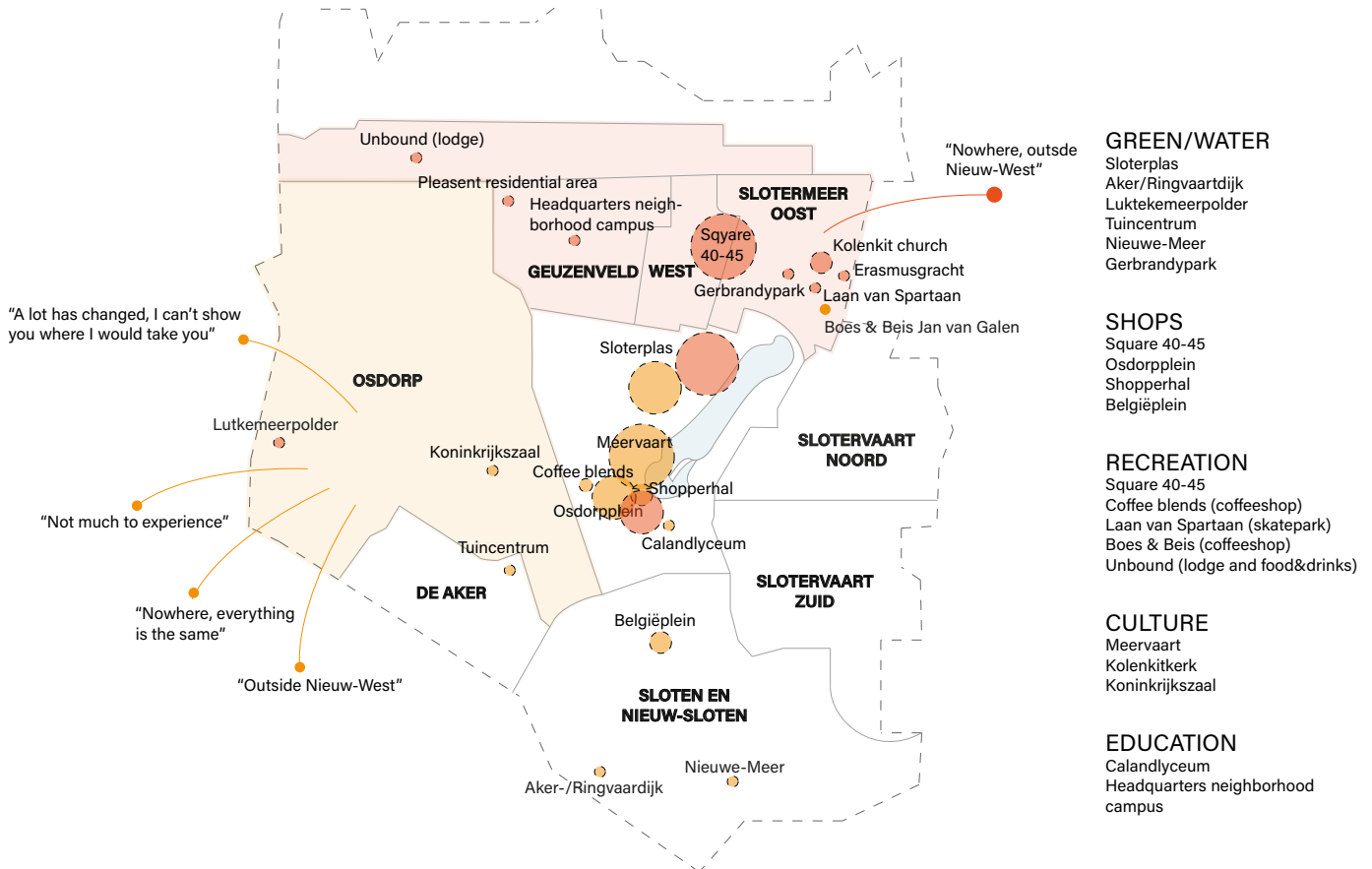
## Where would you take us?

One of the added questions to the Imagine method is "If you were to take us anywhere in your neighborhood, where would you take us?" (Q3). This question was added to guide the participants to more specific answers on what they value and therefore result in primarily tangible attributes. The referenced attributes by the participants are classified in five themes, namely green/water, shops, recreation, culture and education (See Figure 6). The size of the circle showcases the frequency an attribute is referenced. The Sloterplas appears to be of significant value for both the participants in Geuzenveld-Slotermeer as Osdorp. Further, the most referenced attributes by participants of Geuzenveld-Slotermeer is square 40-45 and also Osdorp square. The most referenced attributes by participants of Osdorp are the theater Meervaart and Osdorp square.

**Figure 4: Tangible and intangible retain attributes in Amsterdam New West map**



**Figure 5: Where would you take us? attributes in Amsterdam New West map**

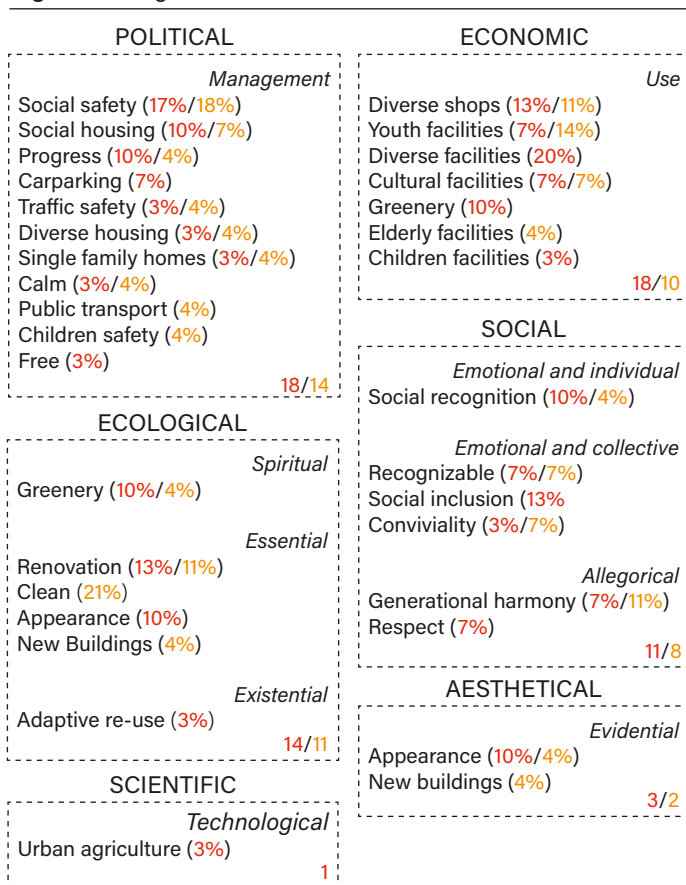


## Imagine the needed attributes

When asked how they imagine their neighborhood, participants referenced corresponding attributes between the two neighborhoods. The similarities between the attributes referenced by the participants of Geuzenveld-Slotermeer and Osdorp are social safety (17%/18%), diversity shops (13%/11%) and renovation (13%/11%) (See Figure 6). A difference between the neighborhoods is the referenced attribute of diverse facilities (20%) only by participants of Geuzenveld-Slotermeer.

The attributes that classify in multiple value types include greenery as an economic and ecological value and new buildings as an ecological and aesthetic value. The classified attributes on how the participants hope to see their neighborhood are mostly political (32) and economic values (28). There aren't attributes classified within the age value, so this value type is removed from the imagine Value Framework. The scientific value classified one attribute referenced, namely urban agriculture (3%).

**Figure 6:** Imagine attributes in Value Framework



### Geuzenveld-Slotermeer

The participants in Geuzenveld-Slotermeer referenced tangible attributes, such as diverse facilities (20%) and diverse shops (13%) and intangible attributes, such as social safety (17%). The attributes that the participants need in Geuzenveld-Slotermeer are mostly classified within political and economic values.

### Osdorp

The participants in Osdorp referenced a broad range of tangible attributes, such as clean (20%), diverse shops (11%) and youth facilities (14%) and intangible attributes, such as social safety (18%) and generational harmony (11%). The attributes that the participants need in Osdorp

are mostly classified within political value. There aren't attributes classified within the age and scientific value.

### Positive participants

When asked the question "How would you describe your neighborhood in one sentence or in one word?" (Q7), participants responded positively. In Geuzenveld-Slotermeer 90% of the participants referenced a positive answer, such as "convivial", "fantastic" and "paradise". In Osdorp 65% of the participants referenced a positive answer, such as "nicely diverse", "convivial" and "affordable".

## Results

### Results summary

The adaptive reuse of Christian religious heritage offers an opportunity to contribute to improved neighborhood satisfaction in Amsterdam New West. For establishing a strategy towards adaptive reuse, interviews with residents have been conducted. The Ballarat Imagine method by Buckley et al. (2015) is employed to obtain an understanding of the values and needs of residents in neighborhoods Geuzenveld-Slotermeer and Osdorp.

The participants in both neighborhoods value tangible and intangible attributes, such as greenery, multiculturalism, peace and interaction with others. The participants of Geuzenveld-Slotermeer further value the tangible attributes, such as Sloterplas, diverse parks and Square 40-45. The participants of Osdorp value the tangible attribute Meervaart theater and the intangible attribute diversity.

The participants in both neighborhoods imagine and therefore need attributes classified in the political and economic value, such as safety and diversity of shops. The participants of Geuzenveld-Slotermeer need even more diversity in facilities. The participants of Osdorp imagine a cleaner neighborhood and generational harmony.

When establishing a strategy for adaptive reuse of Christian religious heritage in Geuzenveld-Slotermeer and Osdorp, the following attributes should be retained and enhanced: the greenery, the multiculturalism, the peace, the interaction with others. In the same strategy attention should be given to the attributes that residents need, such as safety, generational harmony and diversity in shops and facilities.

### Framing results

A noticeable difference with the outcome of the Ballarat Imagine (Buckley et al., 2015), is that there is hardly any mention of heritage as a value. Participants value more tangible attributes, such as greenery and facilities and intangible attributes, such as multicultural and peace. An explanation for this difference could be the difference in built environment between Ballarat and Amsterdam New West. Whereas Ballarat was built in the 19th century and Amsterdam New West is a post-war city area. Another explanation is the translation of the interview questions that can contribute to the difference of the outcome. For example, the word love is translated to the Dutch word 'trots', meaning proud. The Dutch word for love is more unusual in this scenario, but the word proud does not entirely give



the same connotation.

### *Discussion*

A difference with previous research was the positive formulated answer when asking participants how they would describe their neighborhood in one word or sentence. It contradicts the statement that the residents in Amsterdam New West aren't satisfied with their neighborhood (Bos & Dignum, 2022). A possible explanation is that the portrayal of Amsterdam New West given by Bos & Dignum (2022) as a problem neighborhood isn't accurate and that the residents in this city area are in fact more satisfied than the research implies. A second explanation could be that the Imagine Method by Buckley et al. (2015) enhances and amplifies the positive feeling of residents through the question wording. The terms used such as 'love' and 'imagine' have a positive connotation and may be guiding responses in this regard.

The purpose of this study was to formulate a strategy towards adaptive reuse of Christian religious heritage to improve the resident satisfaction. However, the participants hardly mentioned the Christian religious heritage, apart from the Koninkrijkszaal and the Kolenkitkerk. The Kolenkitkerk is a church just outside Geuzenveld Sloterveer. Because the participants did not name the Christian religious heritage as valuable or needed a direct link cannot be made to what extent adaptive reuse of these buildings have consequences on the satisfaction of the residents.

### *Further recommendations*

In retrospect, during the interviews the participants could have been asked about their relationship towards the Christian religious heritage in their neighborhood. By doing so, a connection could have been made between the values and needs of the residents and the potential role of adaptive reuse of Christian religious heritage.

Further research will have to go into how adaptive reuse of Christian religious heritage has a direct effect on its surrounding community. In the introduction the studies of Yung et al. (2014) and Niemczewska (2019) were referenced that showed social effects of adaptive reuse of heritage buildings. Both studies concluded that the magnitude of the effect increases when the adaptive reuse strategy implements community participation. The next step of this report is to explore the methods and application of community participation regarding Christian religious heritage adaptive reuse in Amsterdam New West, while keeping in mind the established values and needs of the residents. The values and needs of the participants can serve as a theoretical basis in the next research and design phase.

### *Relevance*

This report entails two methodological contributions to the scientific field in this graduation project. Firstly, the adapted Imagine method for mapping the values and needs of Amsterdam New West residents. The methodology of the Imagine method can be used in other social studies that want to gather residents' opinions of a neighborhood or city area. Simultaneously the municipality of Amsterdam, that executes the recurring research about

resident satisfaction, could also exploit the contradicting results.

Secondly, the value framework method for classifying the Imagine data and translation to values and needs of the participants. These methods and results can be reviewed for other studies that have overlapping goals or research questions.

# Literature

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# Appendix

## *Appendix A. Interview questions*

The interviews are conducted in Dutch and afterwards translated to English.

### **General questions**

1. In which neighborhood do you live?
  - a. How long have you lived here?
  - b. How long have you lived in Amsterdam New-West?
2. What is your age?
3. What is the gender you identify with?
4. In which country were you born?
  - a. In which country were your parents born?
5. Are you religious?
  - a. If yes, what is your religion?

### **Semi-structured questions**

1. What do you love in your neighborhood?
2. What makes you feel at home in your neighborhood?
3. If you were to take us anywhere in your neighborhood, where would you take us?
4. In what way do you feel engaged in your neighborhood?
  - a. If not: What would you like to be involved in in your neighborhood?
5. How do you imagine your neighborhood?
6. What must be retained in your neighborhood?
7. How would you describe your neighborhood in one sentence or in one word?

## *Appendix B.. Interview transcriptions participants Geuzenveld-Slotermeer*

### **Participant 1**

Interviewer: What do you love about your neighborhood?

Participant: It's pleasantly bustling. There are many people everywhere, and it's always lively.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Perhaps because there are many people from different backgrounds. That somehow feels like home. You don't get strange looks with your black head. You feel that when you're in Maastricht or Breda, on that side, you do feel those glances. They look at you as if to say, "What are you doing here?" But in Amsterdam, we're all used to it.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Plein 40-45. It's really a great location, it has everything you need. You can eat there, there's a supermarket, you have everything. It's just convivial.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: We just talk to each other every day.

Interviewer: How do you imagine your neighborhood?

Participant: It will only get cozier. Honestly, I just think Plein 40-45 is a great location! Nothing can be improved about it.

Interviewer: What must be retained in your neighborhood?

Participant: I can't specifically name anything. Everything can stay as it is for me.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Okay, nice, convivial, busy, lots of people. In short, just a great location.

### **Participant 2**

Interviewer: What do you love about your neighborhood?

Participant: A lot of greenery. Trees, parks, bushes, a lot of green.

Interviewer: What makes you feel at home in your neighborhood?

Participant: It's not crowded with buildings, so there is plenty of green everywhere. I find that very important. You can easily use public transportation. It's still close to Amsterdam, but you have enough space. That's in terms of layout. Fortunately, there are shops in the neighborhood, although it's not very diverse, neither in terms of shops nor coffee places, for example. In East, for instance, there's a nice vegetarian restaurant, and I miss that here. Then I think, well, I have to go specifically to East to eat that, on the other side of Amsterdam.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Then I would take you to a park, either Gerbrandypark or the park near Burgemeester de Vlugtlaan. The latter is not really a park, but a green piece of garden with beautiful landscaping they have created there. Yes, that's a really beautiful place.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I've only been living here for a short time, so it's a bit of exploring because I'm still getting to know the neighborhood. I do know that there were plans for Plein 40-45 to change it, and that seems like a good idea to me. So, I have filled in those plans. I don't know the follow-up yet; there is probably some information available, but I still need to find out. For example, there were ideas on the square itself to add some green strips, so to plant some extra trees. That seems nice for variety, and currently, the market offerings are very one-sided. As a born Dutch person, I'm a kind of attraction at the market. Regarding the stalls, it would be nice if there was more variety, but then I also think, who will buy things there because it's generally a Turkish/Moroccan society here. Then the question is

whether it attracts enough audience. It would be nice if there could be a bit more, for the appearance as well, something more pleasant with some more green and decoration. What is just a disaster is the garbage. It's really unbelievable around here. It's very bad on the square, but also here (points to the waterfront on the corner of Plein 40-45) and then the Gerbrandypark and the streets and side streets. There are quite enough trash cans, but they could be placed more strategically, but it's mainly the people who don't care. They just throw everything on the street and are very surprised that things should go in the trash.

Interviewer: What must be retained in your neighborhood?

Participant: All the trees, that's clear. Also not the water and the tranquility. There was also a plan for a stage that would come here on the water with seating, but no, please not that. Not a lot of noise from the water again, as far as I'm concerned. For young people, it's, of course, something else, but personally, no.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Spacious and green.

### **Participant 3**

Interviewer: What do you love about your neighborhood?

Participant: The people and the sense of togetherness. In my neighborhood but also here in Sloterveer. I live everywhere.

Interviewer: What makes you feel at home in your neighborhood?

Participant: In my own home, of course. I have many activities because I am now retired, but I am still helping a lot of people. I did volunteer work for 9 years, and now I am enjoying my retirement, but they can still call me for help.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I feel at home everywhere. Just walking around, chilling, and having a cup of coffee. I think I feel at home everywhere, and I go everywhere. I had to get a sleeping bag here, so I came here for that. I left my cookies on the tram, and people took them. My great-niece had a similar situation on the Albert Cuyp, but her bag with all her clothes was still there. That can't happen here.

Interviewer: How do you imagine your neighborhood?

Participant: I am very social, and I know a lot of people. In the 70s, I worked on the Nieuwe Dijk, where the door was closed because it was cold, but that doesn't keep people away. If you are social, everything will be fine everywhere.

Interviewer: What must be retained in your neighborhood?

Participant: I don't know. I hope it stays the same. There are so many changes now after corona and war, but fortunately not in my neighborhood. Nobody visits each other's homes, but we enjoy being outside.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Fantastic neighborhood. We all know each other, and it's like, 'Good morning, neighbor!' Well, maybe I would like to move to a home with an elevator. In any case, more needs to be built for seniors with single-level homes. Also, there shouldn't be too many changes in a short time for the elderly because it needs to remain recognizable.

### **Participant 4**

Interviewer: What do you love about your neighborhood?

Participant: I think the effort being put into improving social services makes me proud. As a pedagogy student, I am involved in parenting support, and I am currently doing my internship here. It makes me happy to see how much is being done for the residents.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I wouldn't quickly say I feel at home, but since I am doing my full-time internship here, I have become accustomed to being here. I didn't know this neighborhood before starting my internship; although I live in Amsterdam, I never really came to the West. I wouldn't quickly say I feel at home, but I do feel more and more comfortable.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Well, maybe to my internship site itself. It's another library in Geuzenveld and also the headquarters of the neighborhood campus. So, I would take you there to tell you about what we do.

Interviewer: How do you imagine your neighborhood?

Participant: More interaction between parents of the children, more awareness of what can be done for the parents. I think it's definitely possible, but we have a long way to go. It would be very nice, though.

Interviewer: What must be retained in your neighborhood?

Participant: I think the good friendships and strong bonds between certain residents, people coming together, mothers gathering, families getting together with their children. That is very strong here. Maybe because I also frequent the library, there are many familiar faces. Mothers who come back every week with their children to let them play. So, places where people can be together.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Hopeful.

### **Participant 5**

Interviewer: What do you love about your neighborhood?

Participant: Well, I live in a very green area, and that's something to be very happy about. It's very colorful, and there should be more like it.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Just in my own house.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: To Sloterpark.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: A bit less involved. I am older, and that time has passed for me. For instance, I was asked to set up a residents' committee myself, and I don't want to. Also, not everyone understands that you can't be called in the middle of the night for all kinds of housing issues. I have always had a job until my retirement, and after that, it's been enough. Still, good contact with the immediate neighbors.

Interviewer: How do you imagine your neighborhood?

Participant: I hope there will at least remain affordable rental homes; I find that worrisome because there are so few. What else do I hope for? I think about environmental things, but I hope for that not only in my neighborhood. Livability for everyone is important to me. I see major problems there.

Interviewer: What must be retained in your neighborhood?

Participant: The greenery!

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: A vibrant green neighborhood. And I say that because I come from a neighborhood of brick, also very beautiful, and I often go back; I still feel very much at home there. Now I enjoy the little birds in my garden. I have a small garden, and I can go outside and walk around.

Interviewer: Is there something you miss from your old neighborhood that you don't have here, for example?

Participant: I find, for example, the buildings around this square really ugly. And I come from a neighborhood with beautiful old houses, with porches and those tile murals. But I've exchanged that for something good. Many of my friends are far away; they live more towards the center, Oud-West. I can easily get there by public transport, but because those friends are also getting older, it's becoming increasingly difficult. I still find public transport good for myself. For example, I have two friends who really hate public transport, and they have to cycle, and when it gets slippery, and you're old, it's not fun.

## **Participant 6**

Interviewer: What do you love about your neighborhood?

Participant: Well, there is a lot of greenery, which I find very beautiful about this neighborhood. The history that it used to be the nourishing part of the city. Unfortunately, you don't see that anymore, but I hope it comes back. This area used to be all about urban farming, and I hope that becomes visible again in Nieuw-West. That it has a nourishing history.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I wouldn't use the word "home." I have forced myself to travel less, and I find it strange that people, for example, living in Amsterdam don't do much within a radius of 8 kilometers. I always want to look at Nieuw-West with a fresh perspective when I'm here. I believe you should be on a journey every day. When you board a plane, you just gas your own life and others. I try to be in Nieuw-West with the mindset that I am on a journey every day. For me, home is where everything is familiar and known. The interesting thing about Nieuw-West is that it's the largest district, with a multitude of nationalities. So, you can experience something surprising every day.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I would really like to show you the Lutkemeerpolder. That is the last polder in Amsterdam with marine clay soil. The Amsterdam municipality plans to place distribution halls there. This will result in more fine dust and more heat stress. In this neighborhood, life expectancy is already 18 years shorter than in the city center. I would like to show you what is being destroyed because the decision to do so was made 20 years ago. They say it's a democratic process, but I don't think so, even when looking at the elections now; hardly anyone votes here. What effort is being made by researchers, scientists, and politicians themselves to listen to the people who don't vote? What do scientists do anyway?. You are the knowledge; if you don't do it, who will?

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Also because I work here. I am involved in many educational projects, I teach at the MBO. My children have been involved in baseball, athletics, and swimming here. Especially in the Sloterpolder, they've always swum a lot. Part of my friends also live here. I organize walks here, once a month for free. Then I show people the greenery and also what we are all losing. I find it truly incredible that the district is being infiltrated with ugliness. The most money in the whole world is earned here because Schiphol is here, and the harbor is here, but the politicians can't keep the money in this district. Almost the poorest people in Amsterdam, or even in the Netherlands, live here. I also show that in the walks. It's just sad and dangerous because people are so dissatisfied that they become dangerous.

Interviewer: How do you imagine your neighborhood?

Participant: I hope that the nourishing power of this district returns. I hope that when people think of good food, they think of Nieuw-West. That the best hospitality can be found here, and that you see innovations in food here. In the coalition agreement of the Amsterdam municipality, it is stated that 30% of the food must come from the immediate vicinity. Yesterday, at the climate agreement in Dubai, it was said that there is a connection between how we produce our food and how bad it is for the climate. The policy in the Amsterdam municipality is full of beautiful things, and in the meantime, you are the only one destroying urban farming where you can do it in the immediate vicinity. There are still 60 hectares of marine clay; that can provide healthy and affordable food for 20,000 people. Also, more enjoyable jobs, because who will work in those distribution halls? You? So yes, people like you also need to make your voice heard and seen more, or else it won't change. We are also in the lowest-lying district, so it will be the first to go underwater.

Interviewer: What must be retained in your neighborhood?

Participant: The soil and the greenery. If you look at all the parameters, people score poorly, but what makes people happy here is the greenery. Keep it that way. I know you have to densify, but first look at the buildings that are empty, where another layer can be added. Thousands of buildings in Amsterdam are empty every day. Make policies for that instead of the construction machine.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Green and surprising.

## **Participant 7**

Interviewer: What do you love about your neighborhood?

Participant: I know myself that I've been there since I was small, so I know everyone from the past, classmates from elementary and high school. I feel free to walk around there, and I don't have to worry about getting mugged or something strange happening. That makes me proud.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because I have the people I know around me.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I would take you to the market square, where you have shops everywhere and very friendly people around you.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: We received a budget to agree on something. Do you want a tree in the neighborhood? Then I do feel involved. Would it make it more beautiful or not? I vote on those plans. I have also participated in an app called NextDoor, where if, for example, you are missing your cat, you can brainstorm. That app is still actively used. I always check if there's something I can help people with.

Interviewer: How do you imagine your neighborhood?

Participant: Yes, still safe and everyone feeling involved. Beautiful and green is how I hope to see it.

Interviewer: What must be retained in your neighborhood?

Participant: Being loyal to everyone and that everyone is so friendly to each other.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Convivial.

### **Participant 8**

Interviewer: What do you love about your neighborhood?

Participant: I find it a resilient neighborhood; it wasn't a very good neighborhood before. And you can see that many initiatives are being taken. I think that the people here look out for each other quite a bit, so I find that very nice.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I think ultimately you can be yourself here a lot. Despite the fact that people here are all very different, I believe everyone here is quite accepting of each other. Especially in playgrounds, that's a place where I often go (was with 2 children in the library). Generally, it has a very pleasant and convivial atmosphere.

Interviewer: So generally a lot of respect towards each other?

Participant: Well, between young children and parents, yes; with the older children or more towards adults, it's a bit less.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I think to the community garden in our neighborhood, near Slotermeer. There are nice spots there, and it's a friendly neighborhood.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I feel especially very involved in my own street. Living together with your neighbors, I have good contact with my whole street. We now have the neighborhood budget, for example, something I have a say in. I find street safety important, and we live in a quite busy area. I feel like there's no attention to our concerns or that we have a say, which I find unfortunate.

Interviewer: How do you imagine your neighborhood?



Participant: At least a lot quieter in terms of traffic. I find it really dangerous for children, how fast they drive here, without paying attention to each other; I find that quite intense. So, I hope it's calmer, with many bike paths. I see so many people here not following traffic rules.

Interviewer: What must be retained in your neighborhood?

Participant: The greenery. It's a very beautiful green area. So, I really want to keep that.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Still a little village in Amsterdam.

### **Participant 9**

Interviewer: What do you love about your neighborhood?

Participant: That there is a lot of renewal and many opportunities for young people. There isn't much yet for young people, but things are happening. It's nice for young people and children. For older people, there's a lot going on. Many activities, like the library and Eigenwijken Pluspunt.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I find it friendlier. The atmosphere is very nice. Lately, there's been a lot of greenery, plants introduced by the district.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Geuzenveld. Towards Eendracht. It's really wonderful to live there. I feel it's safer than here. No strange things happen there, unlike here (area around square 40-45).

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I work in the neighborhood. I deal a lot with young people and older people. Furthermore, I would like to have something more for young people because they have very little, and they get very bored. That becomes a bit annoying. Putting more responsibility on young people, then come up with something for them. They don't have that responsibility now. They get bored and bully shopkeepers and the library.

Interviewer: How do you imagine your neighborhood?

Participant: More safety, of course and a nicer appearance. If they do something on the street, it should look a bit nice, the view and the atmosphere.

Interviewer: What must be retained in your neighborhood?

Participant: More involvement with young people. I also have two young people at home, but they really don't do anything with the neighborhood. They only go to school, internship, work, and home.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: That is difficult. More renewal, new buildings. There are a lot of old buildings, and I think some of them can go. They should have been gone a long time ago. Many buildings in Sloterveer. In this street (points across Sloterveerlaan). The inside is also very old. I have some acquaintances living there, and I think, "How do you live here?"

### **Participant 10**

Interviewer: What do you love about your neighborhood?

Participant: To be honest, not really something specific off the top of my head. But what I do remember from when I was younger is that there were a lot of young employees who helped out young people on the street. That really helped a lot of guys.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Nothing specific.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Here, just the 40-45 square.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I don't really feel involved in my neighborhood.

Interviewer: Not even with direct neighbors for example?

Participant: No.

Interviewer: Would you like that?

Participant: Yes, I also don't have any say or anything.

Interviewer: How do you imagine your neighborhood?

Participant: That it gets better. It's good enough now, but it can be better. So we don't think this is good enough.

Interviewer: What things could be better?

Participant: I don't really know. I can't come up with an answer.

Interviewer: What must be retained in your neighborhood?

Participant: So much has already changed here, everything is already new. So, I wouldn't know.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Convivial.

### **Participant 11**

Interviewer: What do you love about your neighborhood?

Participant: The sense of togetherness. The guys all stand together and always help each other. That's what I like about this neighborhood. I don't really see that in other neighborhoods, at least not in this way.

Interviewer: What makes you feel at home in your neighborhood?

Participant: That's a pretty difficult question. I might feel at home because you are accepted. You can just be who you are here. For example, if I behave a certain way, I might get dirty looks in another neighborhood, but that's not the case here. Here, you can just be yourself, and I find that very important.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I would take you to the market (Square 40-45). When the market is really open, you can really feel the sense of togetherness and openness to everyone there. It's not just a market; people also go there to have a chat. For the camaraderie.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I've been a youth worker, so I worked with some guys who were in trouble, similar to issues I've faced myself or other problems I might know about. At that time, I felt really involved with the guys because I was right in the middle of it. Everyone would want that in this neighborhood because we know this neighborhood best and how it can improve. I don't think there's real participation with anyone, but that there's no opportunity. Not that I know of, at least. Whom should I contact at such a moment? Someone should approach me for that, or I should go after it myself.

Interviewer: How do you imagine your neighborhood?

Participant: Anything is possible?

Interviewer: Yes!

Participant: I would focus on the young people and do something for them, especially the younger guys. People usually start helping young people at a later age when it's a bit too late. Prevention is better than cure, so I think you should start with young people at an early stage. I think you can already notice from the 6th grade whether a child is starting to have problems or if he is active or more interested in playing than learning. I think you should focus on that. I would do something for those young people, but exactly what I don't know. I don't know if they miss something, but what I notice about myself is that we used to play outside much more, and I would focus on activities for young people. Just be outside as much as possible because they are really spending too much time at home, and I see that as a big difference between then and now. I think that also breaks down the sense of togetherness.

Interviewer: What must be retained in your neighborhood?

Participant: There's a community center around the corner, it's called IMD, and it's for young people. The community center is now growing and doing really well with the young people, really well. I have seen it myself, and I really think I wouldn't want to lose it for anything because it works really well with the guys. It's really nice to see.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: It's not the most beautiful neighborhood, let's make that clear, but I find it, how do I describe this in one word? Can I use fantastic? Then I'll use fantastic.

### **Participant 12**

Interviewer: What do you love about your neighborhood?

Participant: Yeah, nothing. Just a crappy neighborhood. What's that about? Just everything, everyone. It's actually a nice neighborhood, but yeah, it's just crowded... yeah, it's really just crowded, that's it.

Interviewer: What makes you feel at home in your neighborhood?

Participant: It's because I know everyone a bit, you know, it's just my culture. There are a lot of people from my culture around here. And also many Muslim brothers and sisters who are also in the vicinity, giving it a family feeling.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Nowhere, there's not much, that's it. There are a lot of restaurants, that's all. I don't really have a place where I think, "Oh, I'll go here for a bit," or "I'll go there for a bit." You don't really have that in this neighborhood. It's just groceries and then back home. Here in Amsterdam-West, at least where I live, everywhere in the neighborhood, you're recognized or at least you're just seen; it's just too busy. Or it's not tasty, if you go to a restaurant outside Amsterdam or at least outside West, there are many restaurants that are tastier than here in West itself. Everything here is a bit standard.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: Actually, with everything. It's a bit weird to explain, but everyone is just the same in the neighborhood, just like how I am with guys my age. You know, if you go to other neighborhoods, it's just a bit of adapting to the other people there. In my own neighborhood, I'm just involved, I know how people react to things and how to deal with them.

Interviewer: How do you imagine your neighborhood?

Participant: Just the same, nothing needs to change. Even the crowdedness, we're used to it, it's just fine as it is.

Interviewer: What must be retained in your neighborhood?

Participant: Yeah, everything, nothing should go away.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Just fantastic, now really fantastic. After thinking a bit, definitely fantastic.

### **Participant 13**

Interviewer: What do you love about your neighborhood?

Participant: That it's so lively. I've known this neighborhood since the 1970s when I attended school by the Sloterplassen. Back then, you wouldn't want to be caught dead here. This area was just dull and dry, and now, look at it, it's vibrant with terraces, markets; it's really something. I find that enjoyable, especially compared to the dullness it

used to be.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because it's full of people; it's alive. Market vendors shouting, people coming from all over to visit this market. I may not be there every day, but it's just very pleasant here. It used to be quiet, but when you see what the hospitality establishments have created, the market, it's not just people from Nieuw-West, people from Rotterdam, Nijmegen, come here for the atmosphere. We used to have that with the Albert Cuyp market, but it's not the same anymore, unfortunately. It was a very convivial and nice market, but now it's more of a tourist attraction.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Here, for a bite to eat or a drink. For example, Goreme, a Turkish restaurant nearby, a great restaurant with very friendly people, always a pleasant experience.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I don't have a say.

Interviewer: Would you like that?

Participant: It depends on the situation. If it's a plan that leads to regression instead of progress, then I would want to voice my opinion.

Interviewer: And what about your neighbors?

Participant: I have really nice neighbors; I've been living in Amsterdam since 1972 and have had great neighbors, but the neighbors I have here are really wonderful. It's like a courtyard where I live, a kind of village where everyone knows each other. A very nice and social atmosphere.

Interviewer: How do you imagine your neighborhood?

Participant: Even nicer, even more enjoyable, even more beautiful, right? Progress.

Interviewer: What must be retained in your neighborhood?

Participant: The atmosphere, the market, those entrepreneurs with terraces, whether it's winter or summer, it's filled with umbrellas, terrace heaters; I find that pleasant. Not that I love crowds, but it has something to it.

Interviewer: Would you like to retain any buildings?

Participant: maybe this shopping center.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: A pleasant neighborhood but could become even more pleasant. For example, by giving entrepreneurs more freedom; they are really bound by all sorts of rules. But it's the Netherlands, hello, welcome to the Netherlands.

#### **Participant 14**

Interviewer: What do you love about your neighborhood?

Participant: It's multicultural, especially, and that is well distributed. You don't see a difference between rich and poor, there are moderate incomes, many playgrounds, and we have a shopping center around the corner, at least where I live. We are satisfied.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I never really thought about it, but I think just because I have nice neighbors.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Sloterpas

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: Yeah, that's really only, more about the school. In terms of involvement, the schools involve you a bit, but in terms of the neighborhood, yeah, due to busyness, yeah... I don't know the community centers in that area, so in that sense, um... (about participation) we do receive letters at home occasionally where you get a code to participate. Sometimes we participate, other times we forget, we just forget. (important topics to have a say in) I think safety, in terms of young people setting off a lot of fireworks in the last year. Especially last year, you sometimes hear a loud bang at 1 am, I don't know exactly where it comes from, that's something we've had issues with in the last few years, and otherwise, it's just fine.

Interviewer: How do you imagine your neighborhood?

Participant: I think, um, playgrounds, we're actually well-equipped with those, plenty of places, restaurants are there... I wouldn't know. Maybe a bit more consideration for people with disabilities, that there's a bit more thought about that, but otherwise, Osdorp is quite good, uh... (Mrs. mostly means activities)

Interviewer: What must be retained in your neighborhood?

Participant: The shopping center. (about renovations) I find it very good, very nice, Osdorp is doing well in developing, especially around Osdorpplein, new houses are being built, and so far, I see that it is well-diversified in terms of people's ethnicity; it's truly multicultural. So, not just a bunch of people together and figure it out. Also, in terms of income levels, you have people who earn well and social housing mixed well together. Where I live, for example, there are both owned and socially rented houses, but also people living in the hostel as neighbors, so it's well-mixed.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: A pleasant neighborhood.

### **Participant 15**

Interviewer: What do you love about your neighborhood?

Participant: That's a good question. I don't know. There isn't really something you should be proud of. No, wait, yes. I am proud because it's so wonderfully multicultural and open. Anyone can just come, regardless of where you come from. It's just accepted.

Interviewer: What makes you feel at home in your neighborhood?

Participant: It's just super open. You can just come. When I walk in the Pijp, I do feel like an outsider. Here, I don't get that feeling.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: You have Unbound here down the road at Eendracht, and that's really a nice place. It's actually a Lodge, and you can stay overnight here. You can just chill, and it's very cute and aesthetically pleasing. You can have a cup of tea there; you don't have to stay overnight. Many things here are still a bit ghetto, which is not bad. It gives it a lot of character. Many new things, with the young people from here, within 20 minutes, it's already broken again.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I think because I know everything, just very safe. If you were to ask, 'What's over there or who is that?' Oh, that's my cousin from way back. Even if you don't know them, it's still a person you've seen five times already. I wouldn't want to change everything. I prefer that it gets renewed, for example, at a play park, rather than them completely demolishing it and building it anew. I climbed there about 10 years ago. I find that important, and they're not allowed to take it away. Only if I put my signature on it, then they can remove it. There are many parks in the neighborhood, so if you live in a somewhat central location, there are many options where you can go. Then you can go everywhere; it's nice and mobile.

Interviewer: How do you imagine your neighborhood?

Participant: So! I don't want any changes. The buildings, some can be changed, but I think that the whole atmosphere will change then. Maybe people said that 30 years ago too, but it has changed. For our generation, I just hope it stays the same. It's going to change anyway because it's becoming a bit more modern, but I hope the vibe, the feeling, the aura, the energy remains the same. I just want the character to stay the same because if I look now at ... and they're going to change it, then I think, 'I had this two years ago too.' Suppose I leave Amsterdam and come back, and everything is different, then I don't want to be here anymore.

Interviewer: What must be retained in your neighborhood?

Participant: The personality of the people who are here now, I hope that the same people will stay the same. That it doesn't suddenly become a different neighborhood.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: It's not really a word, I think, but I find it characterful.

### **Participant 16**

Interviewer: What do you love about your neighborhood?

Participant: I never really thought about it, so I don't really know what I should be proud of. Yes, also multicultural.

Interviewer: What makes you feel at home in your neighborhood?

Participant: You don't have to be ashamed of anything. You can just be yourself, and you don't have to behave differently.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: There aren't really nice luxury places here, but I haven't been there myself, but there are new places like Graça and Sallora. New places have opened there, so I would go there, something more modern. For people who are not from the west, it might still be nice here, but we come from here, so there's nothing special about it anymore.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: You just know the whole West. What you also have, and I think you get that in more places, is that you get those letters at home, asking what you want to change in the neighborhood. I do look at the letters, but I don't do anything with them. I do feel more involved then.

Interviewer: How do you imagine your neighborhood?

Participant: I don't want to change anything. I like the people here. If you're bothered on the street, everyone would help you here. It doesn't matter if you know them or not, man or woman, everyone would help you. I don't really feel unsafe in the neighborhood, especially if you know how to deal with it. Over the years, you find out where it's very busy, and I'd rather not go there. Everywhere, in every city, there's a place you know, if I walk around here late, there are many men or young people who might say something, but that happens everywhere. Catcalling is everywhere.

Interviewer: What must be retained in your neighborhood?

Participant: I wouldn't want you to come here and think: what happened here? That you no longer recognize it.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: I just find it convivial.

### **Participant 17**

Interviewer: What do you love about your neighborhood?

Participant: At the moment, not much. That's due to the litter on the streets, the traffic, and Femke Halsema causing nothing but trouble. I also think the neighborhood is becoming too ghetto-like. It's not well-mixed; in one neighborhood, you have one type of residents, and in another, you have a different type. It's very segregated, even when you look at the shops with foreign shops opposite Dutch ones. There is no proper distribution.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Yes, born and raised, I think. That's basically it. I live there quite comfortably. I have a ground-floor house, so that's also fine.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: (Husband shouts: Friesland!) That's where he's from. That's a good one because there's not much left

now, to be honest. I can't easily tell you where I would take you now. I'm originally from Oud-West, near Frederik Hendrik Plantsoen, and that used to be a nice neighborhood to live in. I would have taken you there because there was a playground and a school, and it was just very convivial. If I were to do something fun now, I'd probably look for it outside my neighborhood. I do my shopping in the area, but even the markets are not what they used to be. For example, the Kinkermarkt used to be nice, but it's not the same anymore. It's not getting better; it's not getting cozier.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: Not really. No, I don't participate in anything. That's also because of myself, but I also work, and during the day, you're not around, so yeah. I also don't feel a strong need for it. I do have a good relationship with the neighbors. I know a lot of them; I've been living in the same street for 30 years. So you get to know everyone, below you, above you, it keeps changing. You keep getting different people, especially yuppies, many of them English-speaking. Speaking English is fine, but I think if you live in a country, you should learn the language. Communication should be normal. When I go somewhere, I communicate in the language spoken there. If you live there, I think you should make the effort to learn it.

Interviewer: How do you imagine your neighborhood?

Participant: In any case, I hope for a friendlier atmosphere with the people who live there because what's coming isn't always so pleasant. More parking spaces would be another thing. More space for children as well because it's becoming increasingly limited for them. Then you have the yuppies who complain a lot about the noise, even though they move into a neighborhood with many children. There used to be a playground, the Albo, which had been there for 60 years, and my child used to play there. Because of complaints, it had to close. It was an indoor playground with a pool, surrounded by houses. People who moved there found it too noisy, even though it had been there for almost a century, figuratively speaking. They all come from outside, and then you get these situations. The little play space left for the children has been placed over the road, next to a canal, and that's where children are supposed to play. People also walk their dogs there, despite a sign saying it's prohibited. I find those things regrettable. More greenery would be nice and fewer bikes. It's terrible. I can't even walk normally on the sidewalk. They just leave their bikes wherever they want, and that's very annoying.

Interviewer: What must be retained in your neighborhood?

Participant: I'm definitely happy with my little house because, by Amsterdam standards, I have a ground floor apartment with a garden. That's something special, of course. The contact I have with the people around me is very good and enjoyable. What I find regrettable is that the characteristics are being removed. There are now all these ugly houses built, with the idea that they should be beautiful, but I don't find them beautiful because the entire character is disappearing. It's all very sleek, but it can be sleek and still remain somewhat authentic to what Amsterdam is. I find that more appealing, and at least it looks a bit cozier. I find that quite unfortunate. What definitely needs to happen in the future are more affordable houses. In my neighborhood, what they ask for is not normal. For a small house of 50 m<sup>2</sup>, they sometimes ask for 1,700 to 2,000 euros. I find that outrageous. I hope things will change in the future.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Deteriorated.

### **Participant 18**

Interviewer: What do you love about your neighborhood?

Participant: It's very vibrant. It's not too crowded. Yeah, it's lively.

Interviewer: What makes you feel at home in your neighborhood?

Participant: The same reason, really. Everyone talks to each other.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Laan van Spartaan, definitely. I also live in that area a bit, and lately, they have a lot of activities there. They recently built a skate park, and the neighborhood comes together there. I haven't really gone there myself yet, but I keep telling myself to do so.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: That's a good point. Especially in the building where I live, I make an effort to connect with people. Everyone is very much to themselves because we don't have public spaces. So, I try to connect a bit there. There are often surveys about the plans in the neighborhood, and you can also indicate what you would prefer. I do respond to those. Important aspects for me are still the connection with each other. Many people are completely alone, and a bit of connection can mean a lot. I just find that very important.

Interviewer: How do you imagine your neighborhood?

Participant: Less crime because it's increasing. The first four years I lived here, it was really fine. I live in a student apartment building, and back then, it was nice for a student building, I must say. In recent years, it has gotten worse, with a lot of break-ins, a lot of mess everywhere, garbage bags lying all over the building. I've noticed that it got worse, especially during the Corona period, but even before that, there was an increase. I'm not exactly sure what it is. Maybe a better selection process for residents, because I've noticed that the residents who have moved in over the last few years contribute a lot to the vandalism. For example, they break the elevator, which wasn't the case before, so that could also help, I think. I believe there could be more enforcement. More cameras have been installed in recent years, but I feel like they don't do anything with them. That could be improved, I think.

Interviewer: What must be retained in your neighborhood?

Participant: I think the soccer field. I'm not really into soccer, but that's a focal point in the neighborhood where a lot of people gather. In terms of buildings, I would say the building where I live. It's a beautiful building along the highway near the OLVG, a bit of a yellow building.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Lively then.

#### **Participant 19**

Interviewer: What do you love about your neighborhood?

Participant: Wow, yes, I'm originally not from Nieuw-West at all, this is my mother-in-law... (agrees with mother-in-law, "home, my home").

Interviewer: What makes you feel at home in your neighborhood?

Participant: (Agreeing with mother-in-law) ...yes, and everyone lets each other be, which I find very pleasant about the neighborhood.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: (Continuing from mother-in-law) Yes, Plein 40, Osdorp, those are the places where we usually go. My daughter is almost 5 months old now, so we go out more often, taking walks with the stroller. And usually, I walk either here or to Osdorp, those kinds of places.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: We do receive occasional flyers about neighborhood initiatives, encouraging everyone to contribute to improving the neighborhood. While we are not very proactive in participating, I appreciate that these initiatives are organized. If you have an idea, you could attend and share it. I think this is a way for the community to listen to residents. "How is your involvement with neighbors?" Great, we have nice neighbors. We greet each other on the gallery, have a brief chat when we see each other, and share a friendly moment in the elevator. It's not like we're constantly visiting each other, just a typical neighborly interaction.

Interviewer: How do you imagine your neighborhood?

Participant: I hope my little one can grow up safely, play outside, and interact with other neighborhood children. I hope there will be enough play areas, and that it remains child-friendly. Regarding the current situation: There are enough playgrounds in the neighborhood, quite a large one as well, which is fully enclosed with a fence. That gives me a safe feeling when she plays there later, as there is no direct traffic. Sometimes it can be a bit busy, especially on the street where we live, with cars parked here and there. Maybe they could improve that situation. About parking: They are currently building behind our place, and parking is already a bit scarce. With the addition of numerous new houses, I hope they address the parking situation, perhaps providing garages for the new homes, making the street more manageable for parking.



Interviewer: What must be retained in your neighborhood?

Participant: Where we live, we have the shops right under our house, and I find that really ideal. We have a Lidl nearby, an Albert Heijn around the corner, and a Vomar, so I find it really ideal that there's good variety in supermarkets close to us. And what I might want to see more is some more lunch spots in Geuzenveld itself because I find it sometimes challenging. I'm not very familiar with Geuzenveld, but having to walk here or to Osdorp with the little one sometimes feels a bit too far, so I would like to see more lunch spots in Geuzenveld itself. There's actually a new one that has come to our neighborhood recently; I haven't been there yet, but I think it's nice if there are more options.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Yes, I just think freedom is nice, you have space. If you live in the center, you have much less space, also with your car. We just have more freedom here, also for your visitors. Receiving visitors is easier here than where I used to live (Amsterdam East). Parking costs are also lower. It's now 1.40 euros per hour for us, but with the visitor's pass, it's free. Where I used to live, it was 6 euros per hour, so my visitors only came on Sundays when it was free, and that has also been abolished in the center. So receiving visitors, I like that freedom. About the difference between East and Nieuw-West: Look, I find East, the difference especially, I walked out of my house there, and within 10 minutes, I was walking to Rembrandtplein, a little longer, and I was at Leidseplein, parks right behind my house, you know Oosterpark, Sarphatipark also nearby, Ceintuurbaan... so there were just many nice places where you could eat, have lunch, walk to, have a convivial drink. So, especially in the summer, I notice that I liked that. You go downstairs, outside, and I'll see where I go. And now, I'm a bit more searching for, what is really convivial, where can I go. So sometimes... I found that spontaneity really nice in East, and that's a bit less in Nieuw-West, in my opinion, but yeah, I moved consciously, so I don't complain about it.

## **Participant 20**

Interviewer: What do you love about your neighborhood?

Participant: Home, my house

Interviewer: What makes you feel at home in your neighborhood?

Participant: Different cultures among each other, it's really multicultural.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Here. "Is there a place you find very beautiful in the neighborhood?" Sloterpark, in the summer, just take a stroll around there, yeah, nice.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: (Agreeing with daughter-in-law) "But, not really inclined to..." No, not at the moment. About the relationship with neighbors: People do watch out for each other, if something happens because... some time ago, my son left his key in the door, and someone rang the bell, you know, and returned the key. Just accepting packages, how neighbors interact with each other.

Interviewer: How do you imagine your neighborhood?

Participant: Responding to the daughter-in-law about traffic: They've already taken a step to implement 30 km zones, as of yesterday, that's a surprise (how it will unfold).

Interviewer: What must be retained in your neighborhood?

Participant: The market, I am totally fond of it, on Mondays it's in Geuzenveld, and the rest of the week it's here, I like to go to the market.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: I am satisfied, otherwise I wouldn't have stayed here for so long, so for me... it's fine. About the accessibility to the city center by public transport: Besides public transport, which has become a bit expensive, the connection is good; we don't even have to walk five minutes to reach the terminal. And also one thing that I find good, from Geuzenveld we have Sloterdijk station, with the bus you can go to Schiphol, so we have a lot of options, you know, I don't have to go to Central to go to Sloterdijk, I can just take the bus or take the train all the way to Schiphol, so I find that... fine.

## **Participant 21**

Interviewer: What do you love about your neighborhood?

Participant: Yes, it's the same for me (as participant ...). It has changed a lot. I am proud that it remains very multi-cultural. How everyone interacts with each other and that everyone can laugh together.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Yes, you just get used to it.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Osdorppelein, near the water, I occasionally like to sit. By the fountain, just relaxing.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: (Same for me as participant ...) I also have good contact with the neighbors for sure.

Interviewer: How do you imagine your neighborhood?

Participant: (Agrees with participant ...) They don't really give people a choice in the housing market. You're constantly being pushed away, not directly, but they'll give you a house somewhere else rather than where you were born and raised, and I just find that a bit unfortunate. It would be nice if they took a bit more consideration for the people who have spent their entire lives here. At least give them an extra chance to stay here.

Interviewer: What must be retained in your neighborhood?

Participant: That it stays nicely multicultural. I don't necessarily have buildings that I don't want to lose. I'm also open to new construction. I think that can also fit a bit into this neighborhood. Some new construction, because there are usually houses here that have been around for a long time. Where my parents live, they've been saying they're going to renovate or remodel since 2012, but it's now 2023, and still nothing.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: (Chorus) convivial!

## **Participant 22**

Interviewer: What do you love about your neighborhood?

Participant: I find it a very beautiful multicultural society. Amsterdam is a wonderful city, anyway. It could all be a bit easier; there are so many rules. In my opinion, it could be a bit more liberal again. Things are made more difficult for the Amsterdammers. Amsterdammers are now disappearing from the city because they can't get a house themselves and have children, and there is an influx of people from outside the city, which I find less appealing. Yes, in the past, Amsterdam was simply open 24/7, and you could go into the city and get sandwiches at 4 in the morning. That has all diminished. The coffee shops used to be open until 1 or 3 in the morning, but that's no longer the case.

Interviewer: What makes you feel at home in your neighborhood?

Participant: You were born and raised there. It's a bit like coming home. When you go on vacation and come back, I still feel like I'm home. I don't have that feeling in the whole of Amsterdam, mostly just in my own neighborhood or when I cycle into the city, but I don't have that feeling in all neighborhoods.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I live on Erasmusgracht, and I find it very enjoyable. During summers, everyone is sunbathing or swimming in the canal. This wasn't possible before because the water quality wasn't up to standard. You have Erasmus-park near that polar bear; it's in the top 10 of the 15 best swimming spots in the city. It's like Zandvoort when you go there in the summer. We didn't have that in the past. Sloterpark is also a beautiful area.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I used to donate to the Rainbow Group. You always try to support the local homeless people and addicts. Not always with money, but with words of encouragement like, 'come on, what are you doing?' If something happens or you see injustice in the neighborhood, you still think, 'this is my neighborhood.' I do feel responsible in

those situations.

Interviewer: How do you imagine your neighborhood?

Participant: Not that in 20 years, there won't be any locals left. I do think that the people who are born and raised here should be allowed to stay here to some extent.

Interviewer: What must be retained in your neighborhood?

Participant: I think, the way it is now, the freedom, the multicultural society, that's really what I grew up with, so that's also a part of coming home. When you go abroad, I've experienced situations where a dark-skinned person in Hungary is stared at, and then I think to myself, 'What are we doing?! We're just human beings, right? You don't have that here. Here, people are just looked at as individuals. There are plenty of beautiful places in Amsterdam that I wouldn't want to lose. In my neighborhood, you have the Kolenkitkerk, that just has to stay. Also for the reception of asylum seekers. That's such a recognizable point, the municipality should just leave it alone.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: (Chorus) Convivial!

### **Participant 23**

Interviewer: What do you love about your neighborhood?

Participant: (Laughs heartily) Good question! I'm just very proud of Amsterdam, so Bos en Lommer, here, in the Baarsjes, I found them all equally nice. The Baarsjes had a bit more of a yuppie vibe, and I didn't like that so much. This is more of a working-class neighborhood.

Interviewer: What makes you feel at home in your neighborhood?

Participant: That's basically the same. When I come to Amsterdam, I still feel like, okay, this is my city. It doesn't necessarily mean that I have to live here forever, but it's okay, I feel at home, and things are going well. I just find it a bit too crowded now. It's busy day and night, and that's a reason why I would say, 'well, I would like to live in the province.' For the rest, it's okay.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: At Slotterplas. You can take a nice walk there. In terms of architecture, I would say, go to the Kolenkit. Take a look there. I saw that being built in 1951 or so, well no, 1955. It has always been there, and that's something from the West, I think.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I'm not particularly involved in this neighborhood. I don't have that at all. We do have a good relationship with the neighbors. We live in a condo, so we know all the neighbors a bit.

Interviewer: How do you imagine your neighborhood?

Participant: More specialty stores, like a cheese shop or a bakery. That was all here before, but now you can only go to Albert Heijn or Jumbo. I miss that. You still have that in Baarsjes, at Hoofddorpplein, and I found that more enjoyable than always having to go to Albert Heijn. It's all gone. I think they shouldn't demolish the old buildings, like the one there (points to 'De Verfdoo's' on Sloterveerlaan), and build new flats, but renovate. There were also very beautiful old schools on Van Deyssestraat from the 1950s, really beautiful. Boom, flattened, and then there's a flat. Yeah, a shame, really a shame.

Interviewer: What must be retained in your neighborhood?

Participant: No I don't know.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Crowded. Busy, a lot of traffic, everywhere traffic, and actually a bit hectic. It's also like one big feast of eating, and that could actually be a bit less.

### **Participant 24**

Interviewer: What do you love about your neighborhood?

Participant: (Laughs) I found De Baarsjes better (responding to participant ...). Maybe that also has to do with the time; it was a more enjoyable time, I think. When I walked home, it was no problem for me. I felt safer there, but here I almost never walk in the evenings, and if I do walk, I take the main roads.

Interviewer: What makes you feel at home in your neighborhood?

Participant: For me, Amsterdam is just it.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Yes, at Sloterpas. I would also just go to Osdorp and the shops there.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I think they are providing a lot of information now about how it's going to be and what they are doing. Radio van Deyssel was also a very good event they had. It's still there, but I don't know what they are doing. That was for broadcasts and gatherings.

Interviewer: What must be retained in your neighborhood?

Participant: The information on their progress, they need to continue that. More information about what they are doing and what you can do in the neighborhood. We don't actively participate in the plans that are in place, but we do plan to voice our concerns against them. (Participant ...: They are currently renovating the entire neighborhood, and we do have a few questions about that.)

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Yes, very crowded. Especially on weekends, you can hardly walk on the sidewalk with all those food stalls taking up space.

## **Participant 25**

Interviewer: What do you love about your neighborhood?

Participant: It's very calm and beautiful here at Sloterveer.

Interviewer: What makes you feel at home in your neighborhood?

Participant: The neighbours are lovely. I think it is crime free as well. Even though there are not many Ghanians, it's mostly Moroccans and some Dutch people, but we still feel like home.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Either here or the gym.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I think it's fine. It's excellent. When it comes to decision making they bring letters around that people can vote and give their opinions. "Do you use those letters?" Due to our time schedule we don't really, but if it's online then we always vote. "Which topics do you find important?" For example recently there was one on the playground, they wanted to make a new one. I think that is important for the young children and that the neighborhood also has like a place to play as children always be on their phone and laptop.

Interviewer: How do you imagine your neighborhood?

Participant: Our only concern is, maybe that's just where we live, the building, the first one is very old, they have done some renovations but it's still old. I feel like it should be renovated from scratch. We would rather have the building demolished and then rebuild. But other neighbours they don't want that. I remember we voted some time ago and there were other neighbours who said that it holds a lot of memories for them so I think everybody has different opinions. "Do you understand that, do you have a memory to the building as well?" Yeah we do, cause when we were born in Germany, we lived here from our birth till age of 7 when our family moved to Ghana, so we have some memories of us in the building and stuff, but I mean if it's an old building and it would be renovated it would make life easier a lot why not, but I also do understand people who don't want it to be renovated. "What makes it feel old" The walls turn black due to mold. It's not healthy. And the way the windows were constructed, we didn't have heating inside, just a fire place, so then heating was constructed later on and the windows are very thin. When

the heating is on, sometimes you still feel cold. And then the heating pipes go on top of the wall, it is very ugly. In the new buildings you don't see that. I feel like new buildings have better insulation.

Interviewer: What must be retained in your neighborhood?

Participant: The greenery, the water here, the trees. I think it is very beautiful, especially in the summer people come from all over to come and spend the day here. We wouldn't want to see that go.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Peaceful, quiet, serene.

A lot of the Ghanian community are based in Zuid-Oost part of Amsterdam, de Bijlmer, and when you go there it's always so noisy and there is so much going on. Over here it's different. When our mom got pregnant with us and she moved to Amsterdam, the first building she was given was somewhere in Bijlmer by the Anton de Komplein and then she realised how noisy it was. Even though most of her friends who were Ghanian lived there around the neighbourhood, she preferred somewhere peaceful and I think we've also grown to like that. I know some people when they come in they are like it's too quiet, too boring.

### **Participant 26**

Interviewer: What do you love about your neighborhood?

Participant: I think it's more the sense of community and also having everything in the neighborhood. I grew up here, so I don't know any different. Facilities, among other things, but also public transportation. It's also multicultural, so if someone wants to go to the mosque, they can go to the mosque. There's everything and more.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I think especially the connection with my family. I don't think it would have made much of a difference if I were from Utrecht, but mainly because of my family and friends.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I think somewhere to a coffee bar, there on Hoofdweg, there are a few places and that's nice.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I think with everything, anything and everything. The supermarket, family, the school I attended nearby. Everything is just familiar. I was also very involved with the neighbors, always have been. I had very nice neighbors. Always had help, really everything. I think lately the neighborhood has been more involved, and then you would receive letters at home. I can remember when I was small, about nine years old, playing outside. Then men in suits came up to us and asked, 'do you live here?' and 'how do you like it here?' and 'how many rooms do you have?'. They asked all these questions to children who were quite young, and then 10 years later, it all got demolished and now they are all owner-occupied homes. Then I thought, oh, that's why all those questions. They were just real estate entrepreneurs.

Interviewer: How do you imagine your neighborhood?

Participant: I think one thing that doesn't really appeal to me is that Amsterdam is too hyped. It's a nice city, but it's just a city. It's just too crowded now. It won't become more quaint, just quieter, as I remember it from the 90s, but it won't be like that again. They are building a lot of single-room or studio apartments at a higher price range than a two- or three-room apartment, and that's just a shame. I understand it's a whole market, and there's a lot of money in it, but it's all bought up by private companies.

Interviewer: What must be retained in your neighborhood?

Participant: I can choose anything? Really, my family, especially my mother and my family. The rest doesn't matter that much, I think. Everything else is replaceable.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: I think coziness, and I also find it very safe. I think, as you go more towards the city, towards Vondelpark. My brother is a taxi driver himself, and he says it starts to become unsafe there, but more towards Postjesweg and Lelylaan, where many families live, it is very safe. Children can still play outside, so that's very nice.

## **Participant 27**

Interviewer: What do you love about your neighborhood?

Participant: I think most of the neighbors are friendly and this is in general for all the people in the Netherlands. The people are friendly here, kind hearted and most of them try to help each other.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Everything. I think for a neighborhood it is one of the main points. Also for the security here, police everywhere. So yes, I feel that I'm safe. There is no room for racism. So yes, It's okay.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Something like here (Sloterplas). I like this, but in summer it is amazing. I was playing volleyball beach here. We had a small group who organized the games. We do that in the summer. But as you can see, it's too cold for it right now. And who is organizing this? We have a small group since a while and there are a lot of people who play here during the weekend, also playing together so if you are up you can join us. It's random.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: For my neighborhood, most of them are expats, so they are not Dutch originally. They may be introverted a little bit. They don't make much part of activities, but in the weekend we do something together.

Interviewer: How do you imagine your neighborhood?

Participant: I hope that we can maybe have something like, monthly planned to gather each other and also we have like clubs or we can do some activities together. I hope to have something like this. Social activities in general, not only during the night. So for example for swimming or the gym or running, these activities are lonely but I can also do it with people.

Interviewer: What must be retained in your neighborhood?

Participant: I appreciate the people, they are kind hearted. And focussing on the architecture, is there anything you want to retain? I like the architecture of the Netherlands by the way. I traveled a lot around the world, but I feel that the architecture in the Netherlands is so amazing. It is similar to Amsterdam, so I like it so much. What do you think about the architecture in Sloterveer? The architecture in Sloterveer is good, but actually the roads are so narrow. So if I drive my car, I feel like I would hit someone.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Kind hearted.

## **Participant 28**

Interviewer: What do you love about your neighborhood?

Participant: About my neighborhood? Well, the diversity of the people who live here. I find that enjoyable.

Interviewer: What makes you feel at home in your neighborhood?

Participant: The people who live here and the neighbors. You also find that pleasant? Yes! More pleasant than in Bos en Lommer. There, it was more like passing each other without interaction. When we moved here, immediately there were people coming to ask if we needed help and things like that. That's nice.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: To the Heemtuin. Why is that? I find it enjoyable. A piece of nature. I also work there as a volunteer, so I enjoy it.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: By doing things together, keeping the neighborhood clean, maintaining green spaces, those kinds of things. Are there initiatives for that? We just do it on our own. Is the contact with the neighbors also good? Yes, it's fine.

Interviewer: How do you imagine your neighborhood?

Participant: A bit cleaner, because there is quite a lot of litter. What do you think is the reason for that? Yes, the people. Even when there are bins, they just throw it next to them, even when they're not full. So, it's just a mentality that needs to change.

Interviewer: What must be retained in your neighborhood?

Participant: The amount of green.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Beautiful neighborhood.

The neighborhood where I live, I think, was never a problematic area. Is there anything specific you like about the built environment? Nowadays, more and more high-rise buildings are being constructed, and I don't really like that. I prefer to see a piece of grassland rather than an apartment building, don't you? I do. I understand that people need to live somewhere, but I'd rather not see densification.

### **Participant 29**

Interviewer: What do you love about your neighborhood?

Participant: Well, actually, a whole lot. Look here (points to Sloterplass), how beautiful it is here. A beautiful lake, nature. And now in this neighborhood. It's a special little neighborhood. Yes, everyone is very nice, and there's a strong sense of social cohesion. Yes, that's what makes me proud. I come from Westerpark. My children were a bit older, and I also had this feeling: I came here for my respiratory system. I also had this feeling like, oh my, the end. I shouldn't say, of course, oh my, but we're really going to the end of the world here. But at least for the clean air here. It's just beautiful here. People here are generally nice, friendly, not as rushed as inside the ring.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Actually, it's the human scale in everything. Do you mean in public spaces? Yes, really in everything. I come from Westerpark, and I have. Actually, I was involved in building quite expensive houseboats in the Houthavens. I halfway quit. Actually, yes, maybe it's also because of my age. I no longer feel at home, even though I'm also highly educated, and perhaps in the eyes of other yuppies, not young for a long time. But yeah, that. I find it to be such a subculture in the city now, 'we are so special,' and I don't feel like I fit in there anymore. So, here is a bit more normal. People are just here, well, they don't act like they're so special. Maybe they are special, but they don't act like they are.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Well, anyway, every morning we go behind Hotel Buiten, there's a swimming platform, and then we go swimming with a group every morning, even in winter. Occasionally, not when it's raining like now. Well, I would take you there because it feels like you're somewhere in Finland, and you can see the sun rising through the trees on the other side. So, I would take you there.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: In what way do I feel involved in the neighborhood? Well, geez. I'm not sure if I really feel very involved. Yes, I do, because I've also thought about various clubs, public spaces, and such. If there's something on the street, with a dog, you encounter all sorts of things, then I report that. I try to draw attention to it. Well, I feel very involved that they, terribly, built that aquathermy thing there, even though it's a protected cityscape here. The powers that be, so I'm going to file a lawsuit against that to prevent it. I think it could happen here because the average people here are low educated. It's also bad for nature. Under the guise of being good for the environment, they might ruin the entire Sloterplass with aquathermy on a much too large scale. But yes, with those kinds of things, I feel very involved. If they continue with that, I will really take it to court. So, I really want it to stay beautiful. I'm willing to go far for that if it goes too far. So, you do want to have a certain kind of influence, and do you feel that you are listened to? No, because I tried to have a say in this, but this is a three-year trial, and I don't have a direct view of it. Then they said, yes, you're not an interested party. Well, that's a question, but I thought this is the trial, but if this really happens, then I won't leave it at that. I approached it in a very sly way, because I had formulated it in the letter in such a way that they really had to look into it, because I had brought in legal aspects, thereby pinpointing the sore spot. That's why they probably left me out. They didn't want to touch that. They didn't follow a tender process. Yes, it's mandatory. So yes, I think they just didn't want to do this officially. But if they really go for it, then I would really go to court. So, in the end, they don't listen.

Interviewer: How do you imagine your neighborhood?

Participant: Well, I hope it becomes a bit more mixed. I think it's also because of the central city, but those are just suspicions. I also find that the shops, it's only Turkish and Moroccan. I really like a Turkish or Moroccan shop; that was also in the old neighborhood. But there could also be a wine shop, and there could be more places that are a bit more diverse. I mean, one extreme is not good, and the other extreme is not good either. So yes, more variety in shops and a more diverse cultural offering. So, I really hope the theater goes through. Then I don't like the location, not in the lake. Yes, very good if there are more cultural activities here. It's great that there's a cinema now. Yes, things like that. And do you have any more specific activities or shops that you would like to see here? The wine merchant, the cheese shop, the delicatessen. I would like a theater, but now I also go to the city, of course. It would be nice if there were more good restaurants. But well, we also need to make more use of it. Yes, well, what else for culture? What else is there for culture, music, and such? Yes, it doesn't necessarily have to be right next to each other. Yes, there are already many sports facilities; we have a swimming pool around the corner. Especially more, it's not exactly culture, but some nice cafes. I would applaud if they were to set up a beautiful museum with allure here. But yeah, people would have to come, and I want to be realistic about it.

Interviewer: What must be retained in your neighborhood?

Participant: Well, actually, the greenery. They even have ideas to install solar panels here. Yes, really bizarre things. And then having the academy there. So, yes, I wouldn't want to miss it for anything. This as swimming water and as a recreation lake.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Everyone is kind to each other. Amicable. Yes, this is obviously very new, and it looks very beautiful and neat. What do you think of the rest of the built environment? What do I think of the rest? I find a few things really good. I find the Van Eesteren Museum a bit over the top in that sense: there's so little inside, and then I think, okay, make it a nice pavilion. For the built environment, I understand that a part is preserved, but there are also whole sections where I think, tear it down. It looks so gloomy. Especially there, behind (points towards Slottermeer-Noord-oost), there will be some demolitions. The houses are often of very poor quality. So, yes, nice as a museum, but is it so nice to live in? And what else? Well, those are entirely different problems. This (new residential area by the Slotterplas) is indeed just a kind of bubble here in the neighborhood. I actually find it quite unfortunate that it's not more mixed in terms of architectural style and residents. Only the lower class outside the ring, and you notice a bit of that in this neighborhood. If you go further, there's trash on the streets all week, and there is aggression and other very unpleasant things. I think they just chose to throw everything together here in such a way that it's unmanageable. If urban renewal is obstructed for so long, if projects are postponed for so long, then you get temporary residents without social cohesion. Then you get problem after problem. I was in Marseille recently, and there I thought, we don't have it that bad here. Then I really think, New West is almost considered a ghetto, but then I think, what are we talking about? Here, there's just street garbage. Actually, the main thing for me is that I feel there is too much focus on problems here. Too little, even by the city council. Okay, New West is actually for everyone. They also act as if it's only for the poor, and that's why there's this supply, and everything is problem-oriented. Then I think, look at the possibilities here. We're not poor at all, and I find it very regrettable that it's actually only for a certain target group. As if it's only for poor people. It's so spacious here. There are so many possibilities. Make it fun and mixed in some areas. You have such a different canal there; put beautiful townhouses behind it, a few nice penthouses, so it becomes more mixed. That's actually the most important thing. Don't keep portraying it all the time, even in the newspaper, as a problem area. Show how beautiful it is here. Make it attractive for others. My partner is in law, and you see that none of his colleagues live outside the ring. It's portrayed as a dumping ground without status. While when people come, my son had friends who came here and had this idea of 'we're afraid to come here.' That's how bad it's portrayed in the news. They were often pelted when they were 16/17 years old, when they just moved here, by large groups. That did happen, I have to be honest. I don't experience it myself. They were discriminated against in a certain way back then because they are tall and blond, and that's not really the standard here. That stands out, especially with young people. I, as a middle-aged woman, they have always been very nice to me. So, do you feel safe in the neighborhood? Not at first. That was during the rise of DENK, and then I was really treated like a thief at Tanager, a supermarket. I was treated very badly. Reverse discrimination, but now everything is calm again. Now I feel very safe here. Most people are very friendly, and I find most Moroccan and Turkish people friendlier than the yuppies within the ring. There's just so much to say. It's the most interesting district in Amsterdam. So much can happen here. I have always lived in neighborhoods that are building up. When I lived near the Westergasfabriek, everyone said, 'you're not going to live near the Westergasfabriek.' And now, this too. I find it enjoyable. It shouldn't be finished yet; otherwise, there's nothing left to enjoy. There's still so much to do here. It's such a fantastic district.

### **Participant 30**

Interviewer: What do you love about your neighborhood?

Participant: I think diversity. Many people, different people, different personalities that make it quite enjoyable. The-



re's always something going on, I must say.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I think the fact that I grew up here. I can recognize a lot of people, which of course also helps. Those two things.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Oh, tricky. Yeah, a bit of nostalgia, my primary school. A bit in that neighborhood. Which primary school is that? St. Henricus. Do you have any other places you like? Yeah, the Johan Cruyff Park, played a lot of football there, also Peter Park. I also just enjoy the circuit, the whole circuit in Sloterdijk, just walking to Sloterplass, for example. That's also just super fun.

Interviewer: In what way do you feel engaged in your neighborhood, and would you like to have a say?

Participant: I'm part of a foundation, so I try to contribute in Amsterdam West specifically. In that way, I'm involved. Not necessarily focused on a specific neighborhood, as there isn't much going on, so I think more in a broad Amsterdam West context. What kind of foundation is it? It's a youth foundation, a community... (1:49). The idea is that young people engage with other young people, so workshops are given to students and professionals, and they set up projects for children in grades seven and eight. Then we provide them with free theme lessons, and we do this every year. Is it very active? Yes, it's super active. You mentioned being less involved with the neighborhood itself. Would you like to be more involved or not? The idea would be great. In terms of time, honestly, I don't think I could manage it, but the idea would be very appealing to have. In a way, it would be nice to be involved in a more accessible manner. Regarding participation in neighborhood decisions or plans, do you have some involvement or would you like to? Well, I do receive letters occasionally, asking for ideas and involving budgets. I could participate, but I don't engage much because I perceive it as somewhat distant from my daily life. I know I could do more, but I just don't. It feels a bit distant. And if you were to participate, are there specific topics that you find important? Yes, I would definitely like to see more focus on young people. So, I think more towards education, how you spend your free time. That's important to me, and also being an active citizen in the neighborhood. I believe many young people may not always have a clear understanding of how they can contribute, like being more active in keeping their neighborhoods clean, or whatever it may be.

Interviewer: How do you imagine your neighborhood?

Participant: Yes, I think: The same but better. So, more individuals, more diverse. I hope for a cleaner construction. The houses are indeed quite old. Where do you notice that? In certain neighborhoods, yes, the housing, for example. I don't know if you're familiar with the Kolenwijk. That's around here, and there you have quite old buildings. It gives a somewhat worn-out atmosphere, and then you just feel a lot of difference. Yes, and does your preference lean towards renovating such buildings, or would you prefer demolition and new construction? I think it depends because I do notice a bit of a drawback, for example, as you see in Bos en Lommer. It gets demolished, new construction comes in, and you get a kind of gentrification effect. I personally find that a bit unfortunate, so I'd rather see demolition without that effect, to retain the same people. If that's not possible, then I'd prefer straightforward renewal.

Interviewer: What must be retained in your neighborhood?

Participant: Yes, I think places like these (Shopping Center square 40-45). Shopping centers, football fields, parks. The places where people can come together, I wouldn't want those to disappear.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Convivial

## *Appendix C. Interview transcriptions participants Osdorp*

### **Participant 1**

Interviewer: What do you love in your neighborhood?

Participant:

Interviewer: What makes you feel at home in your neighborhood?

Participant: I adapt to the people who come and go here. By doing that, you command a kind of respect; the moment you are friendly, people are also friendly to you. What you give is what you get.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: You're in the heart of the neighborhood (Coffee Blends), this place is well-known, everyone comes here, and everyone feels safe and comfortable here. Or I would take you to various entrepreneurs to introduce you to the friendliness, hospitality, and quality that the entrepreneurs here provide. People come here for a cup of coffee, they go across the street for a sandwich, they go there for lunch, next door for a burger, everyone has their own charm here, and that makes it beautiful.

You notice that everyone stays in their own neighborhood; people from Osdorp stay in Osdorp, people from the South stay in the South, so everyone has their own place and a trusted environment.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I serve coffee here, people come together here, they meet here. I am actually an extension of the living room.

Interviewer: How do you imagine your neighborhood?

Participant: You can see that the neighborhood is making progress. If you look back 30-40 years, they have come a long way. You can see the formerly run-down neighborhood being revitalized. There is progress.

Interviewer: What must be retained in your neighborhood?

Participant: The respect we receive and also give here.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: I just find it a fantastic neighborhood; it's multicultural, everyone lives with and alongside each other, making life a lot easier.

When Morocco advanced in the World Cup, people gathered here to cheer for Morocco. That was very enjoyable.

### **Participant 2**

Interviewer: What do you love about your neighborhood?

Participant: I really can't answer right now because I'll start crying. I'm so emotional about the election results. I'm sorry, but I genuinely find it very upsetting.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Diversity.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Toward the Ringvaartdijk, the Akerdijk.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: We happened to collaborate a few years ago on a project with the municipality to set up a certain piece of land that wouldn't be developed for a while in a temporary setting, with all neighborhood residents and developers. That was very enjoyable. We are also always proactive in reporting things when something is not right.

Interviewer: How do you imagine your neighborhood?

Participant: There is just a lot of litter, and that just makes a neighborhood look dilapidated. That's actually the biggest downside for me. It's not necessarily that people just throw their trash on the street; the bins are emptied less frequently. There is less care for the public space than in the city center, and that really concerns me.

Interviewer: What must be retained in your neighborhood?

Participant: Can I give multiple answers? For me, it's really the combination of facilities, as well as peace, greenery, and the people.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Warm.

### **Participant 3**

Interviewer: What do you love about your neighborhood?

Participant: The diversity.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Diversity.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Coffee blends, here you see everything, all layers of society, all colors of the world, and the second place is somewhere on the green side of New-West.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: We are always proactive in reporting things when something is not right. We follow all developments via social media; we are both (participant 2 & participant 3) members of all Facebook groups, so we catch every bit of gossip about noise complaints and every bomb that goes off.

Interviewer: How do you imagine your neighborhood in the future?

Participant: Cleaner. More traffic safety.

Interviewer: What must be retained in your neighborhood?

Participant: For me, it's really the combination of facilities, as well as peace, greenery, and the people.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Someone's metaphorical wealth.

### **Participant 4**

Interviewer: What do you love about your neighborhood?

Participant: I wouldn't know, actually. It's not such a great neighborhood, honestly.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because I've lived here for so long. Familiar places. Most people I know have already left. It's the environment.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: There's not much here. This is one (Osdorpplein), and there's another shopping center further down. There's not much else to do here.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I live there, that's it.

Interviewer: What would you like to be involved in?

Participant: Not necessarily involved in anything. I'm fine as it is.

Interviewer: How do you imagine your neighborhood?

Participant: I don't know. I find it a bit ugly with all those tall buildings, so preferably no more of those tall buildings. If you knew it from the past, it's very different. Almost unrecognizable.

Interviewer: What must be retained in your neighborhood?

Participant: The amenities, the shops.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Nice, well, or yes, familiar!

Interviewer: Isn't that a little bit contradicting with your previous answer?

Participant: A lot has changed. In the past, everyone knew each other. I sound very old now, but the people who used to live here, they've all moved away. So you don't know each other anymore.

Interviewer: Do you know where these people have moved to?

Participant: Oh, different places, Purmerend, Hoofddorp, Assendelft, a bit like that.

#### **Participant 5**

Interviewer: What do you love in your neighborhood?

Participant: Proud, haha, well, I don't really have that.

Interviewer: What makes you feel at home in your neighborhood?

Participant: For me, it's work-related and because I grew up here. But if I see the young people growing up in this neighborhood now, I don't know if Osdorp is such a nice neighborhood. Especially due to decay. The whole square is deteriorating; it has improved, but no, in the past, you used to go to Osdorplein and it was really nice and convivial, but now it feels alienated.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: To the Koninkrijkszaal! Or the Meervaart.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Not or hardly, and I wouldn't want to be either.

Interviewer: How do you imagine your neighborhood?

Participant: Safe. That is currently hard to find everywhere. A lot is happening. There are quite a few groups of loitering youth in Osdorp. And large groups, 20-25 people.

Interviewer: What must be retained in your neighborhood?

Participant: Well, when I was little, I used to be on those little sheep, that's nostalgia. So, I would be very sad if this little circle here disappears. We used to have the Febo, but that's also gone now.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Changing Osdorp compared to years ago.

#### **Participant 6**

Interviewer: What do you love about your neighborhood?

Participant: To some extent, I have always lived comfortably here. There are better neighborhoods, though.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Familiarity, but there is still a lot of crime. There are also no special stores here; the stores you find here are in every shopping center.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: To the Meervaart. I've been to a performance there, and it was quite enjoyable.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I have good contact with my neighbors, but being involved, no, not really, no such need

Interviewer: How do you imagine your neighborhood?

Participant: Safe. In the evening, I am still cautious. I sometimes cycle in the evening, and I still have to be cautious.

Interviewer: What must be retained in your neighborhood?

Participant: My wife.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Aging.

### **Participant 7**

Interviewer: What do you love about your neighborhood?

Participant: I don't know. There is quite a lot of diversity. Now, with the renewal, it has become quite beautiful. There is a lot to do in terms of hospitality and at the Meer en Vaart. It's green and there is space for children. Relatively little disturbance, but it depends on where you live. But here, near Osdorppelein, it's not bad. If you go more towards Tussen Meer, there is a lot more disturbance.

Interviewer: What makes you feel at home in your neighborhood?

Participant: For me, it's literally home; I have been living here my whole life. My family lives here, my parents still live here, my grandmother lived nearby, so that's why it feels like home. I literally know a lot of people when I walk around here.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I really like it here (Food Court Shopperhal) and just by the Slotterplas.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: In terms of having a say, I often receive letters about, for example, having a budget left for a playground, what's your opinion? Or about greenery, for example more green around the Aker, and we have a say in that. In terms of involvement, it's sometimes participating in volunteer work, those kinds of things. I have been tutoring children for quite a long time. So, those kinds of things.

Interviewer: Do you respond to the letters from the municipality?

Participant: My wife and I definitely respond to letters about what to do with the remaining budget.

Interviewer: How do you imagine your neighborhood?

Participant: It's nice that there is a lot of hospitality now, but maybe there should be a limit to that. It's really busy now, with people coming here from all over the Netherlands. It could use a bit more diversity. Maybe more diversity in offerings, perhaps a cinema. Hopefully not MeerVaart in the water! I have seen it (Slotterplas) change from a very green, wooded area to something less green and more stony, asphalt, etc., so I would find that very sad.

Interviewer: What must be retained in your neighborhood?

Participant: Those sheep on Osdorppelein. I literally sat on them as a child. Also, the conviviality, it has grown a lot and

is now the center of Nieuw-West. I like that. Yes, the conviviality and diversity.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Lively, I would say. It's definitely not boring.

### **Participant 8**

Interviewer: What do you love about your neighborhood?

Participant: It's green, relatively little disturbance, also very relaxed, haha, depends on where you live.

Interviewer: What makes you feel at home in your neighborhood?

Participant: For me, Nieuw-Sloten. Yes, I haven't lived here for very long, but actually a bit like what you (participant 7) just said, I like the diversity, especially the greenery, clean, tidy, quiet, nice people, that mainly.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Yes, actually the same place (Foodcourt Shopperhal and Sloterpas) In Nieuw-Sloten not really anywhere, maybe to a windmill or something, but that doesn't make you very happy. No, yeah, along the water here.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Yes, definitely by the municipality of Amsterdam, I find that they often send those letters about the neighborhood. They do it here a lot better than in Rotterdam, in any case. It's often just voting, and the majority wins. That's very democratic.

Interviewer: How do you imagine your neighborhood?

Participant: What could be improved overall are the social housing units that are very outdated.

Interviewer: What must be retained in your neighborhood?

Participant: This one you (participant 7) can answer.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Lively.

### **Participant 9**

Interviewer: What do you love about your neighborhood?

Participant: I have always lived here. I'm used to it. I recognize it.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Not in whole New West, but I feel at home in Osdorp and Nieuw Sloten. In New West, there is a lot of youth nuisance, but I don't feel safe in Plein 40-45. And in recent years, I don't find Geuzenveld very safe either.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: You mean nice places?

Interviewer: Yes, for instance.

Participant: Osdorp has some nice places. Here, by the waterfront, Meer en Vaart, and Slotervaart.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I would like to have organized more for young people. For example, so they don't cause trouble here in the library as well; I don't think there's space for them anywhere. So they don't get bored. In Nieuw Sloten, we have a youth center. I don't know if it works well there or not, but there isn't one in Osdorp.

Interviewer: How do you imagine your neighborhood?

Participant: Accessible public transportation. Where I live in Nieuw Sloten, public transportation is not very good. You really have to use a car. The connection itself in New West is not that great.

Interviewer: What must be retained in your neighborhood?

Participant: The good shopping center. Here in Osdorp, there used to be many shops, but they're all gone. Now you have to buy everything online or go all the way to the city. All kinds of shops. Now it's too much focused on restaurants.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: It's developing. Many nice things are coming. Positive.

### **Participant 10**

Interviewer: What do you love about your neighborhood?

Participant: The peace and unity, diverse backgrounds, and safety.

Interviewer: What makes you feel at home in your neighborhood?

Participant: It feels safe, and we feel accepted.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: For peace, to my home. For unrest, to the Calandlyceum. There have been many changes; I can no longer show you where I would take you. There is no longer a place to relax.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Through a group chat, the good relationship with neighbors.

Interviewer: How do you imagine your neighborhood?

Participant: Safer playgrounds and more places for older youths. They hang out at playgrounds where they have nothing to do.

Interviewer: What must be retained in your neighborhood?

Participant: Mosques and Arabic lessons. Religious places have a positive influence on young people. For example, community centers that offer a mix of activities and religion.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Safe and hectic. Safety is ensured by watching out for each other, a sense of community, and intolerance towards injustice.

### **Participant 11**

Interviewer: What do you love about your neighborhood?

Participant: I am proud of something, namely the multicultural community here. I have really grown up here with friends from everywhere.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I have always lived here, the same place, the same neighbors, the same friends in the neighborhood.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Definitely the Meervaart theater or the Osdorp garden center.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: For me, it doesn't matter that much. I mean, I'm just here with friends, and it doesn't matter much what we do here.

Interviewer: How do you imagine your neighborhood?

Participant: (See participant 12)

Interviewer: What must be retained in your neighborhood?

Participant:

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: I would say convivial.

## **Participant 12**

Interviewer: What do you love about your neighborhood?

Participant: Well, it's not necessarily that I'm proud of anything here. I work here, sometimes at theater de Meervaart. Otherwise, I'm here purely to sleep. The rest of the time, I'm just working. I'm not here much. It's just affordable living in Amsterdam. When I do fun things, I go to the city center. There's no bar here that's open late at night here.

Interviewer: What makes you feel at home in your neighborhood?

Participant: It's not really a matter of feeling at home. It's more that I was looking for a house with good public transportation connections, close to the highway, and shops nearby. That was my criteria. It wasn't really the goal to feel completely at home here because I don't want to live here my whole life. That's not the idea, at least.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I think it would definitely be the theater (Meervaart) around the corner. That's always nice. Especially because there, you notice that many Amsterdam theaters are focused on a certain type of audience, which is not the case here. Here, the focus is really on the people who live around it. There are a lot of Moroccan comedians. It's a completely different theater audience than what you have, for example, at ITA (International Theater Amsterdam).

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I don't really feel particularly involved, but they shouldn't go further with paid parking plans. That really annoys me. It would be nice to have more say in that instead of suddenly being told you have to start paying.

Interviewer: How do you imagine your neighborhood?

Participant: I just hope that a large part of the neighborhood gets a bit renovated. If you look around here (Osdorpplein), it's quite nice, but the further you go in that direction (pointing towards Osdorp-Midden, de Punt, and Aker), it starts to resemble more and more a kind of Eastern Bloc ghetto. The boundary is really between the tram and Tussen Meer; after that, it becomes old and run-down.

Participant 11: No, that also has its charm, really. Look, when you're there, I don't need to live in such a rich neighborhood. When you're there, it's just convivial. Just like walking in the Red Light District, people find it convivial. Not just because there are only prostitutes there, but because the neighborhood is just convivial. For me, there are all kinds of feelings and memories there, and I think you'd miss that if you build all new buildings there. For me, all the new (Osdorpplein) lacks a bit of that identity.

Participant 12: The combination of old and new buildings is a bit strange now. It actually doesn't look good anymore; it has been there for a very long time. I just love beautiful things and beautiful stuff, so yeah, sorry. I'm not going to beat around the bush, but a fresh apartment complex does a lot more for your neighborhood than leaving those old shacks.

Interviewer: What must be retained in your neighborhood?

Participant: The theater. I do fully agree with the new plans for the theater because the current building is small. It no longer meets all the requirements it should. It's leaking from all sides; buckets are placed in the big hall when it rains, and water comes down. I understand it might be a bit controversial to place it in the water, but it needs to be bigger because there's already a lack of space for halls. Where do you put it then? It's used a lot! An extra hall and a conference room are being added, and it's almost always full. With the space available now, it's not possible to expand it in that location. You would have to close this building, but a requirement of the theater is that it must remain open. Then it would have to close for a few years, and they don't want that. I heard from many people that they disagree with it.



Participant 11: From a technical point of view, it's very interesting, but I understand that people find it less appealing. It feels too new again and lacks character again.

Participant 12: But you can create that yourself.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Well, a word? So, I guess, or well. If you're young and want to live in Amsterdam, this is the place that's somewhat affordable.

### **Participant 13**

Interviewer: What do you love about your neighborhood?

Participant: Proud? Well, Amsterdam West is just where I feel comfortable. Proud of the sense of togetherness, different cultures. You see, whether it becomes convivial, I don't think so. I find it becoming a bit less convivial compared to when I was a child, but maybe I looked at it differently back then. It's a bit of a difficult question. I am proud to live in Amsterdam, but I don't necessarily say with pride that I live in Amsterdam New-West. I do say it with pride because I come from here, but not because I think, oh yes, it's so great in Amsterdam New-West.

Interviewer: What makes you feel at home in your neighborhood?

Participant: More the ordinary things, the normal, I don't know. It's the routine; you know nothing else and are used to nothing else. In East, for example, I don't know that at all. I would feel less at home there, for example.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: What I always find nice is the Sloterpas; that's always nice to go to. Nieuw Meer in the summer, for example, that's also nice. Yeah, what would I really like to do? I do miss that a bit, that there are really nice cafes to have drinks. For the age group 25 to 35, you don't really have that here, or it's all about going out to eat. Then you're more in Oud-West, near the Kinkerbuurt and such, there you have those kinds of places again. A bit of those YUP (Young Urban Professionals) places, I should say, but it's convivial. So, I do miss that a bit. Yes, and if I were to take someone somewhere? I like Oud Sloten too! It's also nice to walk around there.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Too little. Yes, it would be nice to involve more young and old together. That you can maybe do something for someone else. Even if it's just bringing a little grocery for someone. That connection between young and old seems important to me. That seems like something that can hopefully be changed in the future.

Interviewer: How do you imagine your neighborhood?

Participant: Indeed, a better connection between young and old, but also that people don't have too many children and that they all live together. I think it just needs to be more mixed, including with cultures. I have the idea that it's becoming more and more separated. Maybe that stands out to me more now because as a child, you don't pay attention to that. So, more homes for sale, more social housing, all mixed together. Not all social housing here and all homes for sale there. For example, in Nieuw Sloten, you have Sloterweg, where there are really big houses, and you think, why do you live here, just because you want to live in Amsterdam? Why do you suddenly live here with such a big house? I just find that a bit selfish. Look, of course, everyone wants to live in such a house, but then go live outside the city. I don't think you can take up all that space here, so much space! When you know there's a housing shortage and that you have to think about your fellow human beings.

Interviewer: What must be retained in your neighborhood?

Participant: I do think it's important to have a place to chill, walk, but also greenery and nice markets. You don't see that here. There's the Tuesday market here. I find that just boring. I would like it if there's a different nice market for once or something like the Albert Cuyp market. The market here is always the same, but it could be something different for once. I always like it when there's a market on Sundays, like the IJ-hallen (vintage market in Amsterdam Noord).

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: How do you say that? Growing! I think. Positive, for sure.

#### **Participant 14**

Interviewer: What do you love about your neighborhood?

Participant: Well, um, yes. Difficult question. I basically live on the outskirts of Osdorp, on the side where you overlook sports fields. No trouble right outside the door, but my neighborhood itself does face some issues, such as fireworks and disturbances at night. However, that's a bit behind me, so I don't directly experience it but indirectly.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because the apartment where I live is still a nice place. And so far, I still have neighbors who (unintelligible), and it doesn't matter which country they come from. I want to point out that there are people with different ethnicities around me, and it's very enjoyable.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Well, then I would go to the garden of our apartment building, it's very beautiful. It's a corner flat, and there's a very large well-maintained grass field. Overall, it stays very tidy too.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: No, not at all. No desire for that.

Interviewer: How do you imagine your neighborhood?

Participant: Well, I hope it becomes more pleasant here. As I mentioned, there are many unpleasant things happening behind my house. The flats behind me are being demolished, new construction is coming in, and I hope it gets better again.

Interviewer: What must be retained in your neighborhood?

Participant: Well, a sense of community.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Well, I'm still happy that I live here.

#### **Participant 15**

Interviewer: What do you love about your neighborhood?

Participant: Everything is close by. Public transportation is good, and that's convenient because I work at Schiphol.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I am happy here.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I don't go anywhere. We are always at friends' homes when we do something. (follow-up question about a specific place to visit) Oh yes, Sloterpas!

Interviewer: In what way do you feel engaged in your neighborhood, or do you have a say and want to have a say?

Participant: No, I used to interact with the neighbors, but not anymore. There is a neighbor boy below me who is addicted. He played loud music, so I called the police a few times.

Interviewer: How do you imagine your neighborhood?

Participant: Osdorp has been declining lately. There are many young boys who have no respect for the elderly. There is a lot of trash on the streets, and there are too many people here. Also, there are too few trash bins. More police on the streets. Also during the day, but especially in the evening. I leave the house at 5 am for work, and I see women who don't feel safe on the street.

Interviewer: What must be retained in your neighborhood?

Participant: I am happy with it. It is ruined by a relatively small group, because then you immediately get a negative atmosphere, and that is, of course, not necessary. I was in a residents' committee in the apartment building, but that has faded. Two old people died, and no new people joined. Housing corporations should activate better, as they don't do much either.

### **Participant 16**

Interviewer: What do you love about your neighborhood?

Participant: I find it pleasant to live here because the streets are very wide, and it is open here.

Interviewer: What makes you feel at home in your neighborhood?

Participant: That I don't have to watch out .

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: We often come here (HEMA) for some coffee and the shops. Otherwise, we often go to Buitenveldert or Amstelveen. It's a different kind of public there. It's a bit rundown here, and I don't want to discriminate, but that has something to do with it. I don't have much trouble with other groups/cultures because I have good interpersonal skills.

Interviewer: In what way do you feel engaged in your neighborhood, or do you have a say, and do you want a say?

Participant: No! I consciously try to interfere as little as possible with the city council. There is no lack of social contacts.

Interviewer: How do you imagine your neighborhood?

Participant: I hope it becomes safer. In the evening, it is a problem that you feel unsafe as an older person. It's the groups of about 5 that cause this. Often, they engage in mischief, but now also towards criminal activities.

Interviewer: What must be retained in your neighborhood?

Participant: I hope that the shopping center becomes more popular. It has improved through the renovation, so I hope that attracts more people.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: I wouldn't know

### **Participant 17**

Interviewer: What do you love about your neighborhood?

Participant: The contact with people and the interaction among the people.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I think I feel at home in the neighborhood. It is very diverse.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: It depends on what you like. Then it would be here, Osdorp center.

Interviewer: In what way do you feel engaged in your neighborhood, or do you have a say, and do you want a say?

Participant: The contact here with the people is quite nice. I wouldn't necessarily want more say.

Interviewer: How do you imagine your neighborhood?

Participant: Neat. Nothing to complain about, really. It's good.

Interviewer: What must be retained in your neighborhood?

Participant: The respect towards each other. That should be preserved.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Nicely diverse.

### **Participant 18**

Interviewer: What do you love about your neighborhood?

Participant: It's a nice neighborhood. Not too crowded. Until 2007, when people from other countries, like Hungary, Poland, etc., were allowed to come to the Netherlands, we could leave our car open in front of the door, with the convertible top down and the keys inside. You weren't afraid of anything. After that, you couldn't leave anything outside anymore. It gets stolen so quickly. In 2010, we bought a new house in the same street, and when we changed the central heating boiler, it stood in the garden for a while, and then they (immigrants from Eastern European countries) stole it. The contractor said that there are very fancy cars here, and they just took it. Now you don't even dare to leave anything outside. So, I am still planning to move somewhere else, outside Amsterdam, for example, to Heemskerk, Almere, or Badhoevedorp Nieuwe. What is also important in those places is having a parking space. From next year, everything here will be paid parking, even though our neighborhood doesn't need that. There is no shopping center in our area. I find it very annoying because I can't find a parking space already. There are people now with businesses and big vans, so there is no parking space. If you arrive before 6 o'clock, you might find a parking space, but not afterward. I also find it important that a house is on its own land.

So, it is really getting worse in the neighborhood, and I find that very unfortunate. Many neighbors have also moved, to Badhoevedorp, Hoofddorp, and Almere. Dutch people have all moved.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I still feel at home, yes. I would prefer to go somewhere else. They are all neighbors you don't know now. In the past, everyone knew each other, we helped each other, we had each other's keys. Now they are different people every time. Social contact is decreasing, not only with neighbors but also in general. When you walk here at Tika-markt, people walk like they're blind. They have a stroller and a phone in the other hand, and they walk without even looking. Is that normal to walk like that? People have changed. I can understand younger people, but older people? While you just walk on the right, and people should come from the left, but no, they do it the other way around. And respect, what is that? They have no respect. This is not only in this neighborhood, it's everywhere.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Fortunately, our neighborhood still doesn't have social housing. They are all homes owned by people who have businesses. That makes me feel good, just at home.

Interviewer: In what way do you feel engaged in your neighborhood and do you have a say?

Participant: Fortunately, I still have a few neighbors who have been here from the beginning. My children, grandchildren, and daughter-in-law live across from me. I find that nice. I'm glad I bought a second house in the same street, so he can walk over to me.

Interviewer: How do you imagine your neighborhood?

Participant: I hope there will be more improvement with parking spaces and that people will be a bit happier and more social. Social contacts are very important. People should also, I'm going to put up a sign soon saying 'think about the neighbors,' it's not just for you. I don't think paid parking is a good solution for us, maybe in the city center, but why here. You can also put up a gate, with a start and end where people from the neighborhood can park. Then you can enter with a card.

Interviewer: What must be retained in your neighborhood?

Participant: It's not so important to me anymore.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: We just have to do this together. For example, my roof, I ask if you want to do this too, then we do it together. Yes, indeed! That's why I say we still have a few people who have been here from the beginning. We have very good contact with them, and then we discuss things. We have a neighborhood app. Then we inform each other if something is wrong, if we see strange people or things happening, we inform each other immediately. We have semi-detached, so with four of us, and then we immediately inform each other. I hope this stays. New neighbors don't even introduce themselves now. They don't do it anymore, and then I think, let it go. People should come to you themselves when they are new. Then you can get to know each other, right? These are the young people who just

got married; they have one child.

### **Participant 19**

Interviewer: What do you love about your neighborhood?

Participant: Not much, no. I don't think there's really anything to be proud of.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because it's multicultural, I think.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Osdorpplein or Meer en Vaart. Usually, we come here for groceries.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: In no way. It depends on what it is, that I would want to be more involved. Not necessarily to contribute ideas, but recently they renovated the playground. Probably, several people voted on what they wanted, but I find it very dangerous for children because of all the stones they can climb on and fall off. My two-year-old wants to climb on it, and if she falls off, they won't remove it now. The playground is behind Osdorperban, it belongs to Remijden. It's a municipal decision, but I think the children won't benefit much from it. It's a design by a well-known person, but I can't remember who, and that's the reason they don't want to remove it.

Interviewer: How do you imagine your neighborhood?

Participant: No idea. I don't expect much. I don't have a dream scenario for this neighborhood.

Interviewer: What must be retained in your neighborhood?

Participant: The various food cultures.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: It looks good, but I think the municipality spends too much money, and the result is the same. There is not much change. I would like to see more change if so much money is being spent. It has to be useful.

### **Participant 20**

Interviewer: What do you love about your neighborhood?

Participant: That it's nice and quiet compared to the city. It's also convivial. I find both (Osdorp and Nieuw Sloten) convivial; I've lived in both places.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because I already know everything, and I've lived here my whole life. I would like to live here for a very long time. Many people don't want to live in Nieuw-West for so long, but for me, it really feels like home, and I'm just comfortable here.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Let me think. Definitely my workplace (Douglas at Osdorpplein); it's very convivial here, and a super nice team. I also go to Match (Cafe Belgiëplein) sometimes, where you can just eat and drink with your friends.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Well, I notice that many groups share everything, and everything is discussed, and you are informed about everything. These are Facebook and WhatsApp groups. Currently, I don't need more involvement in the neighborhood.

Interviewer: How do you imagine your neighborhood?

Participant: That's a difficult question. I hope it remains as convivial as it is now.

Interviewer: What must be retained in your neighborhood?

Participant: That it's so quiet. Usually, in the city, there are a lot of people and tourists, and here it's not too bad. I find that pleasant. It sometimes becomes more because there are some hotels in the area now. I'm fine with how it is now, but it doesn't need to become more.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Convivial. Everyone knows each other; you can chat with everyone. When you run into each other, you greet each other.

### **Participant 21**

Interviewer: What do you love about your neighborhood?

Participant: The diversity of cultures, which is very pleasant. Multicultural.

Interviewer: What makes you feel at home in your neighborhood?

Participant: You can go anywhere. There are plenty of shops. You don't have to go all the way to the city center because you have everything here.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: The end of tram 1, which we used to call the end of 1. Now it's Aker. Those single-family houses, way behind Dijkgraafplein. That's where I grew up. Now I can't tell you what's so great about it, but that's where my youth is, and I like it. I grew up here.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I don't know if I feel involved. You live, and yeah, it's nice, just good. We get along well with the neighbors. I don't have any say. I think Osdorp has been stagnant for years and had a disadvantage. When I was young, we only had one steel climbing frame, and we didn't even have a climbing frame. Osdorp has really stood still for 30 years, if not longer. There was really nothing. This is what we had (points to Osdorpplein sheep), and an iron climbing frame. Now you see playgrounds everywhere and all sorts of things, but I keep saying Osdorp has stood still for 30 to 35 years. It's starting to pick up a bit now, I think in the last 5 or 6 years. In a positive way, in my opinion. Some say not, for example, with these flats (points to new apartments on Osdorpplein), but old is old and needs to be torn down, and new ones come back. We have no say in what kind of flats come. I would like to have a say in that. I would have preferred to see beautiful single-family homes in the neighborhood instead of this. Just for families. This is unaffordable; it's terrible. I think you're looking at over 2300 euros here, if not more. If you had a beautiful neighborhood with all single-family homes, with 4 or 5 rooms, there are many families here in Osdorp. Here you have to work with two people for your whole life, and if you have a child, they are in daycare day and night. Nowadays, you only have a child for status, to carry on their last name, nothing more. Isn't that terrible? I find this very sad. You have no say. That's why I hope Dijkgraafplein stays the same. It used to be all fields. I experienced that, we used to dig up and pick potatoes from the land. Then we had the community center De Aker, and we had a children's disco there once in a while. That was fun, but I don't like this, but okay. I don't like it at all; it doesn't live. Look, this (gallery homes north side of Osdorpplein) has been here since 1960 or even longer, and this really lives. This other (new construction Osdorpplein) has no allure; it just doesn't look good. But who am I? That it's sleek and modern, okay, but it's just unaffordable. It's not social housing, so where is it going? I find that unfortunate. People obviously want to make Osdorp very attractive, but what do you get here? Only people with a high-income level, and I find that very unfortunate. I have nothing to say, you have to go along with everything. I don't see this as a positive change. It doesn't live. No nice balconies with flowers where you can sit. It's just a chunk, boom, it's there. It used to be convivial, but yes, we have to move with the times. There are plenty of shops and things to do here, but I think there should be more for the elderly. The elderly also want to chill, young people want to chill, and in this cold, I don't see all the elderly wanting to sit outside, sometimes they do. There is also nothing for the elderly. I'm not saying there is something for the youth because there is nothing for the youth either. We used to have youth centers, community centers, where you could play billiards, gameboy, or nintendo. It's all gone now; there's nothing.

Interviewer: Are you familiar with 'De Wachter' community center in Osdorp?

Participant: No, I don't know it. Is that also for the elderly?

Interviewer: Yes, many activities are organized where many older people attend.

Participant: Then you have to be in good health, of course, or you have to arrange the health insurance taxi. There are

also elderly people who live further away from Osdorp or who live in the back of De Aker or in Sloten. I'm not saying you should put a community center on every corner, but put three or have a pickup bus. Osdorperweg, I've known that since 1961, and a bus has never run there. We are now in 2023, and there is still no bus! My girlfriend used to live there, and if she went shopping at DIRK, because DIRK has been here for years, you had to go shopping by taxi. There was no public transportation, and still isn't. So Osdorp is really very behind. Why have they never had a neighborhood bus there? Now it's all for sale, but in the past, there were all little farms and family houses. No bus, nothing. I don't know who manages it here, but yeah.

Interviewer: How do you imagine your neighborhood?

Participant: It really needs to be much safer in Osdorp, with more enforcement. What they did in Geuzenveld some time ago, they tackled it very well there, and in Osdorperban too, and I think it should be here too. I think it has worked well. I don't have any problems myself, but you do hear people who are afraid to go out at night and can't relax. Osdorp is highly known for significant crime, very much. The youth, they get bored. In the past, we used to play pranks with the youth, like taking a pack of custard from the milkman's outside stand. Nowadays, they just break windows and clear out the entire windshield. A very different youth, and I think it's mostly about upbringing. We had rules and norms; if the light outside was on, you had to go inside. Nowadays, you see them always roaming outside until around 2-3 in the morning, and they're 12 or 13, yes, sorry. I have grown-up children; my oldest is already 40. It's the upbringing. Children are not born that way; they are made that way. Parents work, and there is no time for them, so just go outside. Then I won't get a headache from you.

Interviewer: What must be retained in your neighborhood?

Participant: Transportation, that's nice here. You're quickly at the metro, at the train, that's nice. I find it nice that you don't have to walk for hours.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: A stagnant neighborhood. No life. Go to the market, four stalls, and you're done. It doesn't live; nothing lives here. Everything is dead by 6 o'clock. In other cities, the shops are open until 9 o'clock. It doesn't live. Too bad.

## **Participant 22**

Interviewer: What do you love about your neighborhood?

Participant: Not much. The first years I lived here in Osdorp were wonderful, but then you saw it deteriorate completely due to neglect and hanging youths. It was actually a delightful quiet neighborhood; never any discord, you just lived very comfortably.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Purely and solely living, and nothing else.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: It's the same everywhere. If you want something more here, you can eat well, and then you've had it all. Everything disappears; the butcher is gone, the bakery is gone. Every shop that closes becomes an eatery again, and we really don't want that. Preferably just small, well-assorted shops, a regular bakery because the last one has also disappeared. Now you have to... I don't know how far you have to walk to buy fresh bread.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Supposedly, you have enough say, but in practice, it's already decided. We've been talking about hanging youths for at least 6 years, with one meeting after another, and there's progress, there's progress. The next year, there are new meetings because the complaints haven't changed at all. The meetings involve the municipality, police, the district, and that's about it, yes, and various organizations dealing with young people. At the moments when all those neighborhood discussions take place, you see a bit more police in the area, and also a few more neighborhood coaches, but as soon as it's over, they're back to square one. They chat with them and then drive away.

Interviewer: Would you like to be more involved?

Participant: We did that for a while, had a lot of patience. I don't need it anymore.

Interviewer: How do you imagine your neighborhood?

Participant: I think little will change. The mentality of people is also changing, fortunately not in our apartment building because we get along pretty well, but outside of that... no. I don't have a dream scenario; all I want is a bit of peace in the evening and not the whole evening with screaming and shouting young people messing things up with their scooters and even damaging things.

Interviewer: What must be retained in your neighborhood?

Participant: Well, I couldn't think of anything. Good relationship with neighbors? We have that; if something happens, we help each other. We don't visit each other often, but in case of need, we help each other. It doesn't matter who it is. Anyone who needs help gets help. Done.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Poor

### **Participant 23**

Interviewer: What do you love about your neighborhood?

Participant: The surroundings. The nature. We live here in a beautiful park, so that's fantastic.

Interviewer: What makes you feel at home in your neighborhood?

Participant: I feel at home everywhere. I'm not tied to Amsterdam; I am a global citizen.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Oh, dear, well, I think to the park; that's the most beautiful thing we have here.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: Well, I clean (laughter). Every time we go for a walk, I take a stick and a bag, and then I clean up. It's not very dirty; it's very dirty on the other side near the ditch, near the shopping park. Because we walk around here regularly... I won't clean there; it's too far from home.

Interviewer: Would you like to be more involved?

Participant: At my age, that's not possible anymore.

Interviewer: How do you imagine your neighborhood?

Participant: I hope it stays the way it is; we live in a paradise here.

Interviewer: What must be retained in your neighborhood?

Participant: The view.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Paradise.

Interviewer: What do you think about the plans for Meer en Vaart?

Participant: Worthless! Not only because of the impact on the view, but it attracts the public, it attracts cars; it's always a traffic jam there because some idiot designed the traffic there. A narrowing where there should be three lanes, so it's always a hassle there. No, that's really... but well, it's conceived behind the desk (laughter). I find it such a waste of money. Real estate people buy up the place, and the municipality sees the dollars rolling. Where are those people going to park their cars? It's becoming paid parking everywhere around here, so it's really expensive for those people. We are lucky to have a garage here; well, we don't have much of a problem with it here, but people come here to park and then take the tram.

### **Participant 24**

Interviewer: What do you love about your neighborhood?

Participant: That's a good question. For me, it's the greenery in the neighborhood, so you can quickly walk to Slo-



terpark, Sloterpark, and also some small parks on the way to the supermarket. That it's quieter than the center and greener. Also, I find it very accessible. It's away from the center, but with the metro, you can easily reach Sloterdijk or Lelylaan, and then you're pretty much everywhere.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Housemates (laughter), not something neighborhood-specific that gives me a sense of home. I find Sloterpark very chill; just the fact that it's there. For me, it's all of Amsterdam that feels like home, not just my neighborhood.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: Boes & Beis, that's a little cafe in the neighborhood. It hasn't been there for very long, but it's very convivial. It really has that living room feel.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I have less of that. I'm not into neighborhood activities, so no, I don't really have that. I don't really need it; I'm actually happy with my own life, friends, and network. It sometimes just feels like a house, a kind of station, and the feeling that you have your own life around it. Also, not really in contact with neighbors, just the bare minimum of accepting packages.

Interviewer: How do you imagine your neighborhood?

Participant: A bit greener, greener, and cleaner. More mini parks, for example, when you go from our house to the supermarket, you pass through a kind of mini park, those kinds of places. So that you can just walk through there, not that it's a kind of nature reserve. Less just apartment buildings and more green interruptions. Especially between those gray streets, because you only look out at flats, it's not like you have a nice view outside, but still, in a way, it would be nicer, more pleasant to look at.

Interviewer: What must be retained in your neighborhood?

Participant: Public transportation connection, the accessibility that allows you to easily be anywhere.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: The first thing that comes to mind is the bangs under the bridge (laughter); I still have no idea where they come from. Oh yes, that's something less in the neighborhood. We have a kind of covered bridge, and there are always these very loud explosions or things going off, and it just wakes you up with heart palpitations. It happened almost daily for a period, but fortunately, not anymore. I've also normalized it a bit; when I hear a shot now, I think (too much background noise). Initially, I literally thought there was violence going on, but now... yeah.

Interviewer: Why are you here at the Westermarkt today?

Participant: For the bubble tea, the "kungfu milk tea." I think they have the tastiest taro bubble tea, taro matcha bubble tea, highly recommended, but it has to be warm. And it's also a convenient stop for us to meet because she came from her boyfriend, so this is exactly in between us.

## **Participant 25**

Interviewer: What do you love about your neighborhood?

Participant: I am not proud of my neighborhood. I find there are too many dark-skinned people around me. I used to be more proud of my neighborhood, but now I find it very difficult. I dare not go outside in the evening anymore.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Because I have lived here for so long, but I prefer to leave. Are you also looking for a new place? No, I don't have the money for that; it costs so much, and my children live in Zaandam, so that's closer than if I were to move to Groningen, of course. I would love to live in Groet, just past Alkmaar. Oh, it's so nice; I always go on vacation there.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: A nice place? Nieuwe Meer.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: I don't participate in any of that, no desire for it, and never have.

Interviewer: How do you imagine your neighborhood?

Participant: More Dutch people, hearing Dutch instead of all languages.

Interviewer: What must be retained in your neighborhood?

Participant: The supermarket, being so close.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Bloody mess. It depends on where; in our area, it is well maintained, but yeah, like I said... I don't hear Dutch. I have older people around me, 80 plus, and when they leave, there is another asylum seeker. You know, I have plenty of people around me, Moroccans, Turks who talk to their children in Dutch, I find it enjoyable, they also come over to chat with me. But everything that is asylum seekers now... I just don't like it anymore. I often find it too overwhelming, and it doesn't work well. Look, put a few in Groet, they are so integrated, they speak the language fluently. But not in this way.

### **Participant 26**

Interviewer: What do you love about your neighborhood?

Participant: Good public transportation connections. I can't think of anything specific right now, but I'm sure there are more nice things. I don't find pride a big word, but I do find it quite nice that it's a bit diverse. Specifically, my neighborhood is mostly older people, and I find that quite nice.

Interviewer: What makes you feel at home in your neighborhood?

Participant: Maybe precisely because it's quiet on the streets around me, so you don't feel like you're living in such a big city, but more of a village atmosphere.

Interviewer: If you were to take us anywhere in your neighborhood, where would you take us?

Participant: I recently walked from my house to the right and to the right, and you enter a quite nice neighborhood (Nieuw-Sloten/Sloten). It's a bit deeper into Nieuw-West. There, you have a pretty nice and convivial area. I must say, it was sunny at that time. Otherwise, I genuinely like Belgiëplein; it can be quite convivial when there's a doughnut stand and lights, and it's a bit crowded. Osdorpplein can also genuinely be quite convivial.

Interviewer: In what way do you feel engaged in your neighborhood?

Participant: When kids ring my doorbell to play ding-dong-ditch (laughs), or when they ring my doorbell for small chores or to buy a lottery ticket or during Saint Martin's. Then, I just feel like a 'house owner.' I'll be honest; I often receive letters about voting. I never open those letters. 'Have a say in what is done with the budget.' Yeah, I couldn't care less.

Interviewer: How do you imagine your neighborhood?

Participant: A bit more mixed with new construction, well, not necessarily new construction, but new construction for people who can afford it. Not just expensive new apartments, pushing people away. I hope it becomes more mixed, and that there are more fun activities to do here. Nice cafes, pleasant places to go during the day; I miss that here. A cinema, for example. We don't have one. How great would it be if they opened a small theater? Not Meervaart, as that's a real theater, but more like a film theater. Just a bit more culture.

Interviewer: What must be retained in your neighborhood?

Participant: Tram 1 and tram 17. Actually, more trams, but there's already a new one. That's tram 27, from Osdorp to Surinameplein, which is quite handy.

Interviewer: How would you describe your neighborhood in one sentence or in one word?

Participant: Upcoming.

## Appendix D. Moment of interviews and conditions

### Geuzenveld Slotermeer

<i>Date</i>	<i>Location</i>	<i>Condition</i>
1. Monday 27-11-2023 13.30-15.00h	Slotermeerlaan	Rainy and cold
2. Monday 04-12-2023 13.30-16.00h	Plein 40-45	Cold and cloudy
3. Monday 04-12-2023 13.30-16.00h	Plein 40-45	Cold and cloudy
4. Monday 04-12-2023 13.30-16.00h	OBA Slotermeer	Cold and cloudy
5. Monday 04-12-2023 13.30-16.00h	OBA Slotermeer	Cold and cloudy
6. Monday 04-12-2023 13.30-16.00h	OBA Slotermeer	Cold and cloudy
7. Monday 04-12-2023 13.30-16.00h	OBA Slotermeer	Cold and cloudy
8. Monday 04-12-2023 13.30-16.00h	OBA Slotermeer	Cold and cloudy
9. Monday 04-12-2023 13.30-16.00h	OBA Slotermeer	Cold and cloudy
10. Monday 04-12-2023 13.30-16.00h	Domino's, Slotermeer	Cold and cloudy
11. Monday 04-12-2023 13.30-16.00h	Slotermeerlaan	Cold and cloudy
12. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
13. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
14. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
15. Saturday 09-12-2023 13.00-16.30h	Slotermeerlaan	Rainy day, busy at market square 40-45
16. Saturday 09-12-2023 13.00-16.30h	Slotermeerlaan	Rainy day, busy at market square 40-45
17. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
18. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
19. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
20. Saturday 09-12-2023 13.00-16.30h	Shopping center square 40-45	Rainy day, busy at market square 40-45
21. Monday 11-12-2023 15.00-18.00h	Slotermeerlaan	Warm and cloudy
22. Monday 11-12-2023 15.00-18.00h	Slotermeerlaan	Warm and cloudy
23. Monday 11-12-2023 15.00-18.00h	Slotermeerlaan	Warm and cloudy
24. Monday 11-12-2023 15.00-18.00h	Slotermeerlaan	Warm and cloudy
25. Monday 11-12-2023 15.00-18.00h	Sloterplas	Warm and cloudy
26. Monday 11-12-2023 15.00-18.00h	Shopping center square 40-45	Warm and cloudy
27. Monday 11-12-2023 15.00-18.00h	Sloterplas	Warm and cloudy
28. Monday 11-12-2023 15.00-18.00h	Sloterplas	Warm and cloudy
29. Monday 11-12-2023 15.00-18.00h	Sloterplas	Warm and cloudy
30. Monday 11-12-2023 15.00-18.00h	Shopping center square 40-45	Warm and cloudy

### Geuzenveld Slotermeer

<i>Date</i>	<i>Location</i>	<i>Condition</i>
1. Thursday 23-11-2023, 9:30-15.00h	Tussenmeer, Osdorp	Sunny, the day after the elections
2. Thursday 23-11-2023 9:30-15.00h	Tussenmeer, Osdorp	Sunny, the day after the elections
3. Thursday 23-11-2023 9:30-15.00h	Tussenmeer, Osdorp	Sunny, the day after the elections
4. Thursday 23-11-2023 9:30-15.00h	Osdorpplein, Osdorp	Sunny, the day after the elections
5. Thursday 23-11-2023 9:30-15.00h	Osdorpplein, Osdorp	Sunny, the day after the elections
6. Thursday 23-11-2023 9:30-15.00h	Osdorpplein, Osdorp	Sunny, the day after the elections
7. Thursday 23-11-2023 9:30-15.00h	Mac Donalds, Westmarket	Sunny, the day after the elections
8. Thursday 23-11-2023 9:30-15.00h	Mac Donalds, Westmarket	Sunny, the day after the elections
9. Thursday 23-11-2023 9:30-15.00h	OBA, Osdorp	Sunny, the day after the elections
10. Thursday 23-11-2023 9:30-15.00h	Westmarket, Osdorp	Sunny, the day after the elections
11. Thursday 23-11-2023 9:30-15.00h	Westmarket, Osdorp	Sunny, the day after the elections
12. Thursday 23-11-2023 9:30-15.00h	Westmarket, Osdorp	Sunny, the day after the elections
13. Thursday 23-11-2023 9:30-15.00h	Meer en Vaart, Osdorp	Sunny, the day after the elections
14. Monday 27-11-2023 9:30-13:00h	Hema, Osdorpplein	Rainy, cold day. Not to many people outside
15. Monday 27-11-2023 9:30-13:00h	Hema, Osdorpplein	Rainy, cold day. Not to many people outside
16. Monday 27-11-2023 9:30-13:00h	Westermarket	Rainy, cold day. Not to many people outside
17. Monday 27-11-2023 9:30-13:00h	Westermarket	Rainy, cold day. Not to many people outside
18. Tuesday 28-11-2023 9:30-15:00h	Osdorpplein	Sunny but cold
19. Tuesday 28-11-2023 9:30-15:00h	Osdorpplein	Sunny but cold
20. Tuesday 28-11-2023 9:30-15:00h	Osdorpplein	Sunny but cold
21. Tuesday 28-11-2023 9:30-15:00h	Osdorpplein	Sunny but cold
22. Tuesday 28-11-2023 9:30-15:00h	Osdorpplein	Sunny but cold
23. Tuesday 28-11-2023 9:30-15:00h	Sloterplas	Sunny but cold
24. Tuesday 28-11-2023 9:30-15:00h	Westermarkt	Sunny but cold
25. Tuesday 28-11-2023 9:30-15:00h	Sport City, Osdorpplein	Sunny but cold
26. Tuesday 28-11-2023 9:30-15:00h	Meer en Vaart	Sunny but cold