



## DWELLERS IN AGILE CITIES

### Dwellers in Agile Cities: Interaction plan

The stakeholders of the DAC-project are from 1) *Dwellers and housing companies*: associations for senior citizens, unaccompanied refugee minors and refugee families, several housing companies, 2) *private building sector*: international construction company Skanska Ltd, rental and right-of-occupancy apartment housing provider Setlementtiasunnot Ltd, leading Finnish housing investment company SATO Plc., and three smaller experimental architect studios. 3) *Civil servants and city officials*: Helsinki Region Environmental Services Authority HSY, City planning and housing units in Helsinki, Tampere, Espoo and Seinäjoki, and ICLEI (Local Governments for Sustainability Network), 4) *National policymakers*: Ministry of the Environment 5) *National housing development associations*: Association for Advocating Reasonable Priced Rental Housing (KOVA), The Housing Finance and Development Centre of Finland (ARA), The Building Information Foundation (RTS), 6) *Commodity utilities*: Helsinki energy & heating utility Helen Ltd, 7) *Developers of new technical solutions for sustainability*: car sharing service provider 24Rent Ltd, energy metering solution provider Vercon Ltd, 8) *Urban grassroots organisations*, eg. urban culture association Hukkatila ry and Mushrooming association discovering temporal working spaces and cultivating co-working possibilities.

**Table 1.** Phases of cooperation with stakeholders (outlined also in Figure 3.).

	1.phase: CO-DESIGN	2.phase: CO-CREATION
Dwellers (case areas)	Mapping the needs, challenges, wishes & desired research outcomes.	Co-creating experimental cases, mapping possible solutions & testing the replicability.
Housing companies	Identifying the needs, ambiguities, collaboration hopes, interests & possible conflicts.	Co-creating experimental cases, mapping possible solutions & testing the replicability.
Private building sector	Detecting the needs and the motivations of housing market.	Co-creating experimental cases, mapping possible solutions & testing the replicability.
Civil servants, city officials	Identifying the needs, ambiguities, collaboration hopes, interests. Desired research outcomes and possibilities to provide knowledge for the project.	Co-creating experimental cases, mapping possible solutions, testing the replicability from the viewpoint of city officials.
National policymakers	Pin-pointing rigid barriers and thresholds, mapping possible conflictual interests in urban planning.	Co-creating flexible policy practices.
National housing development associations	Mapping the viewpoint of housing development, planning the research knowledge base and delivery channels for the results.	Participating to the co-creation processes, helping to organise halfway and final knowledge distribution events.
Commodity utilities	Examining and contrasting the use, functioning and location of urban commodity systems.	Experimenting platforms for collective learning that help the design of policies, specific measures and advanced solutions.
Developers of new technical solutions	Experiences of customer needs, understanding the diversity of the needs of dwellers based a combination of the experiences of the companies with past research.	Achieving new insights, modification of design and marketing of products and services.

Urban grassroots organisations	Recognising the current ambiguities, rigid norms, outdated interaction practices in urban development. Assisting in knowledge gathering.	Experimenting platforms for collective learning and knowledge sharing & helping in organising urban experiments.
General public	DAC will organise public events in order to gather ideas from wider civil society.	DAC will organise public events in order to test the resonance of the results with civil society.

We have identified the needs of stakeholders and discussed about their role in DAC-project in three workshops arranged in February 2016. We have mapped the possible and suitable experimental cases starting in spring 2016. Engaging stakeholders in dialogue at an early stage helps identifying and managing conflicts and increases stakeholders' commitment to the research outcomes, which in turn has a positive effect on adoption and application of the outcomes. DAC-consortium PI Helena Leino together with her team (Maija Faehnle as a communication officer and Mikko Kyrönviita as a project coordinator) are carrying the main responsibility for the project management, interaction with the stakeholders and media publicity. The responsibilities of this team are: to be the contact point of the consortium to the Academy, to chair of the joint meetings (2-3 times/year), to be in charge of the day-to-day management, to monitor and evaluate of the progress, the schedule and the resources invested in the research and the interaction plan.

Systematic stakeholder collaboration helps to define research goals, extends project resources and provides additional data. Collaboration is needed in order to build a robust but flexible and adaptable framework for replicating the experimental cases in several different sized cities. For the stakeholders, collaboration offers business opportunities and possibilities to affect the research directly. In other words, we are not heading only for information exchange, but as we see it, this research project is possible to conduct only with close co-operation with the stakeholders.

The DAC-project has an *international scientific advisory board* which complements and strengthens the expertise of the DAC-consortium. The board has expertise in the trends of urbanization, migration, experimental approach for co-creation, democratic participation practices, innovative housing solutions and urban experiments on a global scale. The advisory board is able to test and discuss both the scientific results and the practical issues raised by the stakeholders of the project. The members of the scientific advisory board have all agreed to visit Finland and to participate in the DAC-project according to the schedule. The board members will give keynote lectures in the joint meetings for both the stakeholders and members of the DAC-project and scrutinise with the researchers the details of theoretical approaches and tools of the project. The cooperation will aim for joint article publications with the DAC-researchers and members of the board and members of their networks. Members are:

- Senior Lecturer *Vanesa Castan Broto*, Faculty of the Built Environment, University College London
- Professor *John Forester*, Department of City and Regional Planning, Cornell University
- Professor *Koen Hermans*, Centre for Sociological Research, KU Leuven
- Senior Lecturer *David Laws*, Dept. Political Science, University of Amsterdam
- Professor *Ola Nylander*, Centrum för Boendets Architectur, Chalmers University of Technology
- Doctor *Matthias Weber*, Austrian Institute of Technology

The implementation and schedule for interaction with stakeholders and international advisory board is presented in chapter 8.

#### **Schedule of interaction with the media**

The dissemination of the results in each phase will be coordinated by the DAC-team led by PI Helena Leino and Kaskas Media. Jointly we will conduct a media strategy for the DAC-project in spring 2016. It is essential to plan in detail the goals for communication: when, how, to whom and what we will achieve with the interaction. After this the media contacts are established by releasing

the DAC-website and opening subscriptions for the social media tools (a project blog, Twitter and/or Facebook-posts). This helps in keeping the key stakeholders engaged and in collecting interested parties, also beyond the closest collaboration group, to follow up and comment on the progress. Some preliminary ideas can be tested by turning to those who have agreed to be posted, with the help of small polls along the way. Towards the end (phase 3), we will intensify the exchange with the wider public to disseminate the findings broadly. Bringing the results back to the field serves as a one validity check for the interpretations made.

Social media is an essential medium of communication and interaction for the DAC-project. Through social media (eg. Facebook, Instagram, Twitter and Tumblr) it is possible to reach wider audience and increase interaction with civil society. Being active in social media will likely increase participation in other forums such as meetings and happenings. Social media is also a quick and efficient tool for collaboration, exchanging information and providing feedback for stakeholders.

Publication of the research results in the form news and briefings (2-3/year) is done in cooperation with some of the key stakeholders with extensive networks, such as ARA, KOVA, RTS and HSY. Currently there are two national policy processes in progress, the Private Rented Sector Access Scheme and the national Housing Development Programme for Older Population 2013-2017 which will receive the results in midterm as well as in the end of the project with the help of the Ministry of Environment. The final results of the DAC-project will be published in the form of public exhibition and a final report.