

## Experiences of Participation Processes in Berlin-Lichtenberg Selected Examples

Prof. Dr. Ursula Flecken, **Planer**gemeinschaft Dubach, Kohlbrenner  
Center of Competence for Major Housing Estates

18 September 2009 – WP3-Workshop, Siauliai

## Structure of Presentation

- **stakeholder-analysis**
- **two examples of citizen participation in Berlin-Lichtenberg**
  - **system of neighbourhood managers**
  - **tenants' advisory board**

## Stakeholder-Analysis

- **stakeholders – a definition:**
  - groups, organisations and individuals who (should) have an important "stake" in the process of urban decision-making
- **inclusion into the planning process at an early stage**
- **initialisation through e.g. some kind of "round table" where all further planning matters and results are discussed and coordinated**
- **accomplishment of planning processes is more qualified to be implemented**

## Stakeholder-Analysis

- **depending on the main problems and specific situation it is important to involve e.g.:**
  - citizens
  - politicians
  - neighbourhood managers
  - the owners of the buildings (building cooperatives and -societies, owner's associations)
  - the respective authorities (concerning social infrastructure, transportation, green space planning and others)
  - local traders, potential investors and employers (shopping facilities, office buildings or other work places)

## System of Neighbourhood Managers in Berlin-Lichtenberg

- **spatial subdivision of the district into social units (see different colours, not administrative boundaries)**
- **life world orientation: social units often not the same as administrative districts or statistical units**
- **initial points for the future development of the district**

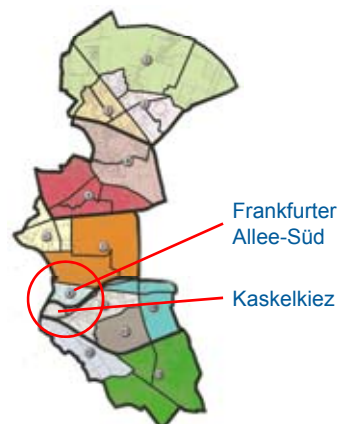


## System of Neighbourhood Managers in Berlin-Lichtenberg

- **neighbourhood manager  $\hat{=}$  social coordinator, ombudsman, not: street worker**
- **origin: implementation is a result of district's development planning of social infrastructure**
- **permanent local offices**
- **attributed to the domain of the mayor**



5 local offices



## System of Neighbourhood Managers in Berlin-Lichtenberg

- **tasks:**

- initiation of cross-departmental cooperation
- contribution to transparency of district's plans and measures
- organisation and moderation of meetings in connection with participatory budget
- assistance and promotion of regional forums, advisory councils and citizen's initiatives
- organisation of informative neighbourhood walks and other social and cultural activities



## System of Neighbourhood Managers in Berlin-Lichtenberg

- **benefits:**

- mediation between politics, administration and citizenship development and enhancement of self-supporting and effective structures within the neighbourhoods according to the district's spatial policy
- unbureaucratic action through close distance between different stakeholders
- direct information of the different departments about news and concerns of the mayor
- source of information and multiplier for citizen's interests
- enhancement of identification within the neighbourhoods

## Tenants' Advisory Board

- representation of interests and concerns of tenants (towards the owner)
- contact for tenants if there are problems or questions
- help with organisation of social and cultural activities, such as neighbourhood events, trips or senior citizens' activities
- board's members work as volunteers
- members are elected by the tenants every three years



## Tenants' Advisory Board

- tenants' advisory boards play an important role within the coordination of refurbishment measures and as an important stakeholder in planning processes
- also: assistance and support of tenants towards the issue of energy efficiency



## Tenants' Advisory Board

- accompanying measures supported by HOWOGE:
- energy-efficient show-apartment
  - demonstration of both energy-efficient equipment and home appliances with high energy demand



## Tenants' Advisory Board

- accompanying measures supported by HOWOGE:
- **Energiesparfibel** = energy-saving guide
  - languages: ger., pol., viet., russ., arab.



## Tenants' Advisory Board

- **accompanying measures supported by HOWOGE:**
- **energy consultants**
  - initiated by environmental organisation and the city of Berlin
  - project especially for low-income households
  - sensibilisation of tenants' attitude towards heating, ventilation, energy saving



Prof. Dr. Ursula Flecken, [Planergemeinschaft](#) Dubach, Kohlbrenner



**Thank You for Your Attention!**  
**Any Questions or Comments?**

Prof. Dr. Ursula Flecken  
[Planergemeinschaft](#)  
 Hannes Dubach, Urs Kohlbrenner  
 Lietzenburger Straße 44/46, 10789 Berlin  
 Tel: +49 (0) 30 885 914-66, Fax: +49 (0) 30 885 914-99  
 Email: [u.flecken@planergemeinschaft.de](mailto:u.flecken@planergemeinschaft.de)  
[www.planergemeinschaft.de](http://www.planergemeinschaft.de)