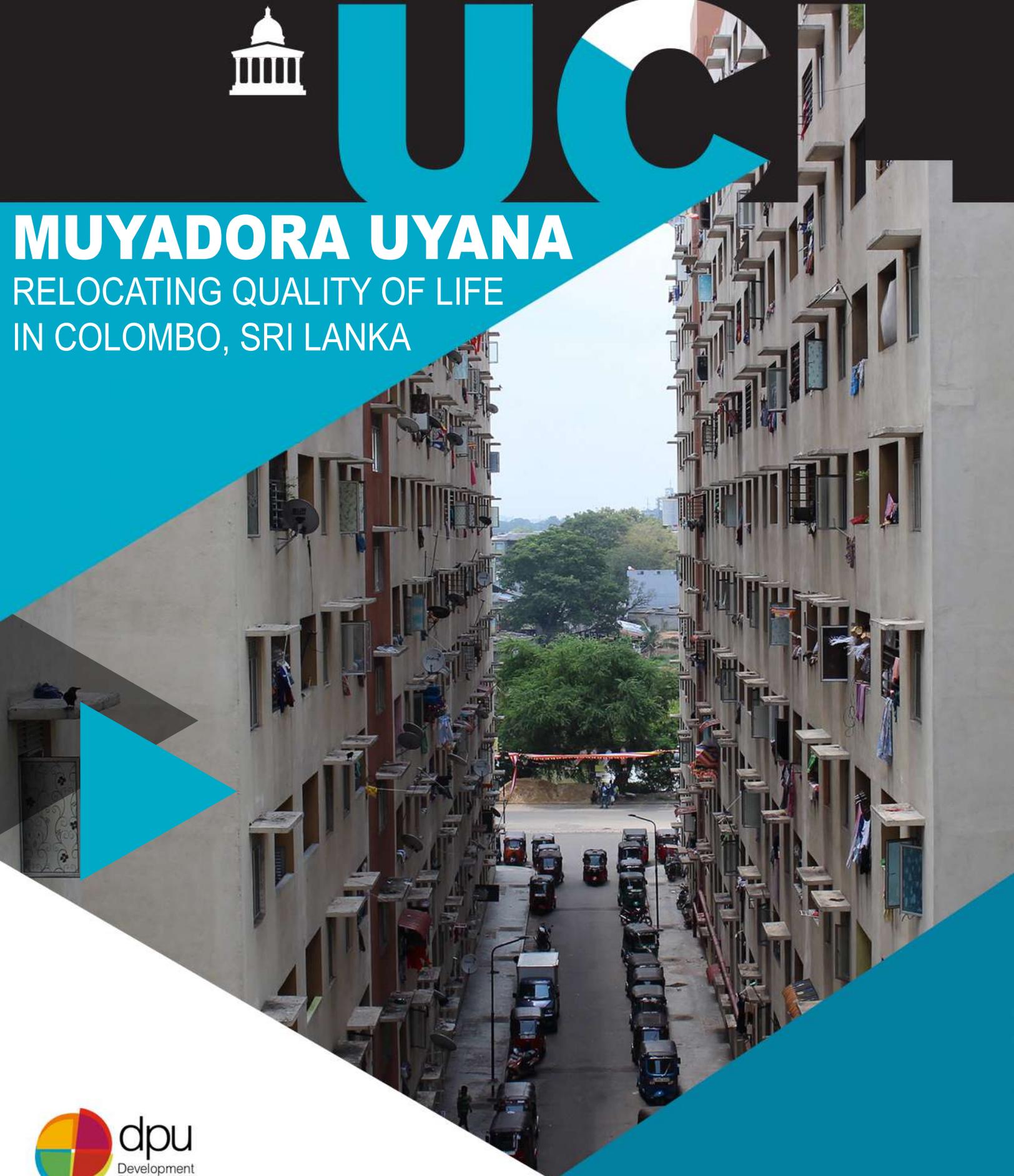




WOC

MUYADORA UYANA

RELOCATING QUALITY OF LIFE
IN COLOMBO, SRI LANKA



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ABSTRACT

This report investigates the quality of life of residents of Muwadora Uyana, a social housing project in Colombo, Sri Lanka. Relocated to high-rise blocks in the last 2 to 3 years as part of the Urban Development Authority's ongoing Urban Regeneration Programme, inhabitants previously lived in informal settlements across the city. As far as was possible in a few days, the research incorporated the ideas and themes that residents themselves discussed through mixed-methods research, towards suggesting what a good quality of life means for them, and then exploring how their quality of life has been affected by relocation. The mixed-methods research is comprised of: spatial analysis of the four buildings, participatory mapping with young people and children, and in-depth conversations with over 30 residents. It is believed that this kind of in-depth mixed-methods work is vital to understanding why it is that some people who are relocated into high-rises are able to thrive, whilst others find that they struggle to get by.

Muwadora Uyana's residents continue to experience the effects of relocation. Whilst ministries and other actors may tend to treat the Muwadora Uyana project as finished, the report argues that Muwadora Uyana residents' quality of life still hangs in the balance. This research project incorporates and extends beyond building maintenance and physical space to consider the capacity of residents, framed through the main agency dimension, to be able to lead a good quality of life, and improve it. It shows that generations of Colombo residents will be affected by relocation to high-rise residences. Moreover, Muwadora Uyana's residents' quality of life continues to exist in dynamic relation to the rest of the city.

This report warns against thinking that people's capacity (especially that of young people's), to adapt to living in high-rises is inevitable. The research shows that for many people capacity for agency is limited. By looking at agency, an insight can be gained into the continued and long-term effects of being relocated to one-size fits all high-rises, for current residents, future residents of similar housing projects, and for the rest of the city.

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INTRODUCTION



1. Introduction: Colombo, A World-Class City?



Figure 1: Megapolis Project. (Western Region Megapolis Planning Project)

With a population approximating 5,648,000 in its metropolitan area (Census of Population & Housing, 2011), Colombo is both the largest city and capital of Sri Lanka. In the past decade, Sri Lanka's government has attempted to posit Colombo as Asia's newest global city. The Western Region Megapolis Planning Project (WRMPP) is an intensive master-planned development project intended to create a Megapolis in the Western Province by 2030 (Figure 1). Hoping to emulate other Asian economic hubs, the plan and its governmental actors aim to tackle issues as traffic, garbage, pollution, and slums, which are seen to be occupying economically-productive land.

Turning Colombo into a "World-Class City" is a priority for Sri Lanka's vision for an economically advanced country.

1.1 The urban policy structure and main actors

The main actor in the urban planning and policy structure in Colombo is the Urban Development Authority (UDA), operating at the central government level and now the operational arm of the Ministry of Megapolis and Western Development (MMWD). Established by the 1978 UDA Act, one of the UDA's main tasks has been facilitating partnerships with the private sector (Horen, 2002). The UDA's functions are: a) to carry out integrated planning and physical development within urban areas, b) to formulate and submit development plans, c) to undertake execution of development projects and d) to formulate urban land use policy (Jagoda, 2010). At the local level, the Colombo Municipal Council (CMC) has powers to carry out the integrated development within Colombo's administrative area (ibid), functioning below the UDA in institutional hierarchy.

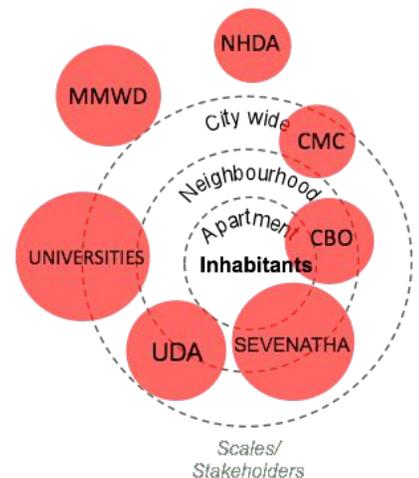


Figure 2: Stakeholders

The National Housing Development Authority (NHDA), also established in 1978, operates at the central government level (ibid). Traditionally, the NHDA has been responsible for housing provision in Colombo, yet with the ongoing Urban Regeneration Programme, responsibility has increasingly shifted to the UDA for housing and relocating thousands of Colombo's inhabitants (UDA, 2018).

1.2 The Urban Regeneration Programme



Figure 3: informal settlements in Colombo

The UDA is implementing the Urban Regeneration Programme as a means to liberate significant amounts of land occupied by 68,000 slum and shanty-towns scattered within the CMC area (housing 53% of the city population) (UDA, 2018,) . Located mostly in Northern, Central & Eastern areas, they occupy a total of 900 acres of land, with only 67 belonging to the UDA. The main principle for the URP relocating slum communities to high-rises, is to use the liberated land for investment purposes (leasing to private stakeholders) and to use the revenue to finance the rehousing process. The 900 acres would be distributed as: a) 300 acres to rehousing

communities, b) 150 acres for reservations, landscaping, and open spaces, and c) 450 acres for investment and development. The ownership of the remaining land is dispersed among several government agencies and private individuals. The UDA expects to build 50,000 URP housing units until 2022 (ibid).

It is notable that the underlying issue in the relocation process is the maldistribution of land: 53% of the population occupy only 900 acres, which are being reclaimed by UDA. The message is that perhaps, even this distribution of land is too much for the poor, which points to a case of social injustice. On the other hand, It is not certain that the UDA's goals for real estate development and liberated land leasing will be fully achieved. For instance, there are administrative issues pertaining to usage of the liberated land, given that the land usage and management system is not centralised. Land ownership is dispersed among several public agencies, which means a negotiation process has to be done, which can delay development plans. Similarly, international investment is not certain to happen at the extent of the UDA's expectations.

Nevertheless, the process is well advanced. UDA has already completed 7,000 units in 15 different projects and 14 projects are currently ongoing, which in total accounts for 16,500 units (ibid).



1.3 Muwadora Uyana

Muwadora Uyana is one of the URP projects. In 2015, inhabitants from different settlements on state-owned land within the city were resettled into this site, located in Northern Colombo (Figure 6). With a population approximating 5,000, this four-block building project contains 872 apartments, each measuring 400 square feet (37 M²). All apartments are identically laid out to include a living room, kitchen area, two bedrooms, a washroom and a small balcony. The blocks are named from A through D,

with the larger blocks (B/C) generally composed of residents originating from different settlements, and the smaller blocks (A/D) composed of those originating from the permanent section of Appel Watta, also

known as 219 Watta or Settlement (as codified legally). Through an agreement with the UDA, the NGO Sevanatha conducted a trial, whereby some 219 Watta residents were relocated to blocks A and D. This process emphasised the importance of maintaining existing community ties through relocation by allowing residents to choose their neighbours (Sevanatha Report, 2016).



- **Muwadora Uyana: 872 households**
- **Appel (219) Watta + Kammal Watta + Settlement 225: 782 households**
Located near/on Muwadora Uyana
Relocated before construction to nearby location
- **Nagalam Street settlement: 26 households**
Located at 1 Km from Muwadora Uyana
- **Bosevana Watta: 64 households**
Located at 7 Km from Muwadora Uyana
Relocated to accommodate National Hospital Health Square development project

Figure 6: Where residents originated

The site is mainly a low-income residential area next to the Kelani River. The project's immense scale and morphology is surrounded by low-scale informal houses, rendering Muwadora Uyana prominent from some distance. The natural environment includes the river, wetlands, and green areas, contrasting with low-rise self-constructed structures and garbage-dumping grounds. Parts of the informal areas from which many residents came still stand adjacent the new buildings.

By family, the costs amount to an initial deposit of 50,000 rupees, in addition to monthly rent of 2,600 rupees plus additional utility fees. According to interviews (Appendix 1.2), utility fees vary by families, ranging from hundreds to thousands of rupees. UDA policy is that residents who have paid 30 years worth of fees will be handed deeds (Appendix 1.2, 2, 3, 11; UDA, 2018).

Two years since residents' arrivals, inhabitants' experiences of being relocated to, and living in, Muwadora Uyana are varied. Some report significant improvements in livelihoods, whilst others feel new constraints. An examination of why some thrive and some struggle in Muwadora Uyana can support an understanding of how the UDA's approach to resettlement affects people's quality of life.

QUALITY OF LIFE



2. Quality of Life

This section expands on the research question: What is the relationship between residents' quality of life and the experience of being relocated to, and living in, Muwadora Uyana?

2.1 Reframing Social Justice

Economists Nussbaum and Sen suggest that by attempting to place people's experiences and values at the centre of development planning, researchers are taking on a worthwhile but near-impossible task. When defining and measuring quality of life (QoL), one is faced with the profound richness, complexity and ambiguity of human values and experience. Nussbaum and Sen posit two approaches to assessing QoL: some attempt to create 'utilitarianisms with complex and subtle restrictions on the nature of the preferences that may be taken into account' (Nussbaum and Sen, 1993: 2), while others attempt to account for the 'many different kinds of activity that actually make up a 'thriving' human life' (ibid). Nussbaum has argued that it is possible to identify basic capabilities which every human ought to have, to be able to thrive in whichever way they choose (1997). She conceives of these basic capabilities as 'urgent', *and* as a way of thinking about inalienable human rights (ibid).

Taking Nussbaum's lead, this report argues that QoL encompasses questions of rights to access goods and services, rights to be recognised, and rights to participate in decision-making and decision-taking. In other words, QoL can encompass issues of social justice. It is also important to note that some of the QoL models consider the natural environment and ecosystems as a vital part of QoL. The Social Justice Index highlights the link between Intergenerational Justice and the right to a healthy natural environment (Figure 7); the Social Progress Index suggests that a healthy environment is a human right, important for people's health and wellbeing, and that 'progress' cannot mean unsustainable progress (Figure 8).

Figure 7: Social Justice Index, Vita International



Figure 8: Social Progress Index (2017, accessed 30.05.2018)

Social Progress Index indicator-level framework

| Basic Human Needs | Foundations of Wellbeing | Opportunity |
|---|--|--|
| <p>Nutrition and Basic Medical Care</p> <ul style="list-style-type: none"> Undernourishment Depth of food deficit Maternal mortality rate Child mortality rate Deaths from infectious diseases <p>Water and Sanitation</p> <ul style="list-style-type: none"> Access to piped water Rural access to improved water source Access to improved sanitation facilities <p>Shelter</p> <ul style="list-style-type: none"> Availability of affordable housing Access to electricity Quality of electricity supply Household air pollution attributable deaths <p>Personal Safety</p> <ul style="list-style-type: none"> Homicide rate Level of violent crime Perceived criminality Political terror Traffic deaths | <p>Access to Basic Knowledge</p> <ul style="list-style-type: none"> Adult literacy rate Primary school enrollment Secondary school enrollment Gender parity in secondary enrollment <p>Access to Information and Communications</p> <ul style="list-style-type: none"> Mobile telephone subscriptions Internet users Press Freedom Index <p>Health and Wellness</p> <ul style="list-style-type: none"> Life expectancy at 60 Premature deaths from non-communicable diseases Suicide rate <p>Environmental Quality</p> <ul style="list-style-type: none"> Outdoor air pollution attributable deaths Wastewater treatment Biodiversity and habitat Greenhouse gas emissions | <p>Personal Rights</p> <ul style="list-style-type: none"> Political rights Freedom of expression Freedom of assembly Private property rights <p>Personal Freedom and Choice</p> <ul style="list-style-type: none"> Freedom over life choices Freedom of religion Early marriage Satisfied demand for contraception Corruption <p>Tolerance and Inclusion</p> <ul style="list-style-type: none"> Tolerance for immigrants Tolerance for homosexuals Discrimination and violence against minorities Religious tolerance Community safety net <p>Access to Advanced Education</p> <ul style="list-style-type: none"> Years of tertiary schooling Women's average years in school Inequality in the attainment of education Globally ranked universities Percentage of tertiary students enrolled in globally ranked universities |

For this project, it is argued that a QoL approach can be a useful way of talking about rights to goods and services, recognition and participation in decision-making (i.e. social justice) using an approachable framework, when indicators are sensitive to local contexts and frameworks are adaptable (Peach & Petach, 2016: 33). Being aware of the research team's positionality as outsiders in an unfamiliar context, it is argued that reframing 'rights' to material goods and capabilities is appropriate for three reasons. Firstly, the researchers are working in a context where people are not just trying to claim rights, but are trying to realise what their rights are. Secondly, when one thinks about 'rights', one imagines a fixed truism which articulates an ideal that oneself, and others, inevitably fail to achieve. But this idea has been imposed on others' experiences of the world, so researchers see a deficit. This is not to say that, if people

were to define what matters to them or what they think 'rights' are, that they would say they have achieved them and are not lacking anything. But what matters, and what rights are imagined to be, are informed by spatial, socio-economic, cultural contexts. Finally, the language of rights and justice can be off-putting to policymakers. Other indexes (such as OECD Better Life Index, Wellbeing Index, Legatum Prosperity Index, Social Progress Index) and goals (such as the Sustainable Development Goals), embed the language of rights in more open frameworks, such as 'quality of life', 'inclusive' places and economies, 'equitable' places, etc. If the aim is to speak to policymakers then it is appropriate to rethink the language and frameworks being used.

In addition, there are two context-specific reasons why this report uses 'quality of life' rather than a fixed set of 'rights'. Firstly, in Muwadora Uyana's context, the broad experience of relocation and of living in the complex is ambiguous. People are likely to feel insecure soon after experiencing relocation and to feel uncertain about the future, particularly in relation to Colombo's rapid development. Secondly, Muwadora Uyana's heterogeneous resident-body originates from different parts of Colombo, with different societies and cultures.

It is argued that the QoL framework allows researchers to remain open to alternative articulations of justice, and does not attempt to fix down articulations of justice, which change dynamically.

QoL framings can allow researchers to posit justice as a praxis that is relational, rather than a fixed and universal state which can be achieved or fallen short of.

2.2 Agency and QoL

By reframing social justice and embedding it in a QoL framework, the researchers are attempting to create an enabling discursive framework, in and through which residents of Muwadora Uyana can discuss and articulate what matters to them. In other words, the research recognises and responds to residents' socio-political agency in the discursive realm.

In doing so, the research project was able to allow dimensions of QoL in Muwadora Uyana to emerge from discussions with residents. Upon conducting an initial analysis of the qualitative data collected in Muwadora Uyana, agency – and lack thereof – emerged as a key component of people's quality of life. Often, residents would talk about feeling trapped in their current situation, and would report having been given no choice about relocating to the high rises. Whilst many residents recognised the material benefits of being relocated, the top-down approach to relocation and policy-makers' lack of understanding about what living in Muwadora Uyana does to people's capacity to direct the course of their own lives, is related with a subjective sense of vulnerability and dissatisfaction, as well as material loss (for example, of income, adequate space for household members etc.). This disconnect between residents' experiences and priorities, and the government's approach to relocation, made agency a particularly urgent issue to this research.

Many indexes concur that agency is one of the important factors in QoL. For instance, the UN City Prosperity, Scanlon Monash, Social Progress, and Human Development indexes identify that personal choice and freedom in political, economic, and civic life, as well as equal opportunities to be included in social prosperity are closely related to people's satisfaction and optimism about life. Whilst it is an option to take any of these indexes as a starting point for thinking about QoL in a given context, the approach taken by this research project enabled agency to emerge as a key component of QoL for residents in Muwadora Uyana. It is conceivable that, given time and resources, a new QoL index could be created with and for residents of Muwadora Uyana, which bears resemblance to the indexes mentioned above,

but does not start from the assumption that their dimensions of QoL are relevant or right for every space and place.

Agency, like QoL other dimensions, can be understood as being enhanced or constrained at different scales. The intersecting scales section of the conceptual model serves as a reminder of how it is possible to identify the dimensions of QoL alongside community members using mixed-methods research, and analysing these dimensions at different scales. This method, together with the strategic focus on agency, helps identify opportunities for action in and around Muwadora Uyana for improvement. Focusing on agency foregrounds how it is that people in Muwadora Uyana have been, and continue to be, influenced by the ongoing process of relocation.

2.3 The role of agency and its dimensions

From findings through interviews, an understanding emerged that the common underlying thread was the widespread importance placed by residents on their perceived freedom (or lack thereof). This became increasingly palpable through several dimensions, as explained previously. The need to better understand why residents' experiences differed so widely became apparent. The guiding question begins to take on another layer: the essential four components of QoL should be seen as tied directly into agency (as explained previously in section 2).

Agency is defined in various ways within social science literature. From within the scope of environmental change, Katrina Brown and Elizabeth Westaway define it as:

“Agency refers to the capacity of an individual to act independently and to make one’s own free choices. One’s agency is one’s independent capability or ability to act on one’s will” (pg. 325, *ibid*, 2011).

It is important that agency, even defined as an individual’s ability to make choices, should not be limited to only this scale. The multiplicity of existing scales for decision-making and social groups within Muwadora Uyana implies the necessity of understanding agency at all levels from the individual/family level to the larger community as a whole.

William Sewell, Jr., for further explanation of the social and collective nature of agency: “Agency entails an ability to coordinate one’s actions with others and against others, to form collective projects, to persuade, to coerce, and to monitor the simultaneous effects of one’s own and others’ activities. Moreover, the extent of the agency exercised by individual persons depends profoundly on their positions in collective organizations” (pg. 21, 1992).

Differing capabilities of individuals’ agency is clear, and influences people’s perception of their ability to act. “Individuals are active agents in shaping their biographies—within a myriad of constraints, of course—but people differ in their ability to successfully implement these strategies” (pg. 183, Hitlin and Elder, Jr., 2007). Simply put, “people who perceive more agency are more likely to persevere in the face of problems” (pg. 182, *ibid*).

Residents’ capacity to act in improving their lives is in turn affected by their environment, backdropped against a life-changing events, such as relocation. Just as residents’ QoL can be enhanced by agency, so too can agency be limited by a poorer QoL, affecting each other in an iterative manner.

METHODOLOGY



3

3. Methodology

In order to explore QoL in Muwadora Uyana, we used research methods such as interviews, spatial analysis and participatory mapping. In this section, we present an analytical framework, a description of the methods and the process of data collection. It has been noted that because of the limitations in time, this research is not meant to be extensive, i.e. sampling is not supposed to be statistically representative of the population in Muwadora Uyana. However, the collected data was useful to explore the themes associated with quality of life and to identify patterns of perception and understanding, as it discussed in Chapter 4.

3.1 Analytical framework

The analytical process, intended to guide the research, combines subjective data about the way people understand and perceive their own QoL, with objective data related to physical living environments. Specifically, three main methodologies attempt to investigate the various dimensions of residents' lives by employing qualitative and quantitative analysis. In order to identify the dimensions of QoL from resident interviews, the data was reviewed and assessed through collective brainstorming. These dimensions are presented propositionally, and are posited as starting points for future research.

Five dimensions have emerged in qualitative interviews about QoL in Muwadora Uyana, with the following four dimensions centred around the first: **Agency**.

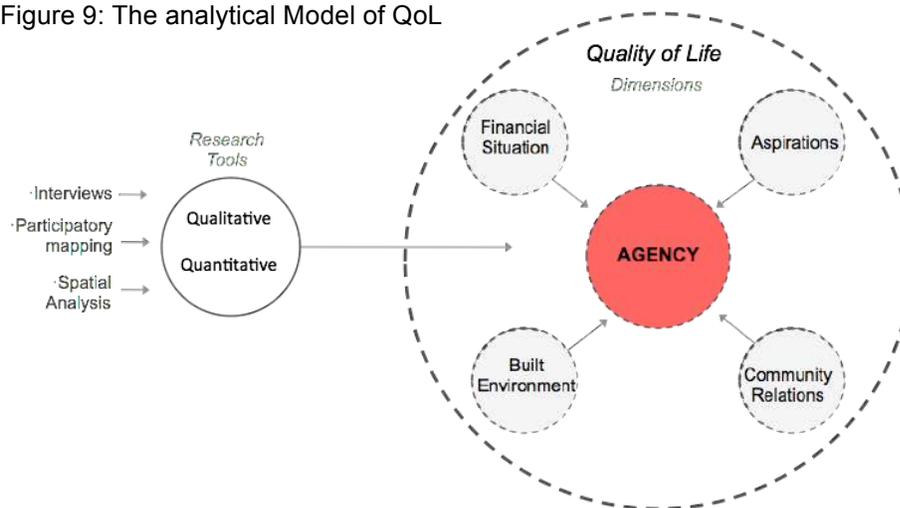
The **Community Relationships** dimension places emphasis on the interactions among neighbours from the same floors, across floors, within buildings, and across buildings in Muwadora Uyana, as well as neighbours from nearby settlements.

The **Built Environment** dimension is related to the physical structure inside and outside the building, and is closely concerned with people's physical living condition. High-rise living is a new experience for most residents.

The **Financial Situation** dimension is related to people's income, sense of financial security, the affordability of local goods and services, and the possibility of utilising an apartment as an asset.

The **Aspirations** dimension is related to people's hopes for the future, and is concerned with people's agency to plan for and work towards their ambitions for the future.

Figure 9: The analytical Model of QoL



3.1 Initial desk-based research

The first stage of the research process was desk-based research. The aims were twofold: 1) establish a theoretical position and better understand the political and socio-economical situation of Sri Lanka and Colombo, and 2) reflexively analyse the relation between Social Justice and QoL, and how their application can better Colombo’s urban development. Building primarily upon a literature review, the research was further bolstered by partnership with DPU partners, namely Sevenatha.

3.2 Research fieldwork methods

Arriving on-site, the first step was to develop an initial strategy to approach the project and explore how agency and QoL are reflected in inhabitants’ lives. The initial objective was to get a feel for the site, then develop the subsequent methodology. To investigate QoL-specific problems, three main research methods were chosen: 1) interviews, 2) spatial analysis, and 3) participatory mapping. A key asset throughout the research was the constant support of organisations and institutions, namely Sevenatha, the UDA, and Universities of Colombo and Moratuwa facilitators.

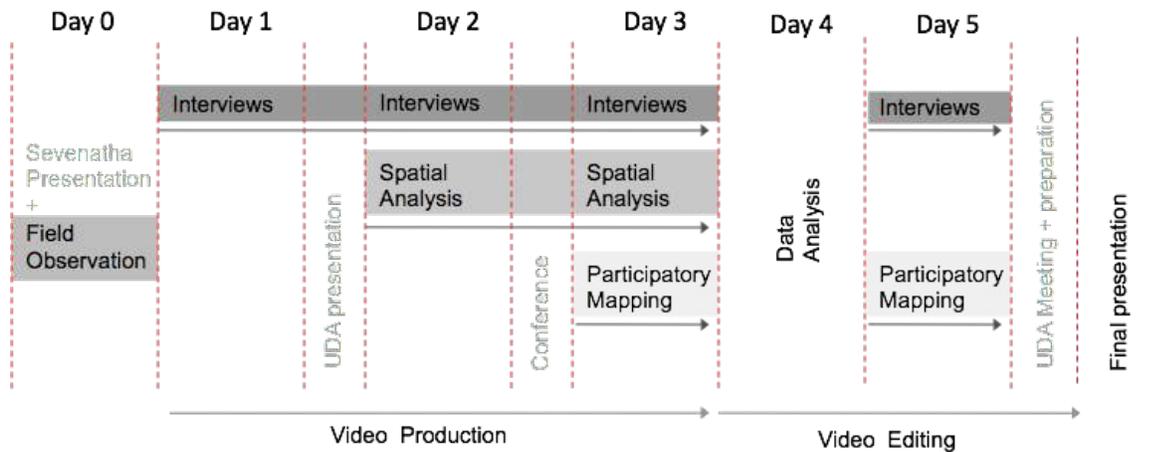


Figure 10: Log of daily activities on-site

3.2.1 Interviews



Figure 11: Interviews in action

After initial field observations, important topics in physical and socio-economical dimensions were defined, before later being narrowed into the five aforementioned dimensions. The interviews number over thirty (29 available in appendix, remainder in video format), and include a wide variety with of people’s diverse backgrounds. Shaped as a semi-structured conversation, this qualitative research tool had the goal of gaining a deeper understanding about people’s situations after and before relocation. There was not an initial specific criteria for subject-selection, but upon obtaining a better understanding about the main issues, the

diversity of interviewees expanded to cover a more representative sample (based on age, gender, religion etc).

3.2.2 Spatial Analysis



Figure 12: A well-lit, upper corridor

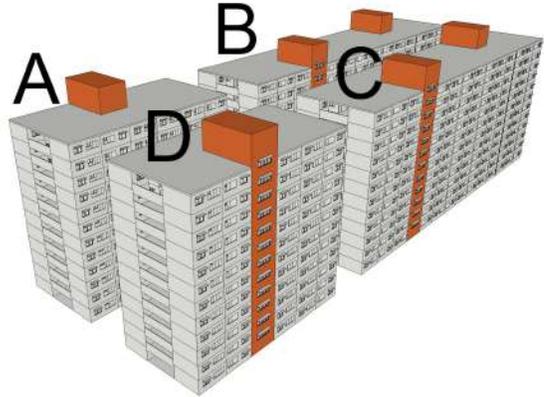


Figure 13: Rendering of Muwadora Uyana

The spatial analysis supported the qualitative research findings (interviews) and helped ascertain how residents' QoL and agency could be affected by which block and floor they resided in. Researchers navigated Block A (11 apartments per floor) and Block B (26 apartments per floor), comparing differences in quality of living and environments in terms of natural lighting, ventilation and cleanliness.

The criteria to be counted follows: 1) The number of doors open and/or gated on each floor, investigating how secure residents felt in their apartments. 2) The number of bicycles left out in communal spaces, investigating their level of confidence in their personal possessions not being taken. 3) Maintenance signage was mapped to investigate residents' ability to collectively organise. 4) The number of bulbs missing from light fittings, investigating both the standard of maintenance between blocks and floors, but also the level of collective action initiated by residents themselves. 5) The number of potted plants on communal balconies, investigating residents' sense of ownership over space. And lastly, 7) the number of chairs left out in communal corridors and balconies to indicate collective engagement, thus social cohesion.

Through spatial analysis, it became clearer that social cohesion and residents' sense of safety is affected by the quality of their living environments. How residents' agency changed in context of their new environments may shape the way in which they address fears and aspirations.

Figure 14: Participatory mapping

3.2.3 Participatory mapping

Participatory mapping was conducted in three different sceneries to obtain varied sampling. Two blocks (A&B, of different sizing) and the ground floor were the spaces where children and youth interacted with the neighbourhood map. 52 participants partook in the activity: 35% girls and a 65% boys, mainly between 9 and 15 years old. They were asked to indicate by sticker-placement on provided maps: where they played, where safe



places and unsafe places were. The facilitators simultaneously conducted unstructured conversations about their perception of spaces. For quantitative measuring, the different places were codified by characteristics identified in past interviews.

Two types of information were obtained: one given by the maps with the selected areas by participants (quantitative), and another expressed through conversing with them (qualitative). Both were considered for analysis.

With agency at the core of the research, the exercise was fundamental to exploring individual, familial, and collective perceptions regarding security in relation to the sense of community, rendered more visible through mapping the safe and unsafe areas. This exploration was even more relevant from a gender analysis.

FINDINGS



4. Findings

The previous sections explained that QoL's five aspects - agency, community relationships, built environment, financial situation and aspiration - among which agency is the most crucial factor for QoL in Muwadora Uyana. The following three research questions (how is residents' agency influenced by community relationships, how is residents' agency influenced by the built environment and aspiration, is the apartment an asset or a burden) overlap with the five QoL aspects in multiple and intersecting ways. This section explores how agency is affected by the lived experiences of Muwadora Uyana's residents by linking with the other four aspects of QoL, based on findings discovered by the three research methods.

4.1 How is residents' agency influenced by community relationships?

The research findings varied, and sometimes conflicted, when it came to understanding community relationships within Muwadora Uyana. This could be a consequence of small sample size as well as varied lived experiences when it came to relocation; for example, some residents from 219 Watta (Figure 6) were relocated together and were able to protect those community relationships, whilst others were relocated from afar, and without the support of Sevenatha. However, the research did find some patterns and common threads.

It was found that when residents are able to select neighbours and are familiar with each other, positive impacts may be seen, enhancing residents' individual and collective agency. This is demonstrated when parents or older family members feel comfortable allowing their children to play in other floors and blocks. Other indicators of good relationships included residents assisting each other during illness, financial difficulties, and safeguarding spare keys (Appendix, 1.2, 4, 24). Through spatial analysis and interviews, it became apparent that collective organising differed between residents of certain floors, exemplified by the presence of maintenance rosters on almost every floor in Block A (Appendix, 3.2,2,d) and the collective initiative taken to replace light bulbs (Appendix, 3.2, 2, b). In contrast, there are no maintenance rosters in Block B, which could be the result of, or indicate, a lack of social cohesion amongst neighbours. A similar pattern can be found from the results of other indicators, including presence of chairs and pot plants on communal balconies (Appendix, 3.2, 2, e)



Figure 15: Cleaning timetable



Figure 16: Maintenance sign

Despite some residents maintaining relationships across floors and blocks, many spoke of difficulties in establishing new relationships, even within floors. Most residents complained of feeling unsafe and about one third of the interviewees mentioned theft, fighting and harassment of young women and girls, specifically on the ground floor, many believing these activities as the result of drug use and alcoholism

(Appendix, 1.2, 6, 9). Fears for personal and familial safety have meant that residents' movements and interactions within the building are highly restricted, especially for girls and women.

Furthermore, constrained interactions among the community may restrain collective agency to some extent. For every block, the UDA offers annual cleaning services, as well as other cleaning services, such as garbage collection and daily sweeping in the larger blocks' staircases (Appendix, 1.2, 27, 28). However, for better maintenance, the community should not merely rely on the UDA. The collective contributions made by residents, through their sense of belonging, are vital to proper maintenance. According to the spatial analysis and interviews, Block A (where most interviewees hold a positive attitude towards their relationships with neighbours) is more successful at initiating additional cleaning and maintenance activities. In other blocks, specifically Block B, (where interviewees frequently mentioned community trust issues) cleanliness may be as seen inferior to Block A's. This may be attributed to Block A's community cohesion and sense of propriety among residents, as they are more willing to take action in maintaining the building (Appendix, 1.2, 12, 26).



Figure 17: Block B staircase Block A staircase

Many residents complained that their children's movement and interactions are restricted due to the perceived lack of safety. Many parents forbid their children from leaving their floor, restricting play to their corridors. Although some boys are allowed to play cricket outside during the day, the general curfew is 6:00 PM, when their parents feel it is unsafe and dangerous for them to be outside. In addition, some parents lock their children inside the apartment when they are out (Appendix, 1.2, 1-4, 9). It was not surprising to find that participatory mapping data supported interview findings that children's sense of safety differed according to gender. Boys feel safer than girls, and their playing areas are often not confined to the corridors alone. From the sample size of 52 participants, 73% of girls play primarily within their blocks, especially on the floors they live on, compared to 19.6% of boys, who feel more freedom to venture onto the ground floor and into outdoor spaces.

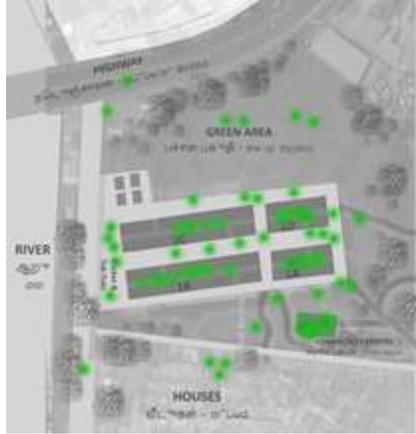


Figure 18: Boys' safe places



Figure 19: Girls' safe places

Interviews showed that perceived threats to women's safety came not just from women themselves, but also their family members. Husbands and fathers often restricted their daughters' and wives' movements within and outside of Muwadora Uyana. The ground floor was identified by many women as the most dangerous place in the complex because of 'strange men' (Appendix, 1.2, 17, 22) and the threat of harassment, rendering many unwilling to go outside alone.

To conclude, residents' movement and interactions can be restricted by their lack of trusting relationships within their community, and opportunity for collective agency can be limited. From the comparative spatial analysis, it is observed that the large Block B, where residents were relocated from many locations, were less able to organise maintenance groups amongst themselves, both evident by interviews and physical state of the building.



Fig. Boys' playing places

Figure 21: Boys' Play Places



Fig. Girls' playing places

Figure 22: Girls' Play places

4.2 How is residents' agency influenced by the built environment and aspiration?

It can also be argued that agency is influenced by the built environment. According to interviews, it is likely that individual agency may be enhanced by living in high-rise buildings that reduce the risk of certain natural disasters. This is evident for residents whose former settlements were wooden houses, or in riversides, and damaged by flooding and heavy rain (Appendix, 1.2, 2, 22). While the sense of safety toward natural disasters may affect growth of agency, the survey also captures inconveniences that may restrict it. For example, according to some interviews, the location may be far from schools, religious sites, well-facilitated hospitals, and workplaces, although the perception towards distance of schools varied (as children attend different schools, ranging from very near to far).



Figure 20: Kelani River from Muwadora Uyana

In terms of public space, Muwadora Uyana has a community centre in front of Block A. As the results of participatory mapping show (Appendix, 2.2.1), the centre is used as a playground by children, hence it appears to be the space to enhance children's agency. However, when examined from the gender dimension, more boys than girls use this space. According to the interviews and conversations held during the participatory mapping exercise, this is because many consider the centre unsafe for girls.

Provided space can be both limiting and empowering for educational growth. The UDA provides a classroom for children on the ground floor where maths, English and science classes are for free (Appendix, 1.2, 27), and children's agency seems to be mobilised by this classroom space. On the other hand, through interviews, one aspiration of adults toward spaces for religious activities emerged. A Muslim resident holds a group-study in his apartment, but the space is too crowded for the 28 to 32 children who attend. He expressed the desire for more space, for comfort and expansion of activity (Appendix, 1.2, 1).

Throughout the three research methods, lack of safety was a main concern. Due to lack of safety consideration in building design, as seen through low railings in corridor and lack thereof on windows, there are serious risks of falling from upper floors. According to interviews, more than ten people died by accidents (Appendix, 1.2, 12). Additionally, while descending to lower floors natural light diminishes, and air quality becomes poorer, possibly leading to a decreased sense of safety, and inhibiting washing and play activity. This could explain the occurrence of more gated doors and fewer washlines on lower floors (Appendix, 3.2, 5).

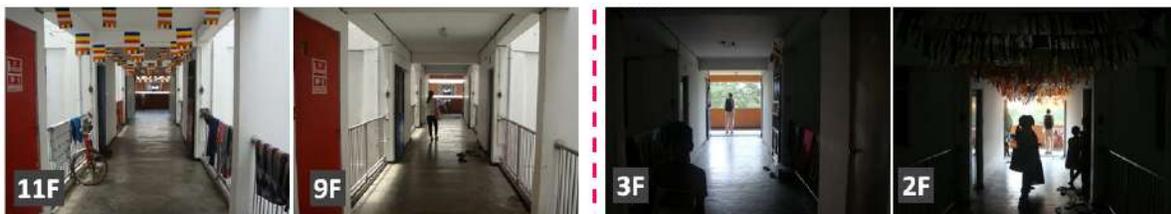


Figure 23: Natural lighting differences in Block A

It was apparent that agency is also restricted by broken lifts. As of the visit, three out of six lifts are out of order, as the map below shows. It causes great inconvenience, especially for elderly and disabled residents living in upper floors (Appendix, 1.2, 18, 22).

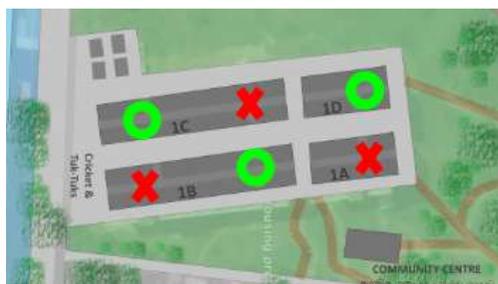


Figure 23: Broken vs. working lifts

Muwadora Uyana's apartments are uniform in size. Perceptions toward apartment size differ between residents, due to family size and the condition of their previous settlements. It seems that family agency was improved for residents who had smaller spaces in former settlements. Similarly, for residents who did not have separated rooms in former settlements, having individual rooms gives satisfaction. This point was evident through interviews, especially the enhanced privacy for families with daughters (Appendix, 1.2, 6, 23). In contrast, larger families struggle with space insufficiency. This is not only an issue of current living, but also for future planning regarding increasing family size. In Sri Lankan culture, families tend to live together beyond one generation; however, the one-size apartments are inflexible to changing family size.

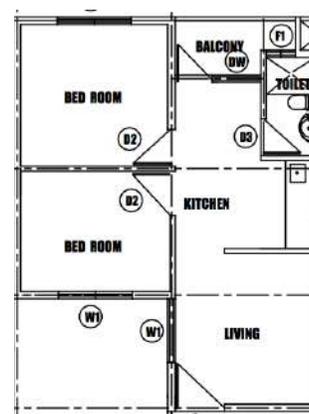


Figure 24: Apartment layout

4.3 Is the apartment an asset or a burden?

For many families, the new fees occupy large proportions of their expenditures. In fact, many residents and families are financially stretched and the living costs in Muwadora Uyana further exacerbate their financial difficulty.

In response, many families attempt to adjust household budgets. They consider ways to reduce expenditure, for example, several interviewees cut budgets on their children's education (Appendix, 1.2, 6). They also consider ways of earning more money, such as looking for a larger salary job, pawning jewelry, and by taking out loans (Appendix, 1.2, 2, 11, 20, 29). Families are coping with increased living costs (services and rent) in several other ways. For instance, some families take part in merry-go-round saving schemes, where a group of families collect a determined amount of money to be assigned via lottery to one of them monthly. In the instances where this scheme was evidenced, it was notable that families taking part came from the same former settlement, and the scheme had survived the relocation process.

The financial situations of families worsen when family members suffer illness or unemployment. As many residents are employed in temporary jobs, unemployment makes it difficult to afford rent and utility fees. Sentiments are similar for those who are ill and must spend much on medicine (Appendix, 1.2, 19, 23). As a

result of outstanding utility fees, some families are not forced to pay, but others claimed their water and electricity were cut off until they repaid bills (Appendix, 1.2, 6,11).

Business has also changed after relocation for shopkeepers. Although each block has designated commercial spaces available for residents to rent, some were vacant or located in unfavorable locations, and still many use their own apartments as storefronts. Some shopkeepers reflect that the limited space for trading in Muwadora Uyana affects their business, as well experiencing a decreased number of customers as opposed to their businesses pre-relocation. For many, business has worsened, which may push some into financial difficulties (Appendix, 1.2, 5).



Figure 25: A tailor shop



Figure 26: A retail shop

There is also evidence of families mobilising the apartments as assets, towards improving their financial situation and accessing formal financial systems. According to one UDA manager (Appendix, 1.2, 27), a standard procedure is issuing families proof of address certificates. This certificate is used by families to access loans in the formal financial system. Stories were heard of people using these loans to buy tuk-tuks, to increase family income, or as a mean of transportation (Appendix, 1.2, 11). In fact, some financial institutions run loaning activities in the building itself (Appendix, 1.2, 27). In this sense, relocation to formal housing might have helped some families to cope better financially by giving them access to these financial systems. However, the lending rate can be as high as 17.5% (Appendix, 1.2, 29), which increases the risk loan defaulting and the possibility of ending in a worse financial situation.

It is also notable that an informal housing market exists. It is possible for families to sublet rooms to others in order to gain an extra income (Appendix 1.2, 21, 27). It is also possible to rent the whole apartment for a market rate of around 15,000 LKR monthly, a considerable rate given the required monthly payment is 2,600 LKR. At the same time, it is theoretically possible for families to sell the apartment, quoted at a market rate of 1,500,000 LKR, given that they will repay the UDA an estimate of 1,000,000 LKR (ibid).

These transactions are informal, as there are no titling to the apartments nor UDA formal regulatory procedures. However, the UDA (Appendix 1.2, 27) overlooks these transactions as long as the monthly payment is paid. As far as research shows, no family in Muwadora Uyana has sold any apartment, but several have subletted them. This has opened up possibilities to move out of the building to other areas considered more attractive, and is playing a role in plans and aspirations for the future of some families.

4.4 Conclusion to the findings

Through this attempt at uncovering what affects residents' agency, a variety of perspectives were found by virtue of residents' diverse backgrounds, living circumstances, future aspirations and their relocation process. The heterogeneity of experiences informed the extent to which community relationships could be maintained and developed. The findings suggest how stronger community relations could positively influence individual and collective agency, demonstrated by residents ability to organise around maintenance and the perception of their safety. The physical environment: location, building and apartment design was also found to affect residents, especially young girls and women's movement and their choice of when and where they go about their daily activities. Residents' financial situation is another feature which permits their apartment to be perceived as either a burden or asset. Some residents are able to use the apartment to accumulate wealth, whilst others are so burdened by monthly expenditure, that they are unable to use it to advance their quality of life.

DIAGNOSIS



5. Diagnosis

This section presents identified challenges and opportunities that can obstruct or help actors to influence the URP and improve QoL. These are gathered from both on-site primary data, interviews, and conversations with several stakeholders in Colombo, namely the UDA and Sevanatha.

The diagnosis was to useful to identify the entry points for actions to strengthen social justice in the relocation process. In this regard, It has to be noted that the long-term goal of communities and civil society in Colombo should be to challenge the maldistribution of land. However, as the relocation process is far advanced and there do not seem to be major possibilities to challenge this model to the core in the short-term, it is proposed to document the social and economic issues derived from the implementation of the policy and to enhance the procedures carried out by the UDA, towards laying the foundation for major modification in the future.

5.1 Challenges

Participating in mobilising around changes and demands to residents' built environment, specifically maintenance, becomes a challenge to their agency (Perera, 2016; Sevanatha, 2016). A second barrier for future residents is the lack of learning obtainable from the process of monitoring and evaluation by the UDA. Although the UDA recognised the negative impacts long corridors may have on social cohesion and safety, better attempts at understanding how the built environment affects QoL can be made, in conjunction with communication with residents and other actors involved in the bidding processes for URP projects.

For families, marriages and pregnancies can cause anxiety due to the physical inflexibility of the space. As seen in section 4, businesses are constrained in a manner of ways. Further on, many businesses operate informally in Muwadora Uyana, and the ground floor is the most desirable location due to high foot traffic, but may be seen as being less safe than higher floors.

Other barriers are found in terms of community relationships. The National Involuntary Resettlement Policy (2001) claims that residents or "affected persons are fully involved in the selection of relocation site" and "resettlement should be planned and implemented with full participation of the provincial and local authorities" (Center for Policy Alternatives, 2014. pp 42-43). However, this policy aim was not fully realised in Muwadora Uyana's relocation process. Residents had little involvement in decisions about their relocation (Perera, 2016; Sevanatha, 2016), and were mostly randomly allocated to apartments. For this reason, a lack of social cohesion may have emerged within this *new* community and potentially led to poor maintenance and perceived insecurity, as shown in the findings. Few measures seem to have been taken by the UDA to develop and enhance community relations from an administrative level, nor to empower the community through bottom-up capacity building. Coupled with the address and the name 'Uyana' (meaning garden, emblematic of many social housing projects), the stigma of being poor has followed residents to Muwadora Uyana. Challenges may be posed to residents wishing to elevate their social status.

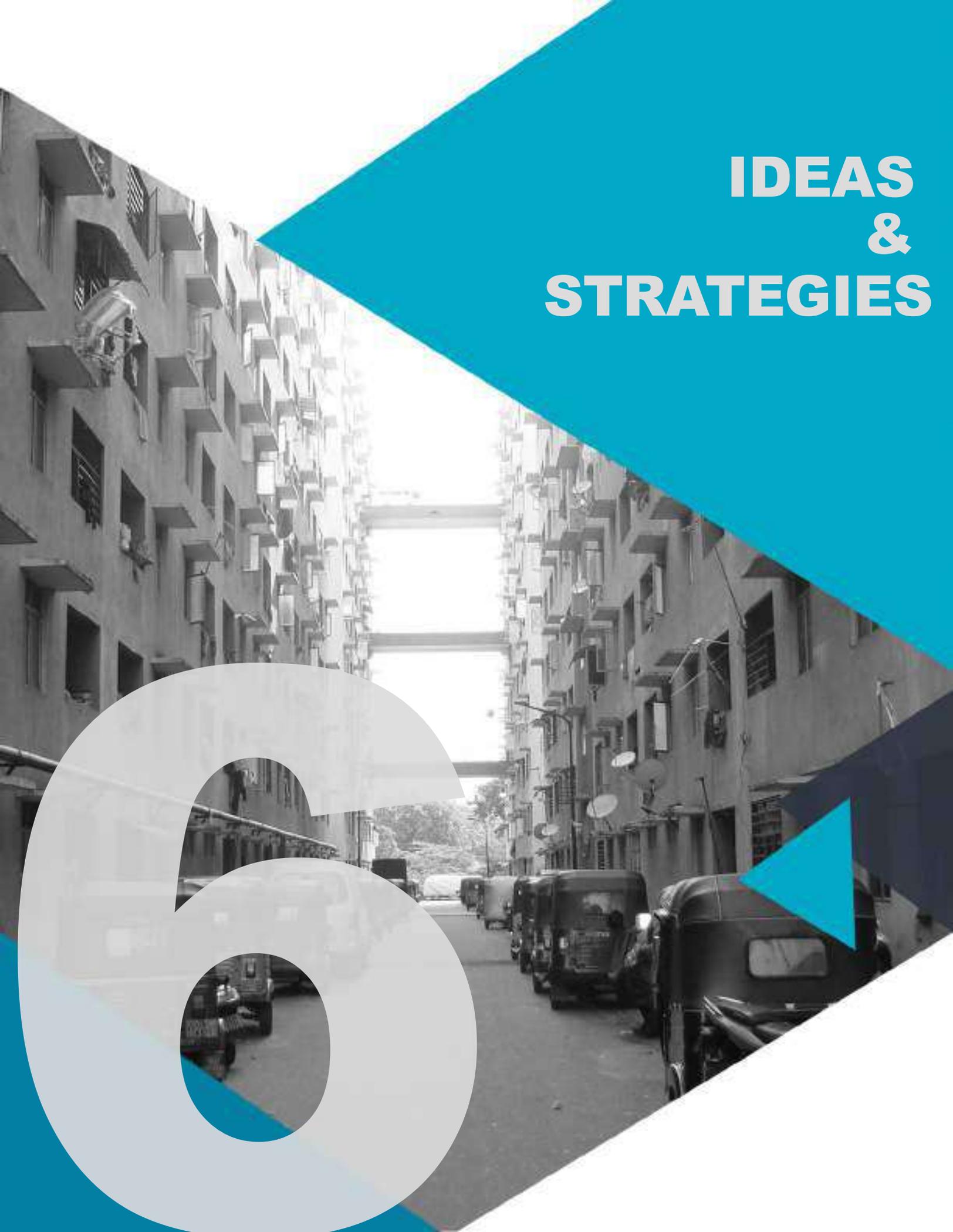
Some financial barriers to residents have already been explained (section 4.3). Others include the UDA's inflexible utility management system and little recognition of new financial challenges, meaning their response to payment defaults is rather rigid, and includes perceived harassment and the disconnecting of services, potentially causing undue stress. Another challenge identified was residents' difficulty in managing finances. Notwithstanding the women's workshop, which helps women save and manage their monthly expenditure, more support can be given to improve families' financial management capacity.

5.2 Opportunities

The UDA acknowledges a continuous learning process for the URP. The UDA has been immersed in a process of adjusting the implementation of the policy, albeit within strong restrictions associated with the primary goal of liberating land (Appendix 1.2, 30: Interview with UDA). Throughout successive waves of project implementation, the UDA has tried and tested several options to achieve better outcomes in terms of design and relocation. For instance, the UDA has tried incremental housing (without success) and is planning to tweak the design of buildings in order to address long corridors, although uncompromising regarding the high number of floors for buildings. The UDA has also engaged in flexible design, as demonstrated by their middle-income housing projects, and is rethinking the period for which deeds are acquired (Appendix 1.2, 30: Interview with UDA). In this sense, it is clear that the policy and procedures for implementing relocation projects are subject to change, constituting an opportunity for civil society in Colombo to exploit room for manoeuvre. Moreover, since it is possible that investment plans do not go according to plan, it may be helpful for both government and civil society to monitor in partnership the process of economic development that has served as justification for the relocation process, in order to modify the policy accordingly.

The UDA agenda is not monolithic. Although the main goal of the URP is to liberate land for economic development, social rhetoric around relocation processes is notable, manifested through implementing social programs in relocated communities. These include the promotion of women's groups within the communities and the provision of free classes for children (education is an important asset for communities, as gathered from the qualitative data). Simultaneously, it is important to acknowledge possible tension between the strategic and the operational teams of the UDA. The operational and technical arm, responsible for the relocation process itself, is aware of problems arising due to implementation procedures, and is trying to address them within the restrictions of the program's approach to land and resources. In sum, there is a side of the UDA that is responsive to proposals of modifying the policy. Unfortunately, the UDA has not documented complaints and the ways they have addressed them, a scenario which could use communities and civil society support (Appendix 1.2, 30: Interview with UDA). This could also enhance this UDA team's agency, towards challenging strategic guidelines that may be causing many issues on the ground.

Sevenatha has been involved in the relocation process of the community of Appel Watta to Muwadora Uyana. As indicated from the research findings, there is a difference in the the block housing this community and the block housing those coming from various settlements, or who were unable to choose their neighbours. Differences may be related to social cohesion and collective action, as well as the size and density of the housing block itself. Sevenatha has not documented a post-relocation impact study for this project, it is intended that this research be a first step to build upon. By documenting and disseminating these findings, it is possible to promote changed policy and implementation in order to promote better recognition of community agency in the process.



IDEAS & STRATEGIES

6

6. Ideas & Strategies

Utilising the previous section’s identification of opportunities and challenges, several possibilities for strategic manoeuvring through existing policies and channels emerge. By considering these strategies, the UDA and relocated inhabitants of the URP projects can help co-produce a better, more people-centred future of relocation in Colombo while forming better practices. Following the web of institutionalisation (Levy 1996), possible routes are outlined towards the enhancement of agency for all involved parties.

In order to further improve quality of life for Muwadora Uyana’s residents, the following two strategies are proposed: 1) *Knowledge generation* and 2) *Actioning of knowledge*.

Each strategy’s problem diagnosis frames the enclosed proposals, with the components intended to address various aspects of the problem on different scales, involving actors positioned in different “spheres of action” (Levy 1996).

6.1 Mapping opportunities and room for manoeuvre

The following sections outline specific commitments and discourses identified as opportunities to deliver and mobilise through the UDA and URP policies.

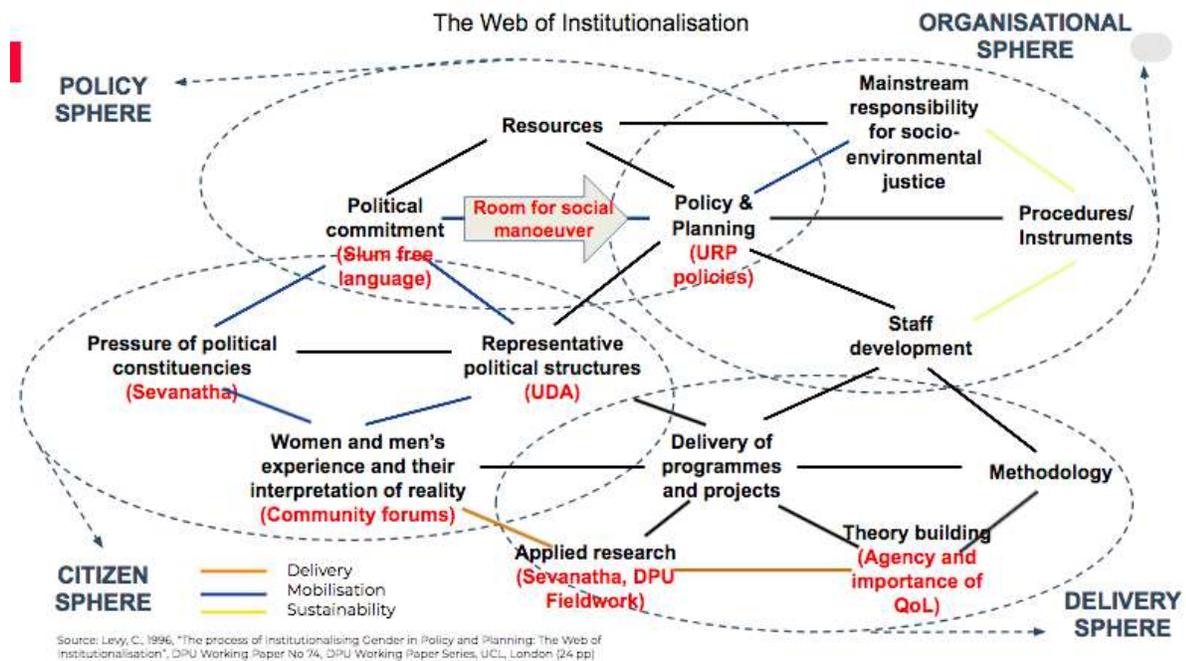


Figure 27: The Web of Institutionalisation

The strategy “knowledge generation- bringing people to policy” starts from desk-based research on QoL theory and the importance of agency. This fuels research from Sevanatha and DPU fieldwork, which can be applied to showcase women’s and men’s experiences and interpretations of reality in the form of community forums, placing pressure on political constituencies and representative political structures (UDA, Sevenatha, CBOs creation). This may influence the political commitment of the Sri Lankan government regarding a slum-free Colombo, the URP plan and UDA’s rhetoric on social

benefits of relocation. Here emerges the main room for manoeuvre to influence the URP policies, mainstreaming the responsibility for socio-environmental justice. This path's sustainability is based on proper implementation of procedures and instruments and staff development. The following strategies exemplify steps possible in creating institutional change.

6.2 Knowledge generation: bringing people to policy

Component A): A People-Centred Approach to Documenting Institutional Learning and Increasing Multi-Actor Communication:

1. *Initiating communication from the UDA towards the community: Multi-actor forums for the community to voice concerns and address issues within buildings.*
 - The UDA and the government can connect with the need to monitor urban development implied within the Sustainable Development Goals (Department of Census and Statistics, Sri Lanka, 2017), while providing a space for building maintenance issues to be addressed.
 - The frequency of the forum should be monthly for community level meetings, and bi-monthly for the multi-actor meetings.
2. *Bridging the community and the UDA: Institutionalising communication from the community to the UDA.*
 - Formalise the reception of resident complaints to the UDA as well as document URP policy changes across the years, utilising pre-existing periodic open consultation days hosted by the UDA.
 - Move the process from complaint collecting to creating a space for productive dialogue through systematic data collection and processing.
 - Promote the participation of communities in the UDA evaluation committees which oversee URP building design and explore possible venues for current building improvements.
 - Possibilities could be opened for creative approaches to the URP, involving local communities to help de-stigmatise the area, encouraging co-production of knowledge in the built form to better accommodate those who are relocated.

Component B): Research Partnership between the UDA and Universities:

- Pair with local universities to co-produce research, guiding the next generation of architects and planners towards designing and planning innovative, people-centered social housing.

Component C): Promote Community-Based Monitoring System (CBMS) alongside Social Impact Assessments (SIA):

- Using the skills of the UDA technical team (or a university) in conjunction with the community, a monitoring plan can be created to measure social issues pre and post-relocation.
- Connects the rhetoric of "social benefits" the UDA promotes and increases the reach of CBMS to include aspects of QoL (Partnership for Economic Policy, 2018).

Summary:

This approach emphasises that the UDA can and should take a more people-centred approach to relocation. Current URP processes can be seen as negatively affecting the livelihoods of relocated inhabitants, precariously developing the city's future vision. The three components of this strategy work towards ensuring the co-production of knowledge, prioritising people and livelihoods throughout the relocation process.

The goal is improving multi-actor agency through implementation and monitorization: for residents, by defining their QoL and living circumstance; for the UDA, by making more informed decisions regarding the bidding process of project contracts. The UDA's social benefit rhetoric holds

them accountable to creating positive change, and this strategy would allow grounding and legitimise their policy actions via reference to residents' concerns and input.

Positive outcomes would be the establishment of a sense of accountability from the UDA, the organising of residents over concerns, increasing awareness of community needs and aspirations, improvement in community organisation efforts, and the space for maintenance issues to be addressed frequently and productively. By allowing residents to monitor their own social issues, they can take action on the problems they self-define as most important.

- Actors: Residents, civil society: NGOs (Sevanatha), universities and their students, bidding companies. UDA: planners, architects, evaluation committees.
- Resources: individual consultation processes and bids for each relocation project, UDA institutional resources (human and material), communal spaces as venues, NGOs to encourage capacity building (if needed) and act as independent monitors, local universities,, and existing SIA literature.
- Timeframe: A) 1 month period of awareness-raising of the community consultation, to be followed by implementation of regular forum schedule. B) Mandate recording of resident concerns effective immediately. Synthesise and produce reports for planners for the UDA to easily access this information.
- Measurability: surveys of residents regarding their feelings of inclusion in the forum process, whether or not they see a positive change in the community after the forums, publishing of intake reports from UDA at 6 month intervals. Civil society actors can play an additional role in ensuring that monitoring involves all parties.

6.3 Actioning of knowledge

Component A): Emphasise preservation of existing social networks by promoting community-centric relocation policies:

- Based on Sevanatha's work on relocation, policies should be established which ensure the relocation of whole communities and emphasise social cohesion.
- Policies should include provisions for extending the existing notification time of relocation to residents in order to allow community members and other actors to prepare for changes in lifestyle and (potential) location.
- Residents should be allowed to choose whom they'd most like to be relocated with (at the floor and block levels) -as seen in Block D- which may have contributed towards a greater sense of propriety, community cohesion, and visibly better maintained spaces.

Component B): Adaptation of Condominium Management Authority Law (CMAL):

- By creating maintenance committees based on the national CMAL, shared responsibility of the maintenance of facilities can be enhanced.
- Those engaged with Sevanatha who were relocated to the same building have been able to form collective maintenance groups, suggesting a correlation between social cohesion and sense of propriety post-relocation.
- Reconfiguring of the CMAL to apply to all social housing in Colombo can increase accountability, maintenance and sense of propriety within the buildings.
- The UDA agreed that handing over responsibility of maintenance to residents was key to the improved maintenance of facilities, but the CMAL requires all residents to possess deeds in order to have control over the operations of the building. By adjusting and extending the law to social housing, agency of residents can be increased in regards to their built environment.

Component C): Utilise Sri Lanka's commitment to the SDGs by Implementing the Cities Prosperity

Index (CPI):

- By assessing prosperity and using QoL as a dimension, the CPI (UN Habitat, 2016) can enable communities to best evaluate their QoL and capitalise on the Department of Census and Statistics prior commitments to all of the SDGs, including Goal 11: Sustainable Cities and Communities and Goal 3: Good Health and Well-being.
- Accountability can be established and enhanced in the creation and implementation of SDGs targets/indicators. Co-creation of monitoring and co-design of indicators should be emphasised.

Summary:

The belief underlying this strategy is that the Sri Lankan government is not using their legal and regulatory frameworks to their full capacity, nor does the UDA's institutional approach appreciate the existing resources to their full potential (these being social capital, community knowledge and capabilities).

The goal of this strategy is to increase residents' agency by utilising their existing knowledge and capabilities. For example, by re-thinking relocation, planners can avoid breaking residents' social circles and connections with neighbours, allowing for better coping mechanisms and life adjustments post-relocation. The UDA argued that Sevanatha's approach is too time consuming (Appendix, 1.2, 30), however, earlier resident notification can provide a longer time frame for mobilisation (and may result in other long-term benefits).

By implementing CMAL, policy can allow resident self-management and maintenance teams of buildings. These can help create a sense of ownership over buildings, the ability for residents to fix the problems that most affect them, and for residents to decide which issues are addressed first. The UDA recognises that maintenance is an issue and are discussing implementing community management authorities (but not CMAL) to better handle maintenance issues in all of their URP.

By highlighting Sri Lanka's commitment to the SDGs, the government can be held accountable to their promises of sustainable urban development, improving the UDA's capability to advocate to other departments for socially-just relocation.

- Actors: UDA, developers/bidding companies and construction, residents, collective maintenance groups, Sevanatha, national government and legal bodies, international NGOs, UN Habitat.
- Resources: Sevanatha's work, existing community-based organisations and social relations, CMAL literature, research on social cohesion, UN SDGs, CPI framework.
- Timeframe: Based on political environment and will. The establishment of national whole-community relocation policy precludes any further developments. Notification for relocation will then be given post-haste (ideally during the identification of land to-be-developed), which in the case of Muwadora Uyana could have been a matter of months as opposed to weeks.
- Measurability: Change of policy, spatial analysis of maintenance.

CONCLUSIONS



7. Conclusion

People's capacity to define, pursue and achieve their goals changes dynamically depending on various life circumstances, as well as their physical and built environment. An event as potentially life-altering as relocation must be closely monitored after implementation to ensure better informing for future projects as well as the identification of any possible improvements for current residents. Relocation effects are not seen as absolutely limiting to human agency, although the opposite cannot be completely disproven. This research should highlight the value in continuous monitoring, as there is much that can be gained through the co-production of knowledge across actors.

The five dimensions that have been highlighted have emerged from a process of careful deliberation and discussion. The selection of these dimensions, and the main content of the report, can serve as a starting point for future research on Muwadora Uyana and other similar projects. Furthermore, the value of mixed-methods research should be underlined, as the data contained within the appendix can provide a useful foundation for future researchers to build on and for others, such as Sevanatha, to utilise as evidence.

As residents continue experiencing the process and aftermaths of relocation, the hope is that young people's capacity to adapt to high-rise living may lead to a good quality of life. The continued long-term effects of relocation have yet to be defined within Colombo's future, but the constriction of agency for large numbers of the city's population raise red flags if the city is to become truly world-class. The hope is that with a people-centred approach to social housing and an improved URP, the UDA can further contribute towards a future in which Colombo can view all of its residents as being worthy of enjoying a good quality of life; a quality of life which residents themselves can improve through realisation of personal and collective agency.

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APPENDIX



9. Appendix

Appendix 1. Results of Interview

- 1.1 Interview Survey
- 1.2 Result of Interviews

Appendix 2. Results of Participatory Mapping

- 2.1 Summary of Participatory Mapping
- 2.2 Result of Participatory Mapping
 - (1) Mapping Results
 - 1) Where do you play?
 - 2) Where do you feel safe?
 - 3) Where do you feel unsafe?
 - (2) Aggregate Results of Participatory Mapping
 - 1) About the participants
 - 2) Place to play
 - 3) Safe places
 - 4) Unsafe places

Appendix 3. Results of Spatial Analysis

- 2.1 Summary of Spatial Analysis
- 2.2 Results of Spatial Analysis
 - (1) Result Table
 - (2) Sense of Safety and Community Relations (Block A vs Block B)
 - 1) Open door
 - 2) Light removed
 - 3) Gate
 - 4) Maintenance sign
 - 5) Usage of balcony
 - (3) Sense of Safety (upper floor vs lower floor)
 - 1) Gate
 - 2) Light removed
 - 3) Wash line in corridor
 - (4) Results of Cleanliness and Graffiti Survey
 - (5) Results of Natural Light Survey
 - 1) Summary of result
 - 2) Results of natural light survey in each floor in Block B and Block A
 - (6) Floor Plan of Each Floor (observation results of communal spaces)
 - 1) Block A
 - 2) Block B

Appendix 1. Results of Interviews

1.1 Interview Survey

The interview survey was conducted as shown in the following table.

Table. Interview Survey

| Item | Summary |
|-----------------------|---|
| Outline and Purpose | The interview survey was conducted to grasp narratives of the relocated people which implicate how experiences of the relocation affected their quality of life. In addition, the interview to the on-site manager of UDA was also conducted to get the objective information such as how they have been managing the apartments and how the people were relocated. |
| Method | Semi-structured interviews were conducted by reference to guideline questions which was developed through preliminary study and observation on first day, as shown in the next page. Actual questions were flexibly fixed according to the situation of interviewees. The result of interviews were analysed from different dimensions in terms of built environment, community relations, financial situation, aspirations and agency. |
| Date | 1st Tuesday- 5th Saturday, May, 2018 |
| Site | Muwadra Uyana, Colombo |
| Target (Interviewees) | Relocated residents in Muwadra Uyana, On-site UDA manager (Total 30 interviewees) * Several video interview results are not included. |



Picture. Execution of Interview Survey

Table. Guideline Questions for Interview Survey

| |
|---|
| <p>1. Tell me your history</p> <ul style="list-style-type: none"> a. Relocation b. When they moved c. Name of the old place d. Conditions in the old place <ul style="list-style-type: none"> i. Name of previous living place ii. If the apartment(s) given match the space/investment of the old one e. Contact with or without Sevanatha f. How much time they were told in advance g. How many people are you living with now <ul style="list-style-type: none"> i. How many people utilise this place during the day |
| <p>2. Built environment now (conditions now)</p> <ul style="list-style-type: none"> a. Sufficient space b. Services c. Ventilation/lighting d. Communal space e. Public space (Ownership / usage / Who uses it?) f. What do you like/dislike about the building |
| <p>3. Maintenance</p> <ul style="list-style-type: none"> a. Well-maintained b. Perception of difference in maintenance/cleanliness between blocks c. Who maintains as well? (cleaning rotation_ d. Fees paid e. Cleanliness f. Waste disposal |
| <p>4. Economic sphere</p> <ul style="list-style-type: none"> a. Expenditures <ul style="list-style-type: none"> i. Conditions before/after relocation b. Livelihoods <ul style="list-style-type: none"> i. Distance to work before/after relocation ii. Employment/unemployment? c. Paying feeds / security / fear of eviction (Never ask directly) <ul style="list-style-type: none"> i. Asking through mentioning other cases, then: have you heard of other cases? |
| <p>5. Social life</p> <ul style="list-style-type: none"> a. Networks <ul style="list-style-type: none"> i. Family, friends, neighbours <ul style="list-style-type: none"> 1. Were you able to move with people from your community? ii. Who do you go for support when you need it <ul style="list-style-type: none"> 1. Your neighbour or your old community/network b. CBO <ul style="list-style-type: none"> i. Women's society ii. Are you a member of any organisation/network/society |
| <p>6. Security/safety</p> <ul style="list-style-type: none"> a. Built environment <ul style="list-style-type: none"> i. related to lighting ii. Perception (dirty walls/staircases) b. Sanitation/hygiene (illness) c. Certain areas to avoid (be aware of people's identities) <ul style="list-style-type: none"> i. Floors/open ground level/other blocks (For yourself / Your children (Boys vs girls)) d. Where do children play |
| <p>7. Public services/infrastructure</p> <ul style="list-style-type: none"> a. Access to school/hospitals/etc. (Before and after) b. Whether access to some services, ie: education, has changed their opportunities in other areas, ie: better livelihood chances |

8. Social Cohesion * -> should be apparent through other areas

- a. Do you talk to people of other people?
- b. What is the most important place of this building to you?
- c. Related to usage of space (wash in shared location)

1.2 Result of Interviews

1) Older woman (mother and wife)

| Basic Information | |
|---|--|
| Block | B |
| Interviewee (age, gender, ethnicity, language, faith) | Older woman (mother and wife), Muslim |
| Length of residency | 4 years |
| Relocated from | nearby |
| Household size | 3 |
| Household members | Mother, son and his wife |
| Result of Interview | |
| Community Relations | <p>Random selection for room number; the big family is separated to different floors. The other two sons lives in 1st floor and 6th floor Children's safety: When her sons go out for work, her grandchildren always come to her flat for fun from other floors. It's a 'fun house' for the children. She doesn't allow the children go downstairs because of danger. Her sons go to work until 2 pm. When they come back they will look after their children. Her grandchildren go to school by taxi collectively, cost Rs.80 one day. Sometimes their parents send them to school. Women's safety: She does not prefer to go outside alone, always as group. Religion: It's ok for her to live with other religious nearby, no conflict. And she could be provided food by the Buddhist on their holidays. She is Muslim; there is a mosque near the block. Community activity: Her sons are teachers for Muslims in their block, teaching children how to read Quran every weekend. The class fee is Rs.100/month for each child. They use their flats on 1st and 6th floor for it. There are 28 children study in 1st floor flat, and 32 in 6th floor flat. They hope there could be another room for the class. Her sons will go to every flat, knocking on their doors for informing the children coming to the class.</p> |
| Built Environment | <p>Previous living condition: Bad house condition, not clean, nearby, opposite side of river, transport problem, ruined by rain; lived alone, very few contact with other neighbours.</p> <p>Lift: The bad guys, drug users, often in corners and lift, always break the lift, while fighting among the teams. They select people as community police, and make punishment of Rs.50,000 from the bad guys. The punishment money will be used for repairing the lift. Garbage: UDA employs two people in the community for cleaning the public space. Every week, there will be UDA's people come for garbage collecting, so they need to separate garbage. Public place: There will be built a children park on the other side of the river.</p> |

| | |
|---------------------|--|
| Financial Situation | Job: She cooks food for the hotel her sons working in, and sells food in the building. She goes to market nearby for foods, and prepares meals in the morning, sends to the hotel, and goes back home for selling from 6 to 10 o'clock. She sells those foods at different prices to different people. In weekends, she goes out for cooking for other people to earn more money. Expenditure: For renting, she pays Rs.2500 every month. Utility is Rs.3000 every month. If she could pay Rs.75,000, the house will belong to her. She said most people sell the flat and rent from other place. The selling price is Rs.1.5 million. The price for renting to other people is Rs.5,000/room, 12,000/flat. |
| Aspirations | Comparing with other blocks and communities, she thinks the environment is similar to other three blocks. There is another community nearby, for ten minutes' walk, which is cleaner than Muwadora Uyana. |
| Agency | When her sons go out for work, her grandsons/ granddaughters always come to her flat for fun from other floors. It's a 'fun house' for the children. She doesn't allow the children go downstairs because of danger. She does not prefer to go outside alone, always as group. She said most people sell the flat and rent from other place. The selling price is Rs.1.5 million. The price for renting to other people is Rs.5,000/room, 12,000/flat. she has a leg ache, so it's inconvenient for her to walk up and down when the lift is broken. Her sons are teachers for Muslims in their block, teaching children how to read Quran every weekend. The class fee is Rs.100/month for each child. They use their flats on 1st and 6th floor for it. There are 28 children study in 1st floor flat, and 32 in 6th floor flat. They hope there could be another room for the class. Her sons will go to every flat, knocking on their doors for informing the children coming to the class. (some interesting points from UDA manager: they don't allow this kind of activity because the noises to neighbours.) |

2) Young couple

| Basic Information | |
|---------------------|--|
| Block | B |
| Interviewee | Young couple, husband is Hindu, wife is Christian |
| Length of residency | 3 years |
| Relocated from | nearby |
| Household size | 4 |
| Household members | Husband, wife, son, wife's mother, expecting another child |
| Result of Interview | |
| Community Relations | They moved in 3 years ago, with their neighbours, and most people know each other well in this floor. Random selection for room number. |

| | |
|---------------------|---|
| | <p>Safety: They don't allow their son to go downstairs, and think there's no proper place for children. the only choice is sending their child to their neighbours.</p> <p>Their son goes to a good school by taxi at 7:00. They pay for Rs.100 a day. The wife sends their son to school every day.</p> |
| Built Environment | <p>Previous living condition: they lived in the same place as the current block. The house is poor and will be ruined by rain. While the government is constructing the building, they still lived in the previous house. After the building is completed, the government demolish the previous houses, and they moved in.</p> <p>Maintenance: The husband thinks most of people who lives here don't have responsibility for cleaning the public place and well use of the lift. They think it's the only problem for them that the lift broke down every often. There is a team control the social behaviour, and policies are published downstairs, but there's no use. Most people don't concern the cleaning and the lift. Only few of people will clean the corridor in front of their doors.</p> |
| Financial Situation | <p>Job: The husband is working in a seafood exporting company, for three years. The working place is about 45 minutes away. He works 6 days a week. He changed his job when they moved into the block, as the previous job could not afford the family.</p> <p>Expenditure: They paid Rs.50,000 for the flat. Need to pay 2500/month for 30 years. If they want to buy the house, they need to pay 1 million at one time.</p> |
| Aspirations | <p>Feelings of the building: Their first impression about this community is dirty, full of garbage, but the inside flat is satisfied. They think the environment is better for their son, compared to the previous house.</p> |
| Agency | <p>They don't allow their son to go downstairs, and think there's no proper place for children. the only choice is sending their child to their neighbours.</p> <p>He changed his job when they moved into the block, as the previous job could not afford the family.</p> <ul style="list-style-type: none"> • The husband thinks most of people who lives here don't have responsibility for cleaning the public place and well use of the lift. • There is a team control the social behaviour, and policies are published downstairs, but there's no use. Most people don't concern the cleaning and the lift. <p>Only few of people will clean the corridor in front of their doors.</p> |

3) Woman widow (food seller)

| Basic Information | |
|---------------------|--------------------------|
| Block | C |
| Interviewee | Woman (widow and mother) |
| Length of residency | 2 years |
| Relocated from | - |

| | |
|---------------------|---|
| Household size | 2 |
| Household members | Mother, son (16) |
| Result of Interview | |
| Community Relations | <p>She lived far away from the community, so she didn't know anyone when she moved in.</p> <p>She's now getting on well with 3 to 4 neighbours in this floor. Her neighbours always come for help and take care of her when she's sick. They have good connection with each other.</p> <p>Sometimes they chat until 2 am in the corridor in front of their flats. She claims that most of the people she knows are relocated from nearby places.</p> <p>Comparison with other blocks: She thinks the social atmosphere in her block C is better than other blocks, because there are fewer drug sellers than the other three.</p> <p>Safety: She doesn't like the environment of this building, because it's not good for her boy. She claims about the drug issue, being afraid of her son. Therefore, she doesn't allow her son to go to play outside.</p> <p>UDA organize people of the whole building cleaning the stair once a year. They started from the top floor, pass the water floor by floor, and everyone contributes to it.</p> |
| Built Environment | <p>Previous living condition: 8 years ago, she lived in a very small broken wood house, without facilities before beside the railway, far from this community. She lived with her son, daughter, and son-in-law.</p> <p>Relocation process: She was relocated for two times. After leaving the railway house, she moved to another place for 4 years. After that, thinking about her children's marriage, she moved to Muwadora Uyana 4 years ago. Her daughter found another place to live with her husband.</p> <p>Light: UDA is responsible for the light, turn on automatically from 5:30pm to 7:00 am; if they think it's dark, residents can inform UDA for turning on at daily time, but she didn't say clearly about how to contact UDA.</p> <p>Cleaning: each person is responsible for cleaning the corridor.</p> |
| Financial Situation | <p>Job: She works in IDH Company as a housekeeper, cleaning kitchen and houses for other people. from 7:00-17:30, the salary is 1000Rs/day</p> <p>She paid Rs.50,000 for the flat. Need to pay 2500/month for 30 years.</p> <p>She goes to work not so regularly. When she doesn't go to work, she does not have money to pay for the rent and other fees, but there's nothing happened.</p> |
| Aspirations | <p>She wants to have a better structured flat in another community, but high-rise is ok.</p> |
| Agency | <ul style="list-style-type: none"> • She's now getting on well with 3 to 4 neighbours in this floor. Her neighbours always come for help and take care of her when she's sick. They have good connection with each other. • Sometimes they chat until 2 am in the corridor in front of their flats. • she doesn't allow her son to go to play outside, who is already 16 years old. • Light: UDA is responsible for the light, turn on automatically from 5:30pm to 7:00 am; if they think it's dark, residents can inform UDA for |

| | |
|--|---|
| | turning on at daily time, but she didn't say clearly about how to contact UDA. When she doesn't go to work, she does not have money to pay for the rent and other fees, but there's nothing happened. |
|--|---|

4) Young man

| Basic Information | |
|---------------------|---|
| Block | C |
| Interviewee | Young man (16, son) |
| Length of residency | 2 years |
| Relocated from | far away railway side |
| Household size | 2 |
| Household members | Mother, son (16) |
| Result of Interview | |
| Community Relations | His mother said he like watching TV, but when we ask him, he said he prefers going out and playing with friends. It is because his mother is afraid of his safety that she asks him staying at home and watching TV. He will go out when his mother goes to work or not at home. Most of his friends are his schoolmates who lived in the same community. They play balls and boxing together. The age range is from 12 to 23 years old. (his mother was surprised about his friends) |
| Built Environment | - |
| Financial Situation | - |
| Aspirations | He said he wants to stay in Muwadora Uyana, it's a good place. |
| Agency | His mother is afraid of his safety so she asks him to stay at home and watch TV. He will go out when his mother goes to work or not at home. |

5) Tailor

| Basic Information | |
|---------------------|-----------------------------------|
| Block | D |
| Interviewee | Man (56, tailor, Tamil Christian) |
| Length of residency | - |

| | |
|---------------------|--|
| Relocated from | - |
| Household size | - |
| Household members | - |
| Result of Interview | |
| Community Relations | <p>"Multiculturalism in the building is a good thing", Employs muslim and hindu women.</p> <p>Brother's family is living at Block A.</p> <p>Feels safe physically, but said that when people are drinking or doing drugs there are fights which is unsafe.</p> <p>Health: There is a small room being used as a medical clinic on Block A, ground floor. doctors come, and so do midwives. this happens once a week. midwife does house calls for pregnant woman, but the PHI doesn't come regularly.</p> |
| Built Environment | <p>Business: Space in the workshop isn't big enough to have a good business, can't operate at a capacity to make enough money. His shop was on the ground floor in the informal settlement so there was foot traffic which increased his revenue.</p> <p>Apartment: Likes this building more than previous life, and feels safe physically. Lift of building A is not working, which is affecting his ability to carrying materials to the shop.</p> <p>Garbage disposal is the biggest problem facing the building- municipal councilor comes to collect garbage, but there's no place to dump garbage. if you're not home when the garbage truck comes, you have to store it in your house until they come again.</p> <p>Says the Public health Inspector (PHI) has to maintain the environment better</p> |
| Financial Situation | <p>Rents shop on the overpass, next to empty stall. Has 3 sewing machines and 3 employees.</p> <p>Successful business, but too much to keep up with. But gets all of his contracts for cutting and sewing from outside of the building. Was making more money before, when had a ground floor business in the Watta. now he has more expenses, rent, utilities, etc. Space in the workshop isn't enough to have a good business.</p> <p>is still doing contracts for companies but less now, doesn't have the capacity to operate at the same level.</p> <p>Pays 2500 for the workshop space.</p> <p>Before: earning 50,000 Rs / month now: 20-30,000 Rs / month</p> |
| Aspirations | - |
| Agency | - |

6) Cafe owner

| Basic Information | |
|---------------------|--|
| Block | D |
| Interviewee | Woman (about 50, Tamil Muslim, mother and wife) |
| Length of residency | |
| Relocated from | 340 Watta |
| Household size | 4 |
| Household members | Husband, wife, son (13), daughter (16) |
| Result of Interview | |
| Community Relations | <p>16 year old daughter is unemployed, sits at home all day. they don't have money for her education to continue. Feels safe here.</p> <p>Drugs: says there are so many young men here, and that some of them use illegal drugs. Fights among them are frequent. and when the police come to deal with them, they don't stop the fights, just watch. cops don't want to get involved in the fights so they don't do anything. Says on the lower floors there are more drugs. More empty space for people to meet and deal drugs. Says there are many problems with drug use in the building.</p> |
| Built Environment | Previous home was smaller than the apartment now. Finds the apartment size suitable. |
| Financial Situation | <p>Relocation affected household budget severely. Her husband does not have permanent jobs and works irregularly.</p> <p>Cannot afford for her daughter to go to school for her A levels. Before the relocation, they had money to take care for the children's education. At that time, they did not need to pay extra money. But after the relocation, they don't have money since they have to pay monthly costs for electricity. If they don't pay rent, their utilities will be cut off. Sees these extra payments as a burden. Pays 600 for rent of the apartment</p> |
| Aspirations | <p>One daughter who is 16-17 years old, cannot go to school due to the lack of money.</p> <p>She has passed her O levels but they family doesn't have the money to continue onto A levels because she would have to switch schools and pay a donation to do so.</p> |
| Agency | <p>The daughter cannot go to school due to the lack of money.</p> <p>she has passed her O levels but they family doesn't have the money to continue onto A levels because she would have to switch schools and pay a donation to do so.</p> |

7) Woman

| Basic Information | |
|---------------------|--|
| Block | A |
| Interviewee | Woman (about 50, Christian) |
| Length of residency | 3 years |
| Relocated from | - |
| Household size | 7 |
| Household members | Husband, wife, one daughter, 3 sons |
| Result of Interview | |
| Community Relations | Before the relocation, the security issues were more severe. Since there are different kinds of people, she feels some connection problems with neighbours. She has some friends as neighbours. Her children play in community hall. Says there are no grounds to play in for the kids so they use the community hall |
| Built Environment | Here is better than previous place, since facilities are available. |
| Financial Situation | Her husband is working as a gardener, working 3-4 days/week. Works in Budrama (sp?) area. Looks after landscaping for a big house. He earns 15,000 R/ month and gives 8,000 to her. She is also working at tea factory, from 7PM to morning almost everyday, using tuk-tuk for commuting. Kids get to school by tuk tuk: 200 R by tuk tuk each way |
| Aspirations | - |
| Agency | Lack of agency: afraid to go to other floors. Has friends here, but has no connection with them because they are on other floors or buildings. CBO: Knows about the women's society and saturday classes by the women's group but doesn't go. |

8) Young man (Shop worker): young brother

| Basic Information | |
|---------------------|----------------|
| Block | D |
| Interviewee | Young man (17) |
| Length of residency | 2 years |

| | |
|---------------------|--|
| Relocated from | - |
| Household size | 4 |
| Household members | - |
| Result of Interview | |
| Community Relations | Family lives on Block D, there are 4 of them (his brother, mother, father. |
| Built Environment | He feels it's a good place for a small business. Apartment: is big enough for his family of 4. |
| Financial Situation | He is a student, studying for his A levels. The family owns 2 shops, one on the 7th floor by the bridge (where this took place), and another one outside of Muwadora Uyana. |
| Aspirations | To finish his A levels, is studying IT. Didn't want to work at the shop forever, as opposed to his brother. |
| Agency | Shy, kept telling us that we should speak to his father about the shop. His brother was much more outgoing. |

9) Young man (Shop worker): Older brother

| | |
|---------------------|---|
| Basic Information | |
| Block | D |
| Interviewee | Prasath, Young man (19) corner store worker |
| Length of residency | 2 years |
| Relocated from | |
| Household size | 4 |
| Household members | |
| Result of Interview | |
| Community Relations | Family was part of the Sevanatha' relocation support. They were relocated with 10 other families he knew from before. Has friends and family friends on his floor. 90% of his family are in his block. "The randomly assigned floors make people fight, those who got to choose their neighbours are happy" Usually feels safe but acknowledges the drug and police problem, and the previous settlement had less drugs. Says there are a lot of fights now. |

| | |
|---------------------|---|
| | Sometimes people who are drunk or on drugs steal from the store. Has lots of friends in the community, likes living in Muwadora Uyana. |
| Built Environment | Family refused (when offered) to locate their shop on the first floor because there are too many drug dealers on the first floor. Feels ok with the building. before, lived in informal settlement on the same land. Has been here for 2 years and feels more comfortable now than before. Thinks the apartment size is enough 4 people in his apartment , mother, father, brother and him. Lived in temporary house for 1 year, after eviction notice from government. Able to choose 10 families to be relocated with . |
| Financial Situation | Lives with his family on Block D. Wants to work at the shop and take it over from his father. Doesn't seem concerned about money. Family owns another house 10KM away. Father owns the shop, they operated one in the informal settlement as well. |
| Aspirations | Has been working at the shop since he was 7 years old, with his father Their other shop is 50 M away from the building. Business is going well, he enjoys working at it and wants to continue working at it. Sees the location as good for business but he would move it if he had to |
| Agency | Lack of agency: after 6:00PM he doesn't go downstairs. "New people who come into the building are scared, btu since I've been here a while the drug users don't bother me" Has been here for 2 years and feels more comfortable now than before. Usually feels safe but acknowledges the drug and police problem, and the previous settlement had less drugs. Says there are a lot of fights now. Sometimes people who are drunk or on drugs steal from the store. |

10) DVD shop owner

| Basic Information | |
|---------------------|--|
| Block | A |
| Interviewee | Man (30, store owner) |
| Length of residency | Less than 1 year |
| Relocated from | -- |
| Household size | -- |
| Household members | -- |
| Result of Interview | |
| Community Relations | Not a lot of business, his connection with the building was unclear. |

| | |
|---------------------|--|
| Built Environment | Space is louder than he expected and there isn't much business. |
| Financial Situation | Not earning enough in this space, so is moving out next month. Rented the space because it was cheap, thought it would be a good place to work and that it would be quiet. 2 flat screen monitors in his shop, wall of DVD covers and photos of films. |
| Aspirations | To improve his business by locating somewhere else. |
| Agency | Able to move his shop somewhere else. Doesn't live in the building and didn't want to be interviewed by us. |

11) Tuk-tuk driver

| Basic Information | |
|---------------------|--|
| Block | A |
| Interviewee | male |
| Length of residency | -- |
| Relocated from | 219 Appel Watta |
| Household size | 5 members |
| Household members | 2 adults + 3 children: 19 years old (working in the tea factory and earning a monthly wage), 16 years old and 8 years old |
| Result of Interview | |
| Community Relations | <p>Social networks: Family knows some people in the floor from the old settlement. They knew beforehand they were going to be in the same floor although they expected to be relocated into other complex different from Muwadora Uyana.</p> <p>Social activities: people on the floor clean passage together and staircases are cleaned every sunday and in new year festivals. UDA does not clean anymore. Children are not allowed to litter (they are scolded). Wife also makes part of the Women's society where sewing machines are given. Family also makes part of a "merry go round" scheme where each month 1.000 rupees are deposited and 12.000 rupees are given to one family randomly. This scheme comes from the former settlement, hence it is mostly for people from the block but others can join as well if they want. Family has picked the winning number twice already. Deposits can be smaller as well on a daily basis (i.e, 100 rupees).</p> <p>Children safety: children can play in this floor since family knows the people that lives in it from the former settlement. Children can not play on other floors for this reason.</p> <p>Ethnicity relations: people on the floor are diverse. Wife has not experienced any issue concerning her religion as christian</p> <p>Social relations: there has been some tension around the issue of noise.</p> |

| | |
|---------------------|--|
| | <p>UDA advise them to call the police when a neighbour puts loud music but they consider it to be</p> |
| Built Environment | <p>Housing conditions before relocation: 2 story house, 3 bedrooms, 1 kitchen. Lived there for 20 years as wooden house that was renovated 5 years ago with earnings from wife working abroad (in Kuwait) for 8 years (two periods of 6 and 2 years)</p> <p>Satisfaction with house: older house was better because of more space. New apartment lack enough space.</p> |
| Financial Situation | <p>Husband drives a Tuk-Tuk (2 days a week) and Wife works in catering occasionally. Husband used to work in tea factory, but there was no enough work hours. Tuk-Tuk is easier to manage since it can be parked near the bridge so it is easy to start working (no travel times associated to job place)</p> <p>Rent: Family has to pay 2600 rupees a month, original deed for 30 years</p> <p>Fee services: water bill was around 200 rupees before in the former settlement, while now it is about 600-700 rupees monthly. Family had to pay reconnection fee of 1200 rupees once, as electricity was cut because of lack of payment.</p> <p>Loans: Family took a loan from a private bank for 150.000 rupees in order to acquire the tuk-tuk (which is considered a good decision by the family). This loan has to be repaid weekly (2700 per week). Family also took another loan from a financial institution for 300.000 rupees to pay monthly at 15.000.</p> |
| Aspirations | <p>Aspirations: Son wants to buy some land so they can move out and put the apartment to rent. They would like UDA to improve the building so children can play safely. Daughter wants to become a teacher (all three children goes to nearby school)</p> <p>Other children activities: Daughter goes to math, english and science classes provided by UDA</p> |
| Agency | <p>Sevenatha: family has no information about Sevenatha</p> <p>Social activities: people on the floor clean passage together and staircases are cleaned every sunday and in new year festivals. UDA does not clean anymore. Children are not allowed to litter (they are scolded). Wife also makes part of the Women's society where sewing machines are given. Family also makes part of a "merry go round" scheme where each month 1.000 rupees are deposited and 12.000 rupees are given to one family randomly. This scheme comes from the former settlement, hence it is mostly for people from the block but others can join as well if they want. Family has picked the winning number twice already. Deposits can be smaller as well on a daily basis (i.e, 100 rupees).</p> <p>Children safety: children can play in this floor since family knows the people that lives in it from the former settlement. Children can not play on other floors for this reason.</p> |

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| | Other children activities: Daughter goes to math, english and science classes provided by UDA |
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12) Coffee shop owner

| Basic Information | |
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| Block | A |
| Interviewee | Woman, 45 years old, coffee shop owner |
| Length of residency | -- |
| Relocated from | 219 Watta |
| Household size | 8 |
| Household members | 3 girls, ages: 18, 21, 22 years old |
| Result of Interview | |
| Community Relations | Relocated from 219 Watta. No friends in the building other buildings have people from her previous settlement says she has no problem with the people living here |
| Built Environment | Feels safer living up on the 9th floor, was relocated with the Sevanatha project. Would want a store on the ground floor because it's busier, but wouldn't want to live there. Had a 2 storey house in the informal settlement . Told the UDA there were 2 families in the house, but they were only given 1 apartment Before the relocation, one daughter had married. So they requested to provide two apartment (one is for daughter's family). However, they were provided only one apartment. As they have 8 household members, the space is not enough. says people have fallen from the windows, that 10-15 people have died from falling accidents in the complex says the building was designed for light and wind but is dangerous |
| Financial Situation | Utility bill story: Electricity bill is 800R for the shop unit. The unit for the shop is 500R but she doesn't use it that much, so the utility bill doesn't make sense. It is wrong. no one from the UDA is willing to talk about it. Before, there was a monitoring system in place to keep track of energy usage but now it's located downstairs. There's a meter reader nearby reporting use, and they think they've been overcharged for the electricity. Isn't paying rent for the storefront, because the UDA won't give her a lease agreement so she refuses to pay. Doesn't seem to be a problem. shop unit: rent was determined by the government. they asked her how much she could afford to pay for it |

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| | she wants a document / receipt/ contract for the shop unit. but they refuse, so she hasn't been paying for it. no other place to run a business inside the complex family hasn't paid the 50,000 Rs key money |
| Aspirations | Wants to expand her business, but is struggling to cover the costs of the electricity bill for cooking. Isn't earning enough where she is now. |
| Agency | Has to establish a home for her daughters, like a dowry system. Women pay husband's family. man moves in with women Because they will get married soon, they could have 3 new men moving into their space which is already cramped. Feels safe, but not for daughters to walk around |

13) Young woman

| Basic Information | |
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| Block | D |
| Interviewee | 27 year old woman, living with in-laws, Singha speaker, living with Tamil speakers |
| Length of residency | 1.5 - 2 years |
| Relocated from | 219 Watta |
| Household size | 7 |
| Household members | Parents, son and wife and baby, daughter and husband |
| Result of Interview | |
| Community Relations | new neighbours but the neighbours in this block are from the same settlement as her husband and his family not interested in joining a committee |
| Built Environment | 3 families live in the two-bedroom apartment. This makes 7 in total no space to play with child hard to travel up and downstairs the lift is broken |
| Financial Situation | Husband's income working as a lorry driver is the household's main income stream. Her mother-in-law later tells me that he has been unemployed for 5 months. husband was promised a pay rise but it hasn't happened yet Paying the electricity and water bills is harder than in their previous homes (in 219 watta and schola watta) 4,000 rupees per month for hh expenditure (not inc. rent?) expenditure is greater than it was in the settlement, but their income has not improved they didn't have to pay for housing in the watta, but their house was larger |

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| | there |
| Aspirations | -- |
| Agency | she misses the freedom of the watta and she feels stuck here the family she married into was able to exchange their flat with another person. She feels lucky that this was the case |

14) Renter

| Basic Information | |
|---------------------|---|
| Block | B |
| Interviewee | woman |
| Length of residency | 1 year |
| Relocated from | nearby informal housing |
| Household size | -- |
| Household members | -- |
| Result of Interview | |
| Community Relations | She doesn't know the neighbours on the same floor only do daily greetings |
| Built Environment | She points out that the corridor is not safe when people try to seat on the railing, it happened that people fell from the railing and died; when people try to report this safety issue to the ground floor management office, they were told to take care and educate their children better Lift is sometimes out of order, which cause great inconvenience to them, especially for the disabled living in the 9th floor, "the disabled person are stuck in the house" |
| Financial Situation | Her family rent this apartment because they don't have enough money to own a house themselves; it is her husband choose this apartment, they searched for other places but no suitable apartment than the current one (price and location and availability) |
| Aspirations | -- |
| Agency | If she is out, she will leave the kids inside the house and lock the door |

15) Young lady

| Basic Information | |
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| Block | B |
| Interviewee | young woman (daughter) |
| Length of residency | -- |
| Relocated from | -- |
| Household size | 3 |
| Household members | Mother, 2 daughters |
| Result of Interview | |
| Community Relations | No connection with neighbours on the same floor because she feels uncomfortable with them Because (some of)her neighbours are alcoholic and heroin addicts |
| Built Environment | -- |
| Financial Situation | Woman, working in a slipper shop as a senior worker, single, live with her mom and sister People have to pay the electricity fee for the light in the corrido; the lower floors tend to pay more of this fee |
| Aspirations | -- |
| Agency | -- |

16) Man

| Basic Information | |
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| Block | -- |
| Interviewee | Man (husband and father) |
| Length of residency | -- |
| Relocated from | -- |
| Household size | 4-5 |

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| Household members | Husband, wife, 2 children, one baby expected |
| Result of Interview | |
| Community Relations | -- |
| Built Environment | Compared to the previous house he designed himself, his apartment is much smaller and not enough for his family. His children now is at home and out of school because he cannot find a school nearby for his children. |
| Financial Situation | He works as a porter (regular job). He worked in Saudi Arabia for 3 years, and when he accumulated enough money, he came back to Colombo and built his own house. However, his house was knocked down and his family was relocated into this building. The compensation plan is to take his house as the first down payment for the current apartment, and he has to pay the monthly rent for 30 years. He finds himself stuck in this place. |
| Aspirations | -- |
| Agency | -- |

17) Husband/wife

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| Basic Information | |
| Block | D |
| Interviewee | -- |
| Length of residency | 2.5 years |
| Relocated from | 219 Watta |
| Household size | 4 |
| Household members | Husband, wife, 2 sons |
| Result of Interview | |
| Community Relations | Interactions with neighbours: Only 3 or 4 households are someone they used to know It is because of 'behaviour' difference which they think is bad for their children, they seldom socialise with neighbours In particular, it is because of different social classes/cultures/customs but not because of language (they know every language in that place) "Jealous about social backgrounds" "bad influence on their children" |

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| | <p>the wife and their children are asked not to go out of the house because it is not safe</p> <p>contact with the old neighbours in 219 more often(both customers and friends)</p> <p>Kids mostly play inside the house, when they have time, they take children downstairs to the playground</p> <p>But kids are asked not to play in different floors and other kids in neighbourhood</p> <p>Go the children's park once a week</p> <p>About the garbage management:</p> <p>Big/main problem</p> <p>People from UDA? would collect their garbage every other day</p> <p>People are lazy to separate the garbage</p> <p>Someone throws garbage from the high</p> <p>CCTV to catch those who throw garbage from the high</p> |
| Built Environment | <p>This new home provides better working environment, because the new place is less crowded and more clean (inside the house)</p> <p>Attract less business; because the his previous home in 219 was besides the main road, which means it is more convenient and well-known for his customers in comparison with the high-rise building</p> <p>They originally got the apartment in the seventh floor but they exchange that with another household who originally got the apartment in the second floor, because he thinks the lower the floor is the more accessible for his customers</p> <p>Less freedom and open than the previous place: "when open the door, we can't see anything (but just the neighbour's door," "I like this place but I feel like stuck here"</p> <p>The church is far away from the building</p> <p>Good and well-facilitated hospital is far away</p> <p>Children are sent to private schools to get better education and future</p> |
| Financial Situation | <p>Job of Husband: self-employed photographer / wife: housewife, babysitter</p> <p>Attract less business; because the his previous home in 219 was besides the main road, which means it is more convenient and well-known for his customers in comparison with the high-rise building</p> <p>219 has less payment, more publicity and more customers, and got every facilities there, but now the monthly rent is 2650 rupy; the electricity and water is Rs.2500.</p> |
| Aspirations | -- |
| Agency | <p>Relocation process organised by Savanatha</p> <p>Kids mostly play inside the house, when they have time, they take children downstairs to the playground</p> <p>But kids are asked not to play in different floors and other kids in neighbourhood</p> <p>Go the children's park once a week</p> <p>The wife is not one of the women's group members but she knows a little about the organisation</p> <p>About the garbage management:</p> <p>Big/main problem</p> <p>People from UDA? would collect their garbage every other day</p> <p>People are lazy to separate the garbage</p> |

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| | Someone throws garbage from the high CCTV to catch those throws garbage from the high |
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18) Woman

| Basic Information | |
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| Block | D |
| Interviewee | female, 50 years old |
| Length of residency | -- |
| Relocated from | 219 Watta |
| Household size | 7 |
| Household members | Husband, wife, 4 sons, 1 daughter |
| Result of Interview | |
| Community Relations | <p>“people are good but the house is not good” “have no problems with neighbours”</p> <p>She prefers to socialise with those not living in the building</p> <p>She doesn't know about the women organisation (Abmimani Kanta Samih? = Pride Woman Society). There are no classes organised by CBO that she knows.</p> <p>Poor people won't go to their rich neighbours' house and vice versa</p> |
| Built Environment | <p>She is worried about Insufficient safety facilities: fence on the window and corridor She kept her window closely shut even it was hot inside for safety concerns No extra income for safety facilities</p> <p>Vertical buildings makes it more difficult to socialise with their neighbours than horizontal structure she tries to keep her door open so she can see people even she dislike : when open the door, others can see their house, no privacy” “No property planning” “people are good but the house is not good” “have no problems with neighbours”</p> <p>She wished to be given a new land site to build their own house instead of a new house like this</p> <p>good hospital is far away, “it is not safe to have illness in this building”</p> <p>the balcony is not big enough for clothes drying</p> |

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| | <p>Not enough open space No freedom: 'the prison cell is even better than here'</p> <p>No place for children playing</p> <p>Too high: it is uneasy to go up and downs "if water doesn't come, we have to go downstairs to get water, it is really difficult"</p> |
| Financial Situation | <p>Housewife, unemployed; family members all no permanent jobs only tempt jobs</p> <p>The living cost is more expensive than 219: If they don't pay the monthly rent, the allowance from the government (1500 r?) will be used to cover the cost</p> <p>she doesn't know anyone in her block who were able to sell their house unless the people with good financial situations such as drug dealers can afford to sell their house, because 1 million have to be paid to UDA before selling the house ; or the people work oversea will rent their house"</p> <p>she would sell her house if another land property is secured she thinks she live here is because she has to not because she like she want to live somewhere else if she can</p> |
| Aspirations | <p>she would sell her house if another land property is secured she thinks she live here is because she has to not because she like she want to live somewhere else if she can</p> |
| Agency | <p>sometimes, they can't get a job because of their home address; so they have to go to somewhere(where the people know little about this building) more far to get a job they sometimes are labelled/marginalised by the place they live</p> <p>She keeps her window closely shut even it was hot inside for safety concerns</p> |

19) Female

| Basic Information | |
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| Block | B |
| Interviewee | female (wife and mother) |
| Length of residency | -- |
| Relocated from | 219 Watta |
| Household size | 7 |
| Household members | Husband, wife, 3 children (2 boys one girl) |
| Result of Interview | |
| Community Relations | Does she spend time with her old neighbours? |

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| | <p>-she leaves her children with a neighbour -but doesn't have new friends in the area, she hasn't made new contacts -continues meeting with the people from before, where they lived together -still works as a housemaid -says that her and Bodilanka live next to each other by chance, as it was a lottery -some of her old friends are not in the same block</p> <p>Does she feel like this is because of the built conditions or because the lack of cohesion? -not because of the building space -her daughter is shy, but her father also believes that girls should stay in, as a result, she doesn't have friends in this building -they don't feel the need to socialise with others here</p> <p>Culture -The woman we are interviewing is Muslim but her husband is Sinhala -She is now also Buddhist, but she insists on still bringing up her child the way she did before They have been married for 18 years, but interracial marriage back then was not as accepted, took a long time</p> <p>Built environment Communal space: the community centre, where the younger son goes to maths lessons -she is not a member of the women's society -doesn't use the communal balconies -passages are self-cleaned, everyone by themselves -the staircases are cleaned by someone appointed by the UDA, but people litter everywhere WHY aren't they well kept? -the UDA regularly ask each other to keep the space clean -she believes that the UDA does an okay job to keep the staircases clean, but it's all about people who litter In earlier years, when Jan/Dec came around, everyone would engage in communal cleaning but this not occur anymore People are not that connected, they don't care that much about cleanliness She says that UDA the UDA is always saying things, but not doing enough</p> <p>Are there things that she misses from Appel Watta? -the Lack of freedom -concern about children -unemployed youth -they lack freedom Which do you prefer? -the earlier situation: for family and freedom There are problems with drugs and the youth -she doesn't want to go out -she prefers the safety of the earlier situation</p> <p>If there is one thing to change about the place, what would it be? -the cooperation of people, there is no unity</p> |
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| | <ul style="list-style-type: none"> -feels like she can't bring her friends here -mentions that other schemes that had people brought together are cleaner |
| Built Environment | -- |
| Financial Situation | <p>Does she spend time with her old neighbours?</p> <ul style="list-style-type: none"> -she leaves her children with Bodilanka -but doesn't have new friends in the area, she hasn't made new contacts -continues meeting with the people from before, where they lived together -still works as a housemaid -says that her and Bodilanka live next to each other by chance, as it was a lottery -some of her old friends are not in the same block <p>Do you feel comfortable here?</p> <ul style="list-style-type: none"> -She is paying 2,600 in monthly fees -but doesn't know about anyone who lives for free, some are not paying perhaps b/c of poor conditions <p>Utilities?</p> <ul style="list-style-type: none"> -her current bill is relatively low, 600 for each service, but she also doesn't have a fridge <p>Her current situation is kind of difficult</p> <ul style="list-style-type: none"> -her husband needs to buy kidney stone medicine and can't carry too many heavy things, which affects his work as a port worker -by 2020, the younger child has to go to school <p>Is 2,600 too high?</p> <ul style="list-style-type: none"> -it's difficult for her, but she continues -sometimes other families who are unable to pay the full cost are asked by the UDA to pay at least 1,000 + the rest of the utilities <p>Has her school access been affected?</p> <ul style="list-style-type: none"> -she sends her boys, at the cost of 500 per day <p>Why do you still work as a housekeeper?</p> <ul style="list-style-type: none"> -she used to do, but there was no profit, so an older woman who had connections from the same watta got her to work in housekeeping again -the daily payment is beneficial <p>50,000 deposit</p> <ul style="list-style-type: none"> -only 25,000 was paid first <p>9,000 for the electricity connection fee</p> <ul style="list-style-type: none"> -No water fee charged -if they pay for 30 years, the 2,600 each month, they will receive the deed -this can change if they pay more earlier |
| Aspirations | <p>Has her school access been affected?</p> <ul style="list-style-type: none"> -not affected -they were in other places -there is another house downstairs that brings teachers to the house -The volunteer classes |

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| | <p>The girl never went to classes apart from those given by volunteer teachers when her mother was away, as her mother in law decided this The mother in law lives in another block of the complex</p> <p>We then went on to ask the daughter questions</p> <ul style="list-style-type: none"> -she has gone to classes for English and can understand us somewhat -She is about to start her A-levels privately, the same as her best friends -Takes management classes at the Rotary -A levels for 4 hours when she goes to classes, studying business and economics -wants to become an accountant, and hopes to go to another country after she becomes an accountant -What does her mother think of that? <ul style="list-style-type: none"> -she is okay with that, both of them are working for her daughter to achieve that -mentions that most children don't go to school, they enroll on the first day but don't go after that -the children are being pressured, since people are not orderly |
| <p>Agency</p> | <p>Sevanatha?</p> <ul style="list-style-type: none"> -she has not heard of Sevanatha as an organisation -but has heard of other 'organisation' that worked in areas <p>What about for the 2 young boys who are younger?</p> <ul style="list-style-type: none"> -the Oldest child (16 year old girl) doesn't go more outside -There are safety concerns, for example, in boys who are just waiting for the chance -the boys go out at day to play cricket outside but not allowed to do so at night <p>Does she feel like this is because of the built conditions or because the lack of cohesion?</p> <ul style="list-style-type: none"> -not because of the building space -her daughter is shy, but her father also believes that girls should stay in, as a result, she doesn't have friends in this building -they don't feel the need to socialise with others here <p>Built environment</p> <p>Communal space: the community centre, where the younger son goes to maths lessons</p> <ul style="list-style-type: none"> -she is not a member of the women's society -doesn't use the communal balconies -passages are self-cleaned, everyone by themselves -the staircases are cleaned by someone appointed by the UDA, but people litter everywhere <p>WHY aren't they well kept?</p> <ul style="list-style-type: none"> -the UDA regularly ask each other to keep the space clean -she believes that the UDA does an okay job to keep the staircases clean, but it's all about people who litter <p>In earlier years, when Jan/Dec came around, everyone would engage in communal cleaning but this not occur anymore</p> <p>People are not that connected, they don't care that much about cleanliness</p> <p>She says that the UDA is always saying things, but not doing enough</p> |

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| | <p>We then went on to ask the daughter questions</p> <ul style="list-style-type: none"> -she has gone to classes for English and can understand us somewhat -She is about to start her A-levels privately, the same as her best friends -Takes management classes at the Rotary -A levels for 4 hours when she goes to classes, studying business and economics -wants to become an accountant, and hopes to go to another country after she becomes an accountant -What does her mother think of that? <ul style="list-style-type: none"> -she is okay with that, both of them are working for her daughter to achieve that -mentions that most children don't go to school, they enroll on the first day but don't go after that -the children are being pressured, since people are not orderly <p>If there is one thing to change about the place, what would it be?</p> <ul style="list-style-type: none"> -the cooperation of people, there is no unity -feels like she can't bring her friends here -mentions that other schemes that had people brought together are cleaner |
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20) Old woman

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|---------------------|---|
| Basic Information | |
| Block | D |
| Interviewee | Woman (grandmother) |
| Length of residency | -- |
| Relocated from | 219 Watta |
| Household size | 7 |
| Household members | Husband, wife, son and wife and child, daughter and husband |
| Result of Interview | |
| Community Relations | <p>Her family is her support. They have a happy family.</p> <p>She knew her neighbours before, from 219 Watta, but they were not next door neighbours in the settlement. Her new neighbours, who live opposite, are 'like brothers'. They lend one another money and they keep keys for each other.</p> |
| Built Environment | <p>She wants to make the house beautiful. She wants netting on her balcony for the grandchildrens' safety, and pantry cabinets for the kitchen.</p> <p>She doesn't like the floor, and wants to tile it. She was allergic to the floor,</p> |

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| | and they painted it when they first got in. They painted the walls themselves. |
| Financial Situation | <p>She will pay 10,000,000 rupees over 30 years. She has taken loans and is working to pay off the loans.</p> <p>When they are not able to pay the (loan) bill, the family pawn jewellery</p> <p>She says that in Abu Dhabi she had to do less work, and she was paid more.</p> <p>Before yesterday they didn't have any money.</p> <p>Her husband was the only provider in the family, but he has not worked for 5 months. They do not have enough to live on.</p> |
| Aspirations | Her priority is to educate her granddaughter. |
| Agency | <p>UDA officers came around and put numbers on people's houses. She had two houses but under one roof. The houses were separated by a wall. So the UDA defined the houses as only one house</p> <p>Asked about Sevanatha, she doesn't recall them until Dinu shows her a leaflet. She says she thinks she recognises it. She says some people did come around to ask the residents in 219 about problems they faced, but that nothing happened.</p> <p>She prepared different documents in an attempt to get two houses, but failed.</p> <p>She was originally allocated a flat in the Enamulla building. On the 11th floor. She is a heart patient, so she fought to get a flat in a lower floor. 10 people who lived in 219, who were her friends, lobbied to get her a flat in Muwadora Uyana, and someone agreed to swap with her.</p> <p>She says she has nowhere to go, but is trying hard to get.</p> |

21) 16-year-old girl

| Basic Information | |
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| Block | A |
| Interviewee | 16-year-old girl |
| Length of residency | -- |
| Relocated from | -- |
| Household size | 6 |

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| Household members | Husband, wife, 2 sons and 2 daughters |
| Result of Interview | |
| Community Relations | <p>Mother's relatives live in other 2 apartments on the same floor, mother's brother lives in apartment on 4th floor.</p> <p>Neighbour jealous or/and respect her because of her high level education.</p> |
| Built Environment | <p>Until she was 6, she lived in 219 Watta. It was a larger home with 3 bedrooms. Once she turned 6, moved to uncle's house in Ragama for improving reputation and status - more beautiful area, not as crowded, friends from upper class and good marriage proposals (30-40 mins away).</p> <p>Because of cement factory near Muwadora Uyana, air quality is poor.</p> <p>They recently tiled house and renovated kitchen.</p> |
| Financial Situation | <p>Elder brother in Italy supports her extra education financially because he wants her to receive good education. Brother pays for school fees as well as additional classes. Extra education class is near Hotel Janaki, the subjects of which are Sinhala, political science. She also wants to have IT class, and waiting money from her brother.</p> <p>Most of the women in this block are less educated due to financial difficulties.</p> <p>Father is a Tuk Tuk driver and owns 7,000-10,000 LKR/day.</p> <p>Mother is a food seller, selling breakfast cooked by herself, 60 LKR per one packet, wake up at 4am and sleep at 11pm (not sure how much profit as she makes food with food for family)</p> <p>Elder brother in Italy with his wife, Chef at hotel. Uncle is also in Italy. Brother wasn't able to get to Grade 12 because didn't pass Maths. He trained to be an electrician but when moved to Italy got a job in hotel and became a chef.</p> <p>They have 2 houses, live in one and rent the other at 10,000 rupees per month to a newly married couple without children. They would like to move from there, sell one and continue renting the other</p> |
| Aspirations | <p>In Grade 2, Buddhist priest told her mother and her to go to a better school. She goes to school in Borella - Yoshodora Girls High School (30-60 mins away)</p> <p>Elder brother in Italy supports her extra education financially, elder brother wants her to receive good education. Brother has to pay 20,000 rupees admission fees for school</p> <p>Brother pays for additional classes. Extra education class is near our hotel, subjects are Sinhala, political science. She also wants to have IT class, and waiting money from brother</p> |

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| | <p>She attended seminar of British council that introduced job opportunity in Japan after learning Japanese in Sri Lanka. There are many Japanese language courses available.</p> <p>They have 2 houses, live in one and rent the other at 10,000 rupees per month to a newly married couple without children. They would like to move from there, sell one and continue renting the other</p> |
| Agency | She is free to go anywhere, but stays at home. She meets friends near lift, shop, bridge. |

22) Older man (grandfather and husband)

| Basic Information | |
|---------------------|---|
| Block | D |
| Interviewee | Older man (grandfather and husband) |
| Length of residency | -- |
| Relocated from | Road nearby - next to river |
| Household size | 5 |
| Household members | Grandparents, parents, 1 son and young daughter |
| Result of Interview | |
| Community Relations | <p>People nearby a nice, but they are not well connected to their neighbours. He says that their children do not play with one another much, but do sometimes play in the corridor. They did share plates at New Years.</p> <p>He thinks that the majority of people living in the building are not suitable for socialising with. He keeps himself to the 11th floor.</p> <p>He says about 100 families are good.</p> <p>There were 20 families in their neighbourhood before they moved here. Now, crime is more visible. Once, the building was on the news for a crime story.</p> |
| Built Environment | <p>The man used to work for the Colombo Municipal council, as a welder. The man had lived nearby the site for 29 years. Although he had water and electricity connections, he had not been allowed to build permanently, because he was located on a river bank which would regularly flood, and the UDA knew that eventually the residents would be relocated. He lived in a wooden house.</p> <p>He prefers this '1000 times' more than the former home. His former home would flood 3 times each year.</p> |

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| | He likes to live on the top floor, since there is no one roaming around up here. The lower floors are areas of drugs activities. However, when the lift is broken, they have to climb, and being elderly, he struggles to make the journey up the stairs |
| Financial Situation | <p>One of the sons works as a supervisor at an indoor stadium, and the other as a pool attendant.</p> <p>He does not pay any rent, having been part of a World Bank-compensated relocation project as part of a river-widening project nearby.</p> <p>He says 17 families in the building do not pay rent.</p> |
| Aspirations | -- |
| Agency | <p>They are planning to walk their granddaughter to school, when she does eventually go. He says that girls and women are subject to grabbing and verbal harassment. But boys are also subject to peer pressure, to either use drugs or to work for drugs dealers.</p> <p>He wants to move to a new place once his daughter is old enough to attend school, so that she can move around safely.</p> |

23) Woman (middle-aged, Christian, food seller with 2 shops)

| Basic Information | |
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| Block | C |
| Interviewee | Woman (middle-aged, Christian, food seller with 2 shops, one on the ground floor and one on 11th floor) |
| Length of residency | -- |
| Relocated from | -- |
| Household size | 4 |
| Household members | -- |
| Result of Interview | |
| Community Relations | <p>Daughter's feeling: she misses the space to play with her friends at previous house. She used to have a group of friends, but they are now separated into different floors and blocks. She doesn't have new friends from the new neighbours, and doesn't go out very often now. Even adult women played with the girls before. They all miss that time.</p> <p>Safety: The woman said they don't use the common balcony for drying their clothes, because others will steal them for selling. They only use the inside balcony.</p> <p>They don't feel safe living there, especially for the daughters.</p> |

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| | <p>But the woman said they may feel safer than others, because their previous relationship. They have the shop owned by her aunt on the ground floor, their home is on 1st floor, her son drove tuktuk before, and also they have lots previous neighbours. So it's safer for her children to go out.</p> <p>UDA tries to address the safety issue. They sent a 15 years old boy to police</p> <p>Women's group</p> <p>The process of foundation: UDA set up the group when people moved into the site. They delivered letters to every flat, and around 100 families (not clear) come to meeting. Few months later, the group broke down. They set up another in 2016, and it now has 20 members, expecting for more.</p> <p>What did they do?</p> <p>They collected money for aiding the village suffering flood last year, providing free food, like fried rice and ice creams. They provided equipment for self-employment, like gas for cooking, machines for pop-corns. They organised workshop to teach women how to use wash tools. During election time, they read books. Organizing people to watch films.</p> |
| <p>Built Environment</p> | <p>Previous living condition: Lived at the site place for more than 7 years. Her previous house has one bedroom, a kitchen, and a washroom. During the time of building high-rise, she was moved into a wood house built by the government for 3 years. After the construction is finished, the government demolished the wood house, so she has to move into the flat, by randomly selecting room number. There is a garden with trees and enough land space in her previous house. She planted chilli in the garden. There were 5 people living together, including the woman, her husband, 2 children, and her husband's sister. When they moved into the Muwadora Uyana, the sister was moved to another relocation site.</p> <p>Compared to the previous house, there are more spaces. One more bedroom is good for her daughters, but there is no place for planting flowers anymore.</p> <p>There's no place for the girl to study. She goes to her friend's flat in block A for doing homework.</p> <p>The woman said they don't use the common balcony for drying their clothes, because others will steal them for selling. They only use the inside balcony.</p> |
| <p>Financial Situation</p> | <p>Income: Cooking Indian food; She has two places for selling food, one small shop on 11th floor, one shop at the front door (owned by her aunt). Other people know they can buy food in her home, so they come for her, and she is a good cooker. She works late until 2 am every night. She use lots of electricity, Rs.3000/month.</p> <p>She contributes a lot to her family.</p> <p>Her husband works in a farm, planting vegetables for more than 10 years. It's far away from the site, so she needs to prepare the meals and teas for him every day.</p> <p>Expenditure: Her husband has cancer for 5 years, because of the chemical material use in the farm. She needs to prepare special meal for him every day. Because of the cancer, they spend a lot money on buying medicine and going to government hospital. It spends more than 2 hours traveling to the hospital. Her daughter is planning to apply for college, studying art (social science), also need money. Her son, 21 years old, drove a tuktuk before, but has no job now.</p> |

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| Aspirations | <p>The woman wants to move out and build their own house at a suburban area, where is less populated, but they need to wait until her daughter finish her education.</p> <p>Her daughter also wants to move, because she wants to have more space. Also, they are afraid of drug issues.</p> <p>Her son wants to stay here, because he has friends who drove tuktuk together. Boys feel more comfortable by girls.</p> <p>Improvement</p> <p>They have already installed black guardrails on the doors and windows. Also, she laid the marble floor.</p> <p>She hopes there will be more playgrounds for children. She said UDA passed money for playground during election time, but nothing was done after it. She has concern on safety of 1st floor, hope it will get better.</p> <p>She wants more space for different religions. She is a Christian, and has god status on the corner of the wall.</p> <p>UDA also promised there will be more space for shops, but nothing happened. People just create showcase in front of their doors for selling foods and goods.</p> <p>Previous government also promised there will be a theme park and gardens along the river.</p> |
| Agency | <p>There is a garden with trees and enough land space in her previous house. She planted chilli in the garden, but there is no such place for her in this building. She has two places for selling food, one small shop on 11th floor, one shop at the front door (owned by her aunt). Other people know they can buy food in her home, so they come for her, and she is a good cooker. She could earn Rs.150,000 a day, but she works late until 2 am every night. (the woman earns a lot, but her family needs to spend a large amount of money on treating her husband's cancer and her daughter's education.)</p> <p>Compared to the previous house, there are more spaces. One more bedroom is good for her daughters, but there is no place for planting flowers anymore. Daughter's feeling: she misses the space to play with her friends at previous house. She used to have a group of friends, but they are now separated into different floors and blocks. She doesn't have new friends from the new neighbours, and doesn't go out very often now.</p> <p>The woman said they don't use the common balcony for drying their clothes, because others will steal them for selling. They only use the inside balcony. • They don't feel safe living there, especially for the daughters. • But the woman said they may feel safer than others, because their previous relationship. They have the shop owned by her aunt on the ground floor, their home is on 1st floor, her son drove tuktuk before, and also they have lots previous neighbours. So it's safer for her children to go out. Even adult women played with the girls before. They all miss that time.</p> |

24) 2 woman (mother and married daughter, Muslim, cook and sell food in ground floor shop)

| Basic Information | |
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| Block | C |
| Interviewee | 2 woman (mother and married daughter, Muslim, cook and sell food in |

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| | ground floor shop) |
| Length of residency | 3 |
| Relocated from | -- |
| Household size | 5 |
| Household members | Mother, daughter, husband, 2 renters (young couple, pregnant) |
| Result of Interview | |
| Community Relations | <p>The mother used to be the member of the women's group, but quit out. She said she might join the group again.</p> <p>They said the leaders (not sure which group?) are from other blocks. The mother goes to English class 5 days a week, cost Rs.50/day. The class is not run by UDA, and held in the hall.</p> <p>They said parents don't have much connection with each other, but children often get together, which links their parents.</p> <p>They said they seldom contact with previous neighbours, because the children grow up and go to school, while adults are busy with earning money, so they don't contact a lot. Only on national holidays they have time to gather and go for city tour.</p> <p>The leader of women's group who took us to this flat is good friend of the woman. She said after moving into the high-rise, she seldom climbs up to find the woman. She even doesn't know the woman's husband has already passed away 8 month ago because of heart disease. She said it's good for her to lead us around the block, so that she could chat with her previous friends.</p> |
| Built Environment | <p>Previous living condition: Lived in the same place as Muwadora Uyana. They lived in a stone house which had two bedrooms, a kitchen and a washroom. They were informed to move in 2014, and moved into the building in 2015.</p> |
| Financial Situation | <p>Income: They run a grocery store for more than 20 years. After moving, they still run the grocery store. They said more and more people don't pay for their goods after moving into the block, because people face more financial difficulties. They stop running the grocery store now. They now run business selling chicken buns and curtains. The mother cooks chicken and sell in the ground floor shop.</p> <p>They rent out one of their room to a young couple for 3 months. They receive Rs.3500 every month and use the money to pay for the utility. She doesn't always pay for the monthly rent. After the death of her husband, she got some money from his bank account and used it paying for Rs.65,000, so the UDA no longer come to bother them.</p> |
| Aspirations | <p>They prefer previous house, because they could have their own space. If there is a chance, they would like to move out from the block. They hope they can move to suburban area to build a two stories house with more space for garden and planting. The woman needs to wait for her younger daughter finishing her education and finding a job, and then they could move out.</p> |

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| | They concern about drug issue, the safety of children and the lift broken problems. If those problems could be solved, they would like to stay here. The woman hopes a better future for her younger daughter. Because the death of her husband, she feels unstable about the income. |
| Agency | They run a grocery store for more than 20 years. After moving, they still run the grocery store. They said more and more people don't pay for their goods after moving into the block, because people face more financial difficulties. They stop running the grocery store now. They hope they can move to suburban area to build a two stories house with more space for garden and planting. The mother goes to English class 5 days a week, cost Rs.50/day. The class is not run by UDA, and held in the hall. (residents have access to improve skills.) They said parents don't have much connection with each other, but children often get together, which links their parents. They said they seldom contact with previous neighbours, because the children grow up and go to school, while adults are busy with earning money, so they don't contact a lot. (family agency: the connection between different families is linked by the children.) The leader of women's group who took us to this flat is good friend of the woman. She said after moving into the high-rise, she seldom climbs up to find the woman. She even doesn't know the woman's husband has already passed away 8 month ago because of heart disease. (the relocation into high-rise building reduce the chance for keeping previous relationship) Expectation of future house: she hopes to have a house with land, not flat, but there's no such choice. |

25) Young couple

| Basic Information | |
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| Block | C |
| Interviewee | Young couple (woman, 20 years old, pregnant) |
| Length of residency | -- |
| Relocated from | -- |
| Household size | 5 |
| Household members | Mother, daughter, husband, 2 renters (young couple, pregnant) |
| Result of Interview | |
| Community Relations | The young wife is 20 years old, pregnant. The couple got married a few months ago. The wife's parents live upstairs in the same block, and need to rent a separate room. The renter's parents are friends of the woman of this flat, so they are quite happy to move in to live with them. |
| Built Environment | -- |

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| Financial Situation | -- |
| Aspirations | The couple are planning to move to the husband's hometown, in a foreign country, where they have a house and could live with his mother. |
| Agency | -- |

26) Couple with granddaughter

| Basic Information | |
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| Block | A |
| Interviewee | Woman and man, couple with granddaughter |
| Length of residency | -- |
| Relocated from | -- |
| Household size | 5 |
| Household members | Mother, Father, 2 sons and 1 of their wives |
| Result of Interview | |
| Community Relations | <p>Cleanliness: cleaning chart for the floor on the wall by the staircase. 2 times a week someone cleans the floor, according to the schedule.</p> <p>Muwadora Uyana is much safer than previous place. Drug issues and strange people were decreased. But lower floors have still safety issues.</p> <p>Family has lots of friends from the previous settlement live in the complex, but in different blocks. In his block, there are only 3 families which he knows.</p> |
| Built Environment | <p>Previous place had floods, so Muwadora Uyana is suitable. Heavy rain let in the down due to the leaky roof. Current place is better since the risk of flood was decreased. He said they legally had lands and housing at the previous place.</p> <p>Father: finds it hard to meet interviewers for work because the lift is broken sometimes they come to the house, but there is miscommunication because of the broke lift. He used the stairs to go down and meet the interviewer, but the interviewer used another lift and missed him.</p> |
| Financial Situation | <p>Nicely furnished apartment, big TV.</p> <p>Will pay the rent for 30 year and then own the flat after that. Received compensation for their previous house, 50,000 Rs. By wife's remittances, they are able to afford their lives and apartment. Rent, electricity and water</p> |

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| | cost 2,600 Rs/month. As the first payment, they paid 50,000 Rs. |
| Aspirations | She will move to Kuwait in a few weeks to work as a domestic worker for 2-3 years. Has been doing this on and off since she was 23. She supports the family through this income. Has lived in Lebanon for 12 years, and 4 years in Saudi. |
| Agency | <p>2 of their sons live with the but are unemployed. He said it is difficult to find jobs. Sometimes, the people come their place for daily job hiring. The condition of job opportunities has not been changed before and after the relocation.</p> <p>Father: finds it hard to meet interviewers for work because the lift is broken sometimes they come to the house, but there is miscommunication because of the broke lift. He used the stairs to go down and meet the interviewer, but the interviewer used another lift and missed him.</p> <p>Government services are not excellent, but ok.</p> |

27) UDA manager Mr.J

| Result of Interview | |
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| Community Relations | <p>There is another Assistant Manager and facilities managers. He also works with groups and organisations outside of the building. He mentions the Community Unit of Police. There is also a counselling team from the Ministry for the Western Province (?).</p> <p>J knows about the Women's Committee, which he said had disbanded for a while. The Women's Committee conduct(ed) household crafts workshops for women.</p> <p>People do come to him as a collective, when they have common issues. Residents of one floor will come to the UDA office to lodge a complaint. They have an in-house plumber and electrician.</p> <p>Sevanatha made people aware about cleanliness and how to behave whilst living together in a high rise. (e.g. music volume)</p> <p>People come from outside the buildings to use the shops</p> <p>Most women who are members of the Women's Committee live in Block B. They came from nearby settlements.</p> <p>In March 2018, around 300 out of 872 families did not pay their rent. J believes that families group up against paying.</p> |
| Built Environment | <p>People do come to him as a collective, when they have common issues. Residents of one floor will come to the UDA office to lodge a complaint. They have an in-house plumber and electrician.</p> <p>J has to ask permission from the UDA to sort out larger issues. Block A&D are better. Sevanatha made people aware about cleanliness and how to</p> |

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| | <p>behave whilst living together in a high rise. (e.g. music volume)</p> <p>People living in higher up apartments sometimes throw their garbage from the balcony to the ground below. A lot of people are littering.</p> <p>There's a drug use problem, and the building is a place where drugs are distributed to other places in the city. Transactions happen in lifts.</p> <p>UDA owns the green space around the buildings. J expects that foreign investments will be used to develop the space, and to fund the playspace he had mentioned.</p> <p>Asked what was the most challenging aspect of his job, he mentions a period 8 months ago when there was no water supply to one of the blocks, due to a failed pipeline.</p> |
| <p>Financial Situation</p> | <p>J explains that parents fail to send their children to school from Grade 5 upwards. He suggests this is because they fail to understand the value of education, and face financial difficulties which prevent them from sending their children to school, and also incentivise them to get children to work.</p> <p>J thinks that people living in the building are not worse off, in terms of income, than the average government worker. This is based on their daily wage though, and they don't always work full time. He suggests that they do not know how to manage money, and that they are inclined to spend income on drugs and alcohol.</p> <p>Although schools are free, education still costs money. Parents need to supply stationery, pay other kinds of fee (we know these include a facilities fee, and that many parents will send their children to additional classes, which cost money). Children are used to 'spy' for drugs dealers. They can earn 3,000 rupees per day.</p> <p>Low interest loaning institutions are allowed to operate in the building. J says that the only official proof of residency letters they issue are for these loaning institutions. When asked whether there has been an increased incidence of use of loans between informal to formal settlements, J says that the incidence of taking out loans has increased. J says this is because people have access to loans, which they couldn't have had before due to not having a formal address.</p> <p>40 families living in the building are renting for higher amounts of money, in spite of this practice being illegal. The UDA officers do not intervene if the residents are not causing trouble, since they understand that people rent out their rooms or whole flats due to their own difficult situations. People can spend from 12,000-20,000 rupees for an apartment. He thinks that higher rent is an indicator of illegal activity. He responds to this by shutting off water and electricity. He says he can know of illegal activity because he has connections and he can see what's going on.</p> <p>1 time per week they collect monthly rent. If a resident does not pay rent then they issue 2 letters and then cut off water. Residents can arrange to pay in small amounts. There's no regulation which says that the UDA can cut people's water off, to make people pay their rent (though this is mentioned as a practice by the head of UDA). They can do this, however,</p> |

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| | <p>because the UDA pay for water in bulk for the whole building.</p> <p>This system of paying for water in bulk does not mean that residents end up paying more than other residents of Colombo for their water, since UDA pay the difference (i.e. what is not used).</p> <p>In March 2018, around 300 out of 872 families did not pay their rent. J believes that families group up against paying.</p> <p>The monthly rent is used for maintenance, but people have to buy materials for maintenance</p> <p>Rent is the only source of income for the UDA</p> |
| Aspirations | <p>The UDA conducts free classes in maths, English and science. Scholarships, funded by individuals, ministers, friends and religious leaders, are available for poorer children for stationary.</p> <p>J explains that parents fail to send their children to school from Grade 5 upwards. He suggests this is because they fail to understand the value of education, and face financial difficulties which prevent them from sending their children to school, and also incentivise them to get children to work.</p> |
| Agency | <p>J says that the building has more facilities for young people than other buildings. However, he says that parents do not know how to take advantage of what is being offered.</p> <p>There is an issue with people touching and harassing girls</p> <p>J has to ask permission from the UDA to sort out larger issues. Block A&D are better. Sevanatha made people aware about cleanliness and how to behave whilst living together in a high rise. (e.g. music volume)</p> <p>Women's empowerment groups are used to advocate against drug use. There is a woman in parliament (Nirasha Athukoral, Western Provincial Council) who gives her support</p> <p>When asked whether there has been an increased incidence of use of loans between informal to formal settlements, J says that the incidence of taking out loans has increased. J says this is because people have access to loans, which they couldn't have had before due to not having a formal address.</p> |

28) UDA manager

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| Result of Interview | |
| Community Relations | <p>Sevanatha helps to teach residents the garbage separate system and how to collect garbage. Block A and D is cleaner than B and C.</p> <p>Complaints made to the UDA office are often about neighbourhood relationships, children's issues, and noise. He will try to deal with those complains first. If he can't, he'll inform the police.</p> |

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| | <p>The police used to have an outpost near the building, but it was closed due to cuts. There are different religious groups in the blocks, such as bible reading groups.</p> <p>All residents will come to the New Year festival. They eat and cook together at a particular time, and oil their hair. Residents seek his help for writing letters .He likes helping people. This job lets him being together with different kinds of people and chat with them. He hopes to stay here longer. He sometimes has to live in the building like a resident, sometimes sleeping at night and cooking.</p> |
| Built Environment | <p>There is a company responsible for collecting garbage on every Monday, Wednesday, Friday, and Sunday. One of the work of the UDA manager is to identify which house throw the garbage from upper floors, and give punishment to that flat. They will watch out at night.</p> <p>Managers will hold meeting with residents who throw garbage, and tell them this is the place they will live, but 25% of them keep throw from upper floors. Sometimes police will help to deal with the garbage problem.</p> <p>Sevenatha helps to teach residents the garbage separate system and how to collect garbage. Block A and D is cleaner than B and C.</p> <p>Upper floors are cleaner than lower floors. Reason: 1) upper floors' residents will throw their garbage to ground floor, and there's more fresh air and wind. 2) more people walk through downstairs, children play around, and there are lots of shops.</p> <p>The green area with fence: the fence has been built for one year, and the land belongs to UDA. They are trying to get investment on that piece of land, and build up a factory (detail?), so that residents could get more job opportunities from the factory.</p> |
| Financial Situation | <p>95% people are happy living here, because they get better living condition than before. They used to have illegal water and electricity in their previous houses, but now they can get legal services. Only 5% people complain about the rent.</p> <p>Most residents work in informal sectors like vegetable and fish selling, and they get daily payment. It's hard for them to manage the amount of money they earn each day; they will spent out today's earning for food or other expenditure.</p> <p>The manager tries to be flexible about the rent collection: They suggest residents pay Rs.1000 each week, so that they could pay more than Rs.4000 a month to catch up with debt. It would be helpful for those times when they can't pay regularly. The agreement is informal.</p> <p>The UDA don't help residents to manage their money directly. The women's group will have workshop to teach how to save money.</p> <p>The maintenance is paid by UDA. Every month they need to pay Rs.400,000 for electricity bill and Rs.200,000 for water bill for the whole community.</p> |

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| Aspirations | -- |
| Agency | <p>He wants to encourage the children to come for the free classes run by UDA. He thinks a lot of young people are doing nothing, and it's a waste of human resources</p> <p>He asserts that there are no security issues in the building, and that women are safe to move around unaccompanied. He had only one report of a serious incident (a stabbing) which involved the police. This was about 1.5 years ago</p> <p>The community centre was built 9 months ago, because the residents' request. They need a common space for wedding, playing and meeting. The community centre will open a few months later, because they still need to connect the electricity and water for that small architecture. There is a big meeting area, a small office room and a washroom in the community centre.</p> <p>Shopping complex : UDA is drawing a plan for a line of shops nearby, in response to residents' requests. There are a number of residents running small shops previously; it was their main source of income. After the shopping complex is finish, residents could open a shop there at low cost. The manager said the shops in flat may disturb other residents nearby. UDA think separate place for shops is a good idea, they are happy with it.</p> <p>How this works: residents come to the manager individually, asking for a place for small shop. The manager helps those residents writing letters. He collects those letters together and sends them to the UDA office. The letters could be helpful when they need to decide who could get a business space in the shop line. As there are too many residents ask for the place for shop, UDA began to draw a plan on the shopping complex.</p> <p>Residents seek his help for writing letters .He likes helping people.</p> |

29) Private loan

| Result of Interview | |
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| Financial Situation | <p>From commercial and leasing bank (private bank) Provide loans in little bits of money, the loans range from Rs.40,000 to 70,000, take 17.5% interest rate, and people need to pay back in one year Provide weekly loans A bank staff will come to the community, residents don't need to go to the bank by themselves. The bank staff needs to check if the residents are using the money properly for what they applied for. We chatted with a woman who is paying back. She said she applied the loan for her employment. She does lots of businesses for earning money, including mopping floors, selling tea, cooking foods, etc. The loans could be helpful for buying materials. Her daughter is now taking an exam, which needs money for classes. Taking care of her daughter, there will be less time for earning money, so the loans will help for their living. In addition, her husband is planning to take a job for tuktuk, so they also need money</p> |

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| | to invest that. Type of expenses: investment of small businesses, daughter's education, daily living. |
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30) interview with UDA

| Results of Interview |
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| <p>Wednesday, May 9th, 2018. UDA Offices, Colombo. ~3:00PM</p> <p>Present: Ruth, Federico, Karlene, Chris, Balint, Tim and 2 UDA reps- <u>Mr. Preshant</u>: Director of the Middle Income Housing Project</p> <ul style="list-style-type: none"> - Urban planner by trade, originally from India - One of the original orchestrators of the URP - With UDA since the beginning of 2011 <p><u>Ms. .</u>: Seems to be in deputy-like position at the UDA. Came to our final presentations. Gave her card to Tim.</p> <ul style="list-style-type: none"> - Architect by profession - With UDA since 2014 - Concerned with social aspects of relocation and design <p>URP is only for underserved communities, which occupy 900 acres in Colombo. URP to provide housing on 350 acres, leaving the rest for recreation and social infrastructure</p> <p>Land market in Colombo scarce.</p> <ul style="list-style-type: none"> - Area around Galle Face: 13-15 million rupees in value / acre - Colombo 7: 10-15 million Rupees - North area: 3-4 million rupees <ul style="list-style-type: none"> - Obvious attempt to free up most valued land in Colombo for development, relocated many underserved communities to the North. <p>UDA definition of underserved: slum/shanties, dilapidated houses, relocated people, or unplanned settlements. Size doesn't matter in their definition.</p> <p><u>Design</u></p> <p>Size/form of flats:</p> <ul style="list-style-type: none"> - 2010 survey of underserved settlements found that 50% of dwellers lived in less than 400 sq. - UDA has realized that 450 sq is not enough - Ruth questions what is enough, references project in India which gives on 200 sq ft - Flexibility in design: experimented with creation of 2 schemes, giving only the kitchen and bathroom, the rest of the apartment the inhabitants could divide as they wish <ul style="list-style-type: none"> - Most surveyed didn't like having to partition and finish the apartment themselves. Therefore, scheme was scrapped. <p>Borella pilot project: 2 bedrooms like URP, but has 2 bathrooms.</p> |

- Included improved lifts, common areas, tiled bathrooms, nicer finishes, central gas, covered parking.
- Both remarked at how nice they looked and that “even they would want to live in those apartments”

Floor plans:

URP Phase 1: 450 sq. Phase 3: 550 sq but same design

Middle income housing projects: different layout types according to what the residents can afford.

- Sizes: 850, 1050, 1250 sq.
 - 1050 and 1250 have 3 bedrooms and 2 bathrooms.

Maximum # of floors for URP: 14

- More than 14 requires more sprinklers, is a cost-based decision.
- new URP contracts limit the # of units/floor

Max # floors for middle income housing projects: 30

Phase 2: UDA asked for architects not to design long monotonous corridors

- Designated the ground floor for commercial activities only

Middle income projects: have a mortgage plan. URP not a mortgage.

Female UDA rep states that smaller projects/buildings are better, the less mixing of communities the better.

- “Design is the major thing addressing everything”
- Idealistically thinks good design will solve problems of resettlement / relocation.

The biggest URP project has 1647 units in 4 blocks.

Maintenance:

- Currently, UDA handles maintenance.
- Planning on handing maintenance responsibilities to condo management authorities
- Condo management authorities: going to appoint shadow committees to maintain them because usually everyone needs deeds to be able to formulate a management association but in URP this is impossible
- Acknowledgement that maintenance needs to be “handed over to the people”
- Thinking 1 person/floor would be on each committee
- Will use 50,000 Rs for maintenance fund (this money wasn’t intended to be used for maintenance?)
- Shadow committees to be in charge of this fund

UDA currently discussing giving 10 year deed periods

“% of drug addiction high in the URP”

Ruth’s Q: Any plans to solve drug problems?

- Refers to the existence of the social division of the UDA. No programs in place to tackle addiction.

Learning:

- Institutional learning via complaints from the community
- Periodic days where residents can come to UDA offices and voice concerns (we were there on one such day, were told it can get quite busy, especially early in the morning)
- "Evaluation committees" choose contracts for URP, separate process for each new project
- Committees made up of UDA staff, consultants, architects, planners
- No public consultation

URP Inspired by Singapore model of social housing

- But skipped the 1-5 floor walk-up stage Singapore used
- Went straight to high rises
- UDA thinks they're doing relocation better than Singapore did (lol)

Land capture:

- Sri Lankan law: government can only lease land, not sell.
- Can transfer outright deeds
- Commercial leases usually 50-99 years
- Capital value upfront for freed land

UDA constraints:

- UDA clears the land via relocation, but those lands are still owned by other departments in the government which are now much less inclined to transfer their deeds to the UDA, as the land has become more valuable
- First hurdle: getting cleared land from other departments via deed transfer
- Second hurdle: finding a client for the land
- Colombo city development plan zones which industries can be located where
- Initially was a self-financed program. But realized that wasn't feasible.
 - Unit costs doubles. Standard +material/labour costs rose
- Main goal: "to prevent vertical shanties"

Q: What happens to the future of these buildings?

- Lifetime of buildings are 50 years
- Based on a 50 year maintenance period
- "If you look at the condition of the project (referring to Muwadora Uyana), it's not up to standard"
- Looking at ways to maintain building, but nothing clearly set out
- UDA reps fail to answer question

Q: Why not walk-ups?

- Scarcity of land.
- "walk ups use 3x more land than high rises" (debatable?)

notes:

Temporary settlement for a temporary class? Gentrification of the mind? Then what?

- Commitment to a lost generation, sacrificed for economic development?

Crafting of perfect neoliberal subject to fit within normative development narratives?

Singapore vs. Colombo- is multiculturalism enough of a similarity to be able to use Singapore as an example?

- Inherently different cultures and political situations/ history of colonialism

Social housing as urban development progress narrative- but they've done little research on social housing outside of Singapore

- Pruitt Igoe (St. Louis), Regent Park (Toronto), London's council houses
- Le Corbusier-like mentality of social control via architecture, have we learned nothing

Appendix 2. Result of Participatory Mapping

2.1 Summary of Participatory Mapping

The participatory mapping was implemented to 52 children as shown in the following table.

Table. Summary of Participatory Mapping

| Item | Summary |
|-----------------------|---|
| Outline and Purpose | In light of interview results, the safety issue was considered as a main barrier which constraints people's daily lives in Muwadora Uyana. In addition, the perceptions of (un)safety were clearly different by gender and ages in interviews. Therefore, participatory mapping for children was considered as an effective way to clarify the perception of safe and unsafe places around buildings and their differences by gender, ages and location of living apartment. It supports our subjective research of quality of life and reflects the QoL in a collective way in term of boys and girls. |
| Method | Interviewers individually or collectively asked to children to put seals on each base map according to their perception by following three different questions: 1) where do you play?, 2) which places do you feel safe?, and 3) which places do you feel unsafe? In addition, location of living apartment, ages and gender of each participant were investigated. |
| Date | 5th Saturday and 8th Tuesday, May, 2018 |
| Site | Muwadora Uyana, Colombo |
| Target (Interviewees) | Relocated Children (6-18 years old) in Muwadora Uyana Number of participants: 52 (Female: 18, Male: 34) Number of participants by buildings and gender Block A: Female 4, Male 9, Block B: Female 14, Male 12, Block C: Female 0, Male 3, Block D: Female 0, Male 7 From outside: 3 |



2.2 Result of Participatory Mapping

(1) Mapping Result

1) Where do you play?

Children enjoy different plays such as cricket games, hide-and-seek, play house and chatting in different places. The range of places to play for boys is much more than girls. More girls play indoor, especially in the blocks they live, compared to boys. In the blocks, communal balconies, corridors and connecting corridors between block A and D become play places.

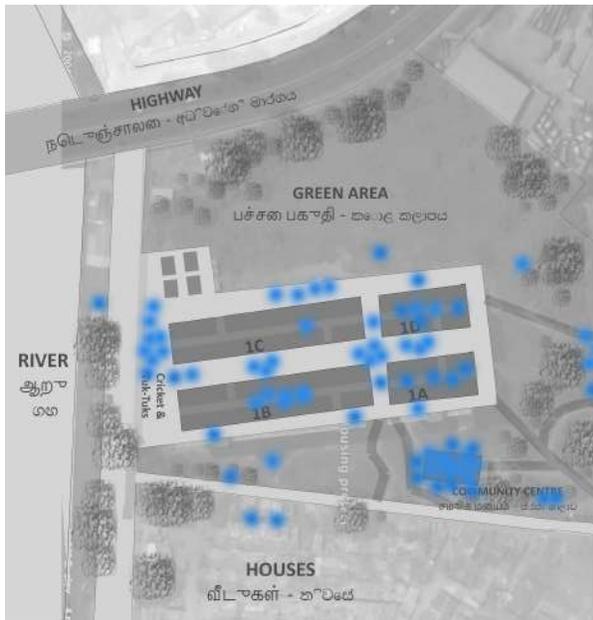


Figure 21. Boys' Playing Places

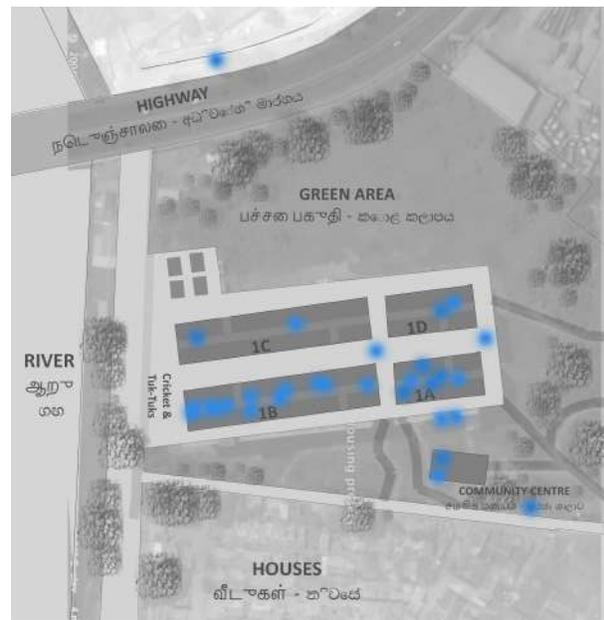


Figure 22. Girls' Playing Places



Figure. Both Genders' Playing Places

2) Where do you feel safe?

There are much more safer places identified by boys covering large range of the open spaces, while girls generally only feel safe in their blocks, especially on the floors they are living in. The community centre in front of Block A is used as a playground by children.



Figure 18. Boys' Safe Places



Figure 19. Girls' Safe Places



Figure. Both Genders' Safe Places



3) Where do you feel unsafe?

The different floors and buildings from their living places are basically recognised as unsafe places by children. In addition, many children are prohibited to go outside in the evening. One of the specific unsafe place around blocks is the cross section of four blocks, since it becomes a gathering spot of adulthoods and there are many conflicts and drug users. These perceptions were changed by ages, not only genders of children.

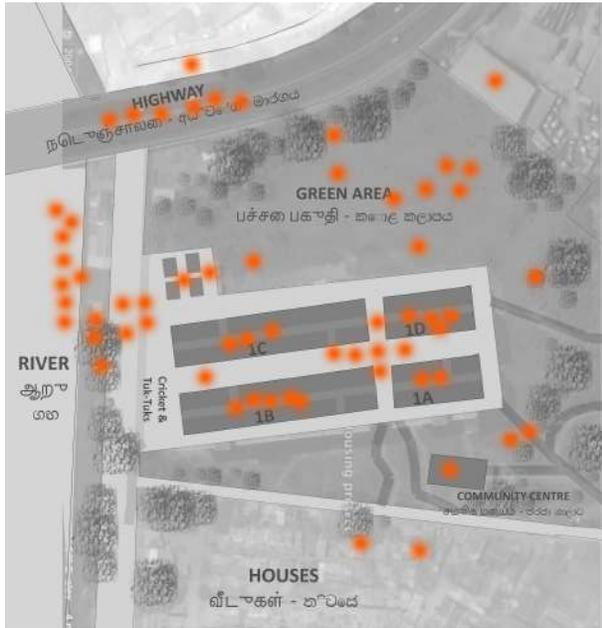


Figure. Boys' Unsafe Places

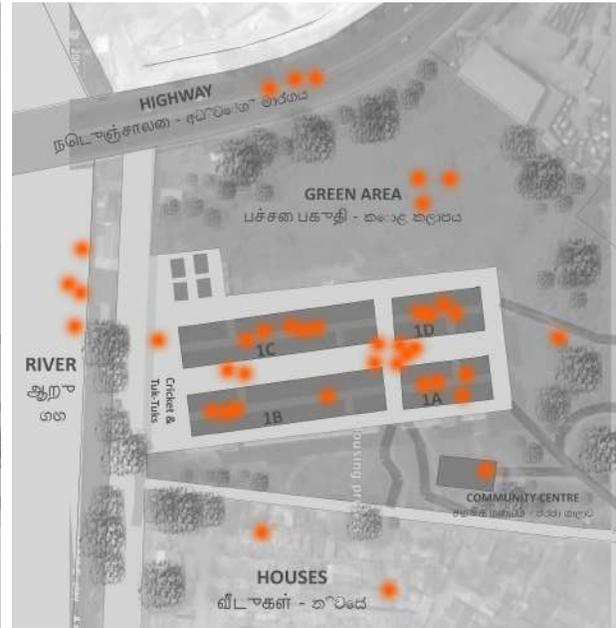


Figure. Girls' Unsafe Places

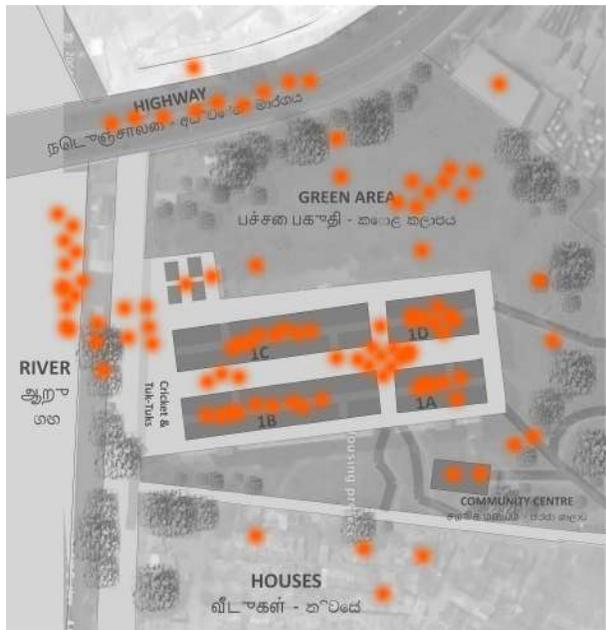
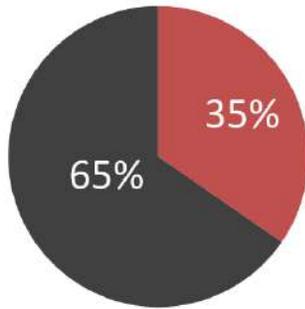


Figure. Both Genders' Unsafe Places

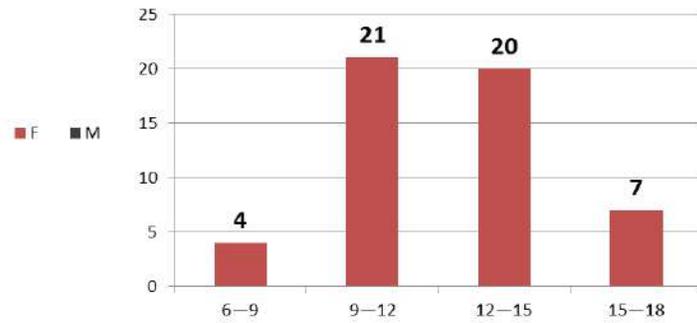
(2) Aggregate Results of Participatory Mapping

1) About the participants (Number of Participants :52: Female;34, Male; 18)

Gender of Participants

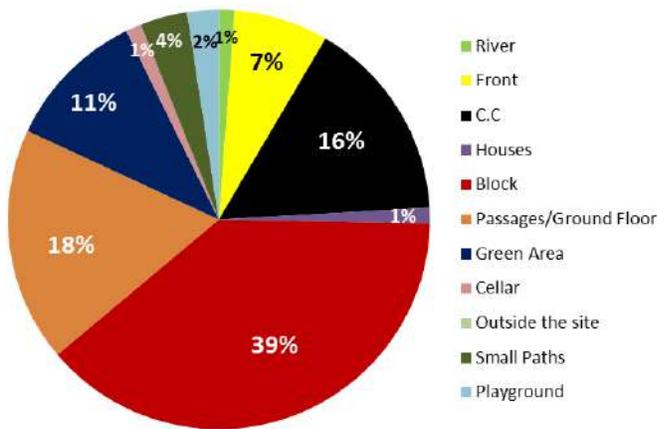


Age of Participants

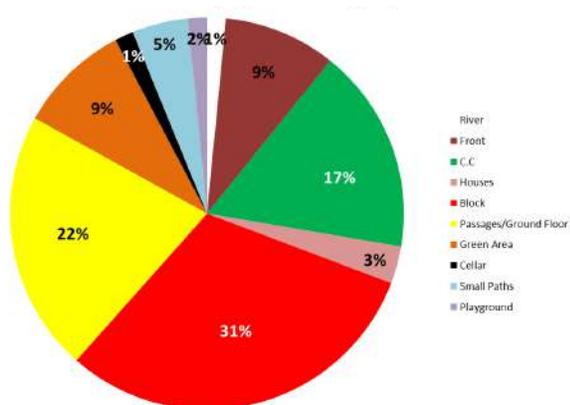


2) Place to play

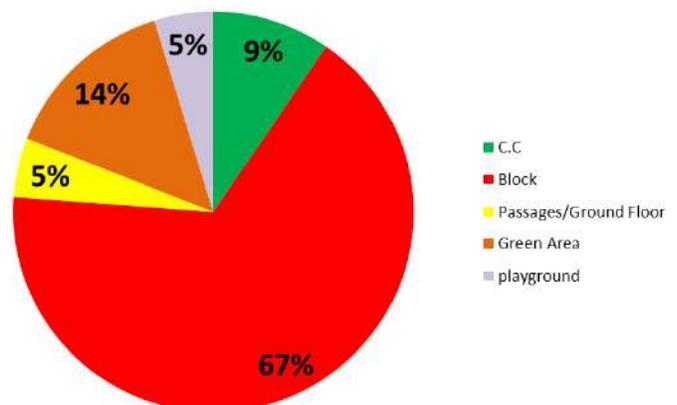
a. Place to Play identified by all participants



b. Place to Play identified by Boys

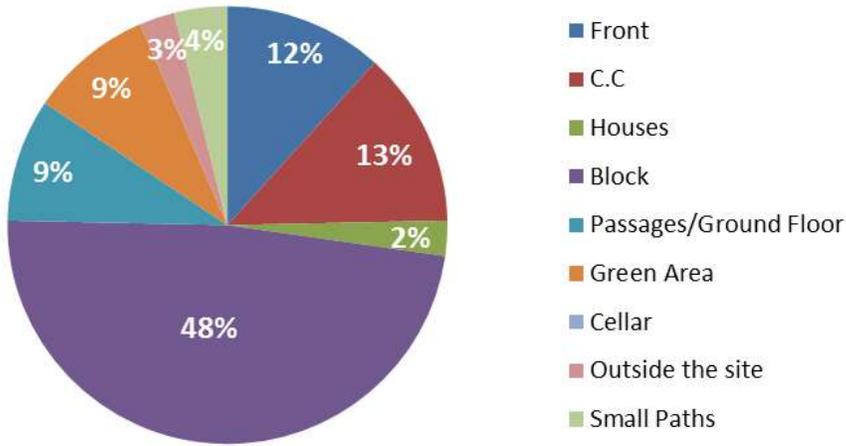


c. Place to Play identified by Girls

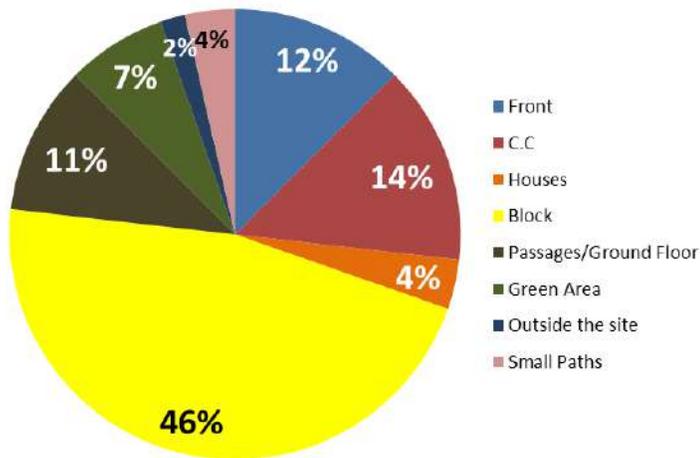


3) Safe Places

a. Safe Places identified by all participants



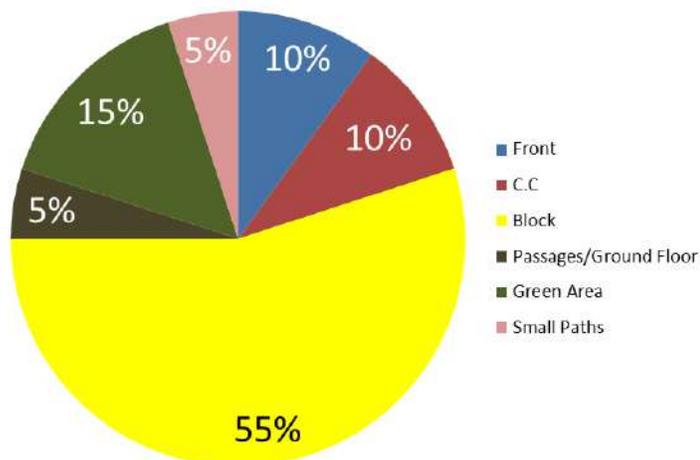
b.



Safe Places identified by Boys

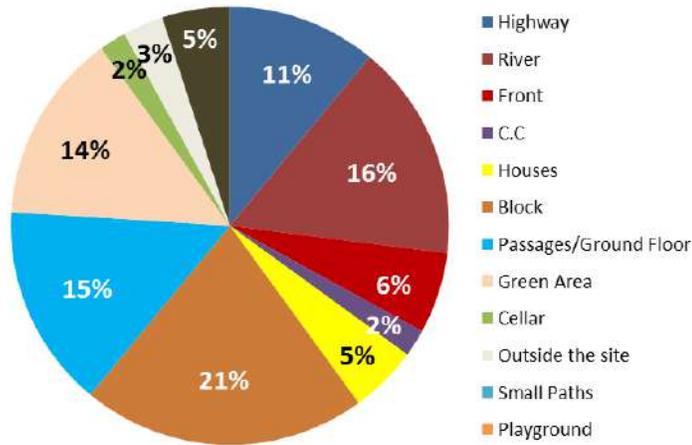


c. Safe Places identified by Girls

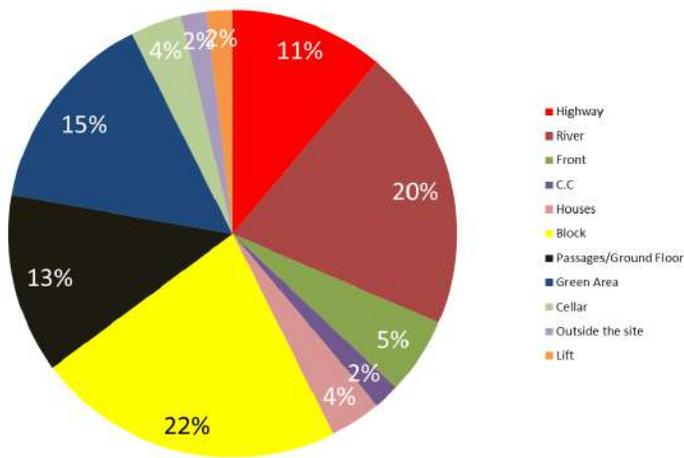


4) Unsafe Places

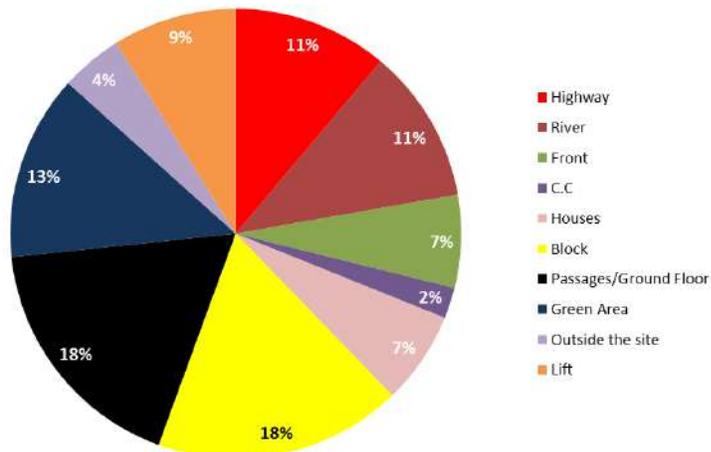
a. Unsafe Place identified by all participants



b. Unsafe Place identified by Boys



c. Unsafe Place identified by Girls



Appendix 3. Result of Spatial Analysis

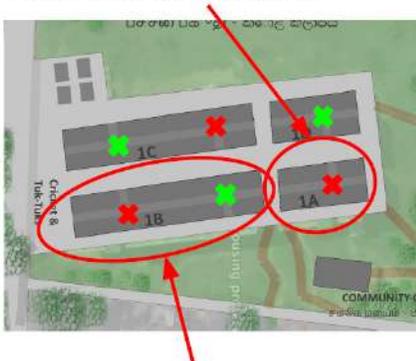
3.1 Summary of Spatial Analysis

The spatial analysis was conducted as shown in the following table.

Table. Summary of Spatial Analysis

| Item | Summary |
|---------------------|---|
| Outline and Purpose | The spatial analysis was conducted in order to support findings from the qualitative researches. Through the evaluation of indicators measured by the site survey, how people's QoL and agency are affected by spatial and social conditions, such as which block (A or B respectively) and which floor they are living in, was analysed. Through this spatial analysis, what emerged was how social cohesion and residents sense of safety, thus their QoL, is affected by individual, family and collective agency. |
| Method | Following spatial indicators which could reflect and limit agency were considered, observed and enumerated: open doors, doors with gates, maintenance signage, use of communal balconies (washing lines, chairs, pot plants on communal balcony), quality of natural light through photographs, number of bulbs missing from electrical fitting. |
| Date | 10am-3pm, 4th Friday and 5th Saturday, May, 2018 |
| Site | Muwadora Uyana, Colombo |
| Target | Each floor (stairwell, corridors and balconies) of Block A and Block B blocks |

1A: from 219 watta supported by Sevanatha



1B: from different areas without support from Sevanatha



Figure. Target Blocks

Picture. Situation of Spatial Analysis

Table. Indicators for Spatial Analysis

| Indicators | Explanation of Indicators | |
|-----------------------------|--|---|
| Open door | As an indicator of people's perception of safety, the number of open door in each floor was enumerated. If people have positive community relations and/or feel safe, it would increase. |  |
| Doors with gates | As an indicator of people's sense of safety, the number of door with gates in each floor was enumerated. If people have positive community relations and/or feel safe, it would decrease. |  |
| Wash line | The number of wash lines in corridor in each floor was investigated as an indicator of the level of confidence in their personal possessions not being taken, therefore - sense of safety. |  |
| Maintenance sign | Collective maintenance activity as evidence of positive community relations and agency. The number of maintenance sign and cleaning rosters was investigated. |  |
| Usage of communal balconies | The usage of communal balconies (chairs, pot plants on communal balcony) was investigated. If people have more community relations, balconies could be more used. |  |
| Light bulbs not replaced | The number of light bulbs not replaced in each floor was enumerated. If people have more community relations, it can be reduced by collective maintenance. |  |

| | | |
|--------------------------|--|--|
| Cleanliness / Graffiti | Cleanliness and graffiti of stair spaces were observed. If people have good community relations and collective maintenance activities, spaces could be kept clean. |  |
| Quality of natural light | The natural light in each floor of block A and B was investigated and compared. It could affect safety and constraints community activities. | |

3.2 Result of Spatial Analysis

(1) Result Table

Table. Result of B Block (door gate, door open, shops, usage of balcony and corridor)

| Floor | Number of rooms | Door | | | | Shop Business | Balcony | | | | Corridor | | | | |
|-------|-----------------|-----------------|-----------------|---------|--------|---------------|---------|--------|-----------|-----------|------------|------|--------|---|---|
| | | Gate(number, %) | Open(number, %) | Curtain | Plants | | Bike | Chairs | Wash line | Wash line | Balus/Wash | Bike | Chairs | | |
| 11 | 26 | 6 | 23% | 5 | 19% | 4 | 0 | no | 0 | 0 | 1 | 3 | 3 | 1 | 2 |
| 10 | 26 | 13 | 50% | 6 | 23% | 1 | 0 | no | 0 | 1 | 2 | 2 | 9 | 0 | 1 |
| 9 | 26 | 6 | 23% | 1 | 4% | 2 | 0 | no | 0 | 1 | 3 | 1 | 3 | 0 | 1 |
| 8 | 26 | 8 | 31% | 2 | 8% | 2 | 1 | no | 0 | 0 | 0 | 2 | 4 | 2 | 1 |
| 7 | 26 | 20 | 77% | 9 | 35% | 2 | 0 | no | 0 | 5 | 4 | 3 | 10 | 2 | 1 |
| 6 | 26 | 13 | 50% | 6 | 23% | 4 | 1 | no | 0 | 4 | 5 | 4 | 11 | 1 | 0 |
| 5 | 26 | 10 | 38% | 4 | 15% | 2 | 1 | no | 0 | 1 | 5 | 5 | 7 | 1 | 0 |
| 4 | 26 | 16 | 62% | 5 | 19% | 1 | 0 | no | 0 | 1 | 6 | 0 | 0 | 5 | 1 |
| 3 | 26 | 15 | 58% | 6 | 23% | 0 | 0 | no | 0 | 0 | 2 | 2 | 2 | 0 | 0 |
| 2 | 26 | 13 | 50% | 9 | 35% | 2 | 1 | no | 0 | 6 | 3 | 4 | 8 | 1 | 2 |
| 1 | 26 | 14 | 54% | 9 | 35% | 0 | 0 | no | 0 | 0 | 3 | 1 | 13 | 4 | 1 |
| GF | 26 | 15 | 58% | 8 | 31% | 0 | 4 | no | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Table. Result of A Block (door gate, door open, shops, usage of balcony and corridor)

| Floor | Number of rooms | Door | | | | Shop Business | Balcony | | | | Corridor | | | | |
|-------|-----------------|-----------------|-----------------|---------|-------|---------------|---------|--------|-----------|-----------|------------|------|--------|---|---|
| | | Gate(number, %) | Open(number, %) | Curtain | Plant | | Bike | Chairs | Wash line | Wash line | Balus/Wash | Bike | Chairs | | |
| 11 | 11 | 2 | 18% | 4 | 36% | 0 | 0 | yes | 0 | 3 | 5 | 0 | 5 | 1 | 1 |
| 10 | 11 | 3 | 27% | 5 | 45% | 0 | 0 | yes | 3 | 1 | 5 | 1 | 1 | 0 | 0 |
| 9 | 10 | 4 | 40% | 2 | 20% | 1 | 2 | no | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| 8 | 11 | 0 | 0% | 4 | 36% | 0 | 0 | yes | 0 | 0 | 3 | 4 | 1 | 2 | 0 |
| 7 | 11 | 3 | 27% | 4 | 36% | 0 | 0 | no | 3 | 1 | 5 | 3 | 5 | 0 | 0 |
| 6 | 10 | 1 | 10% | 3 | 30% | 0 | 1 | yes | 0 | 7 | 3 | 0 | 0 | 0 | 0 |
| 5 | 11 | 2 | 18% | 6 | 55% | 0 | 0 | yes | 0 | 3 | 11 | 0 | 4 | 0 | 2 |
| 4 | 11 | 8 | 73% | 5 | 45% | 0 | 0 | no | 0 | 4 | 5 | 3 | 0 | 0 | 2 |
| 3 | 10 | 5 | 50% | 6 | 60% | 2 | 0 | no | 1 | 5 | 4 | 0 | 3 | 0 | 0 |
| 2 | 11 | 4 | 36% | 5 | 45% | 0 | 0 | no | 2 | 3 | 5 | 0 | 0 | 0 | 0 |
| 1 | 11 | 5 | 45% | 6 | 55% | 0 | 0 | no | 2 | 8 | 5 | 3 | 0 | 3 | 0 |
| GF | 8 | 3 | 38% | 3 | 38% | 0 | 1 | no | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Table. Result of B Block (light removed, maintenance sign and cleanliness)

| Floor | Num. of fitting | Corridor | Light (removed) | | Floor cleanliness by community | Maintenance sign | | | | | Cleanliness of Stair | | |
|-------|-----------------|----------|-----------------|---------------------------|--------------------------------|-----------------------|--------------------|--------------------|-------|-------|----------------------|---|---|
| | | | Elevator hall | Removed total (number, %) | | Cleanliness timetable | Waste disposal UDA | Waste disposal CMC | Other | Total | | | |
| 11 | 14 | 2 | 1 | 3 | 21% | 0 | 0 | 0 | 0 | 1 | 0 | 1 | There were many graffiti on walls. Generally, walls and stair spaces were more messy than 1A. |
| 10 | 14 | 3 | 0 | 3 | 21% | 0 | 0 | 1 | 0 | 0 | 0 | 1 | |
| 9 | 14 | 1 | 1 | 2 | 14% | 0 | 0 | 1 | 1 | 2 | 4 | 1 | |
| 8 | 14 | 2 | 0 | 2 | 14% | 0 | 0 | 0 | 1 | 0 | 1 | 1 | |
| 7 | 14 | 1 | 0 | 1 | 7% | 0 | 0 | 1 | 0 | 0 | 1 | 1 | |
| 6 | 14 | 0 | 0 | 0 | 0% | 0 | 0 | 1 | 1 | 2 | 4 | 1 | |
| 5 | 14 | 1 | 1 | 2 | 14% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 4 | 14 | 5 | 1 | 6 | 43% | 0 | 0 | 2 | 1 | 2 | 5 | 1 | |
| 3 | 14 | 5 | 0 | 5 | 36% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 2 | 14 | 2 | 0 | 2 | 14% | 0 | 0 | 0 | 1 | 0 | 1 | 1 | |
| 1 | 14 | 1 | 0 | 1 | 7% | 0 | 0 | 2 | 1 | 2 | 5 | 1 | |
| GF | 16 | 9 | 0 | 9 | 56% | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

Table. Result of A Block (light removed, maintenance sign and cleanliness)

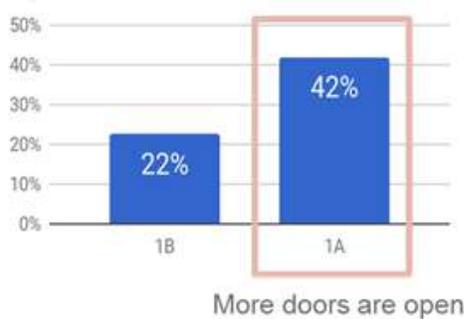
(2) Sense of Safety and Community Relations (A vs B)

The results of spatial investigation were compared between Block A (relocated from the same area) and B (relocated from different places) to analyse the difference of sense of safety and community relations. As a result, the people in Block A seem to be feeling better sense of safety and more close to neighbourhoods than the people in Block B.

1) Open door

The average percentage of door opened in Block A was 42% and bigger than Block B (22%).

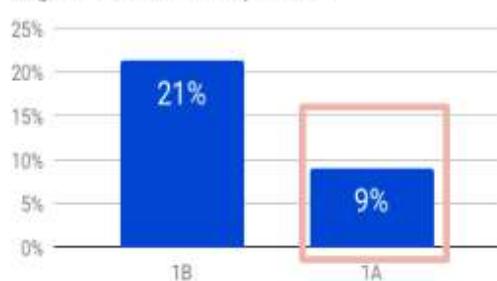
Open door



2) Light bulbs not replaced

The average percentage of light bulbs not replaced in each floor in Block A was 9% and less than Block B, 20%.

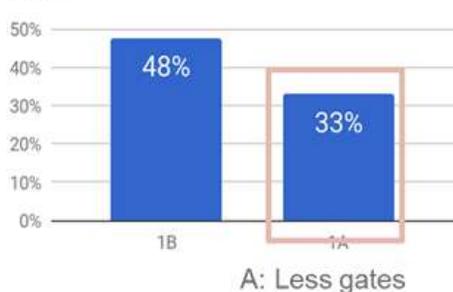
Light bulbs not replaced



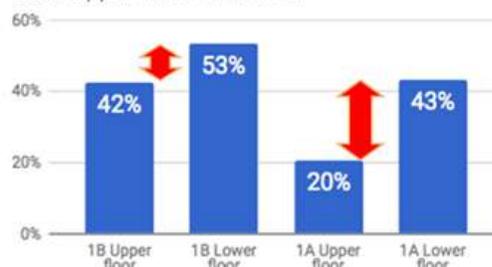
3) Gate

The residents in Block A seem to perceive less necessity of protection from invasions. While Block B has more gates regardless of floors, Block A has wider gap between floors. It may be by more physical reasons such as less brightness in lower floors.

Gate



Gate Upper and Lower floor



Gap between upper and lower floor is larger in A

4) Maintenance sign

In the Block A, most floors have signs of cleaning duty by community and three floors had their cleaning timetable by the people living in the same floor. On the other hand, those sign could not be found in Block B. This result could indicate the fact that the people in Block A have more community relations and better organised than the people in Block B.

Maintenance sign



Sign of cleaning duty by community division in police (11 floor in 1A)



Original cleaning time table (3 floor in 1A)

5) Usage of communal balcony

The residents in Block A seemed to enjoy balcony spaces and have more sense of safety than Block B, because of more familiarity of neighbours.

a. Chairs in balcony

The communal balconies of Block A were more utilised as the place of interaction than Block B.

Chairs in Balcony



b. Plants and bikes in balcony

There were many plants and bikes in balconies in Block A, while they were not found in Block B.

Plants and bikes in Balcony

| | Plants | Bike |
|----|--------|------|
| 1B | 0 | 0 |
| 1A | 5 | 11 |

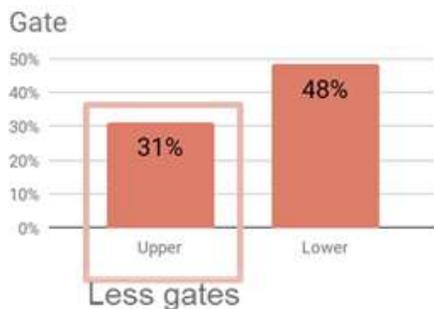


(3) Sense of Safety (upper floor vs lower floor)

The result of analysis indicates the fact that the residents in upper floors seems to have more sense of safety than lower floors. The differences of physical conditions such as natural light and accessibility from the ground floor seems to affect the difference of people's sense of safety and community relations, which constraints the agency.

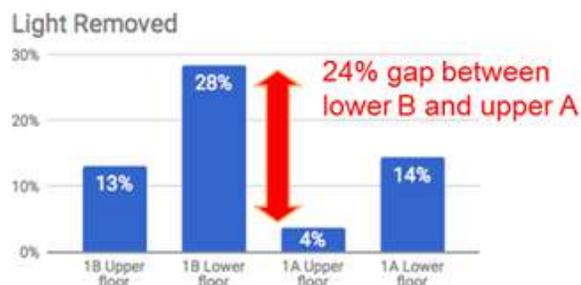
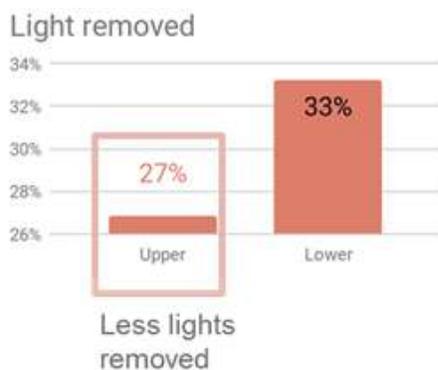
1) Gate

The percentage of gates with doors in upper floors were smaller than lower floors. Although there seems to be several factors, differences of physical conditions seem to largely affect the perception of safety, such as brightness and accessibility from the ground floor.



2) Light bulbs not replaced

The percentage of light bulbs not replaced in upper floors was smaller than lower floors. This fact seems to indicate the possibility that the difference of physical conditions affect the community relations and social cohesion, which decrease the collective maintenance and actions.



3) Wash line in corridor

Upper floors had more wash lines (33%) than lower floors (24%).

(4) Result of Cleanliness and Graffiti Survey

There was a clear difference in maintenance and cleaning activities between Block B and Block A, which is creating the gap of living conditions. This difference seems to clearly show how the relocation make differences of agency and community relations which affect the quality of life.

Wash line in Corridor



Cleanliness

1B

1A

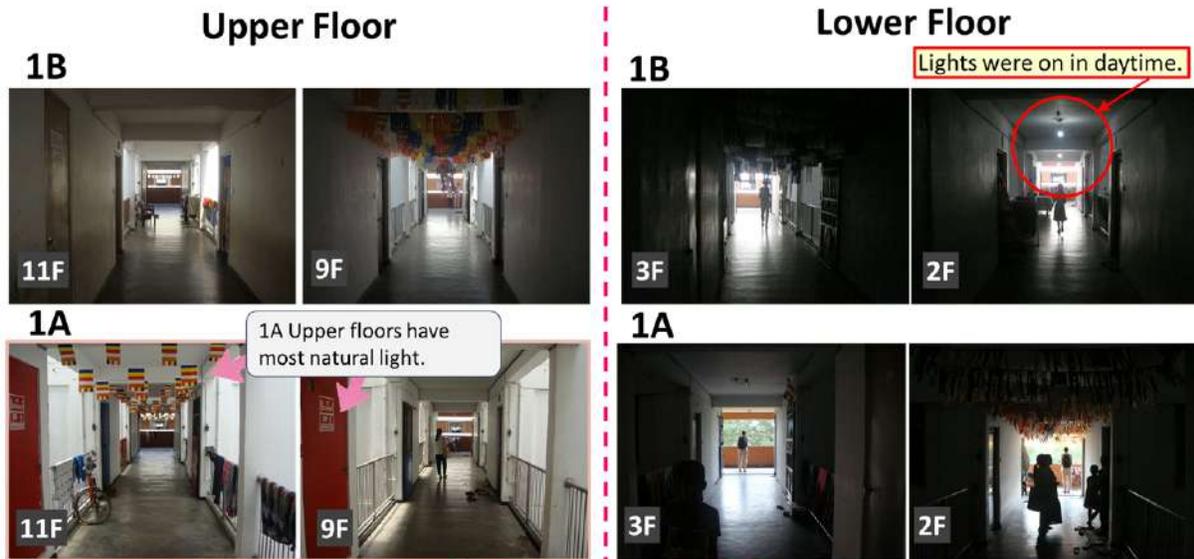


- There is a clear difference in maintenance and cleaning activities between 1B and 1A, which is creating the gap of living conditions.

(5) Result of Natural Light Survey

1) Summary of result

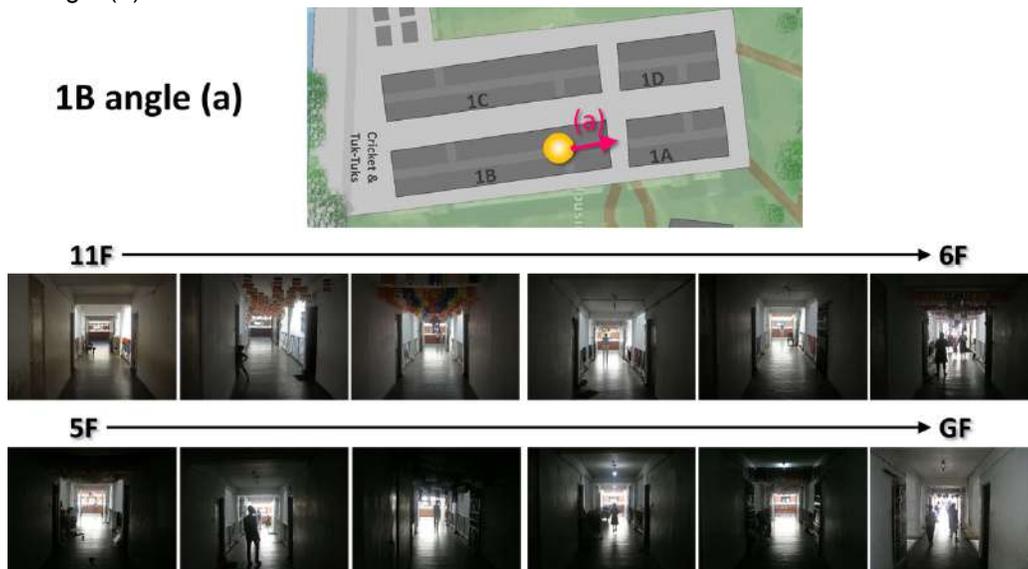
Compared to upper floor and lower floor, upper floors have more brightness. Lower floors were apparently darker than upper floors and seemed to be unsafe. While upper floor of Block A have most natural light, lights on the first floor and second floor in Block B were on even in the daytime. The length of the Block A building is shorter than Block B and Block A has more daylight. Even if the type of apartments is same, the building design and lightning planning would fundamentally affect people's quality life in terms of safety, social cohesion and agency.



➤ Even if the type of apartments is same, the building design and lightning planning would fundamentally affect peoples' quality of life in terms of safety, social cohesion and agency.

2) Result of natural light survey in each floor in block Block B and Block A

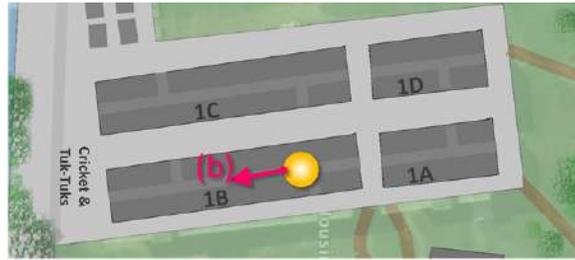
a. Block B angle (a)



Even in the daytime, lights were on at the first floor and second floor in the B block.

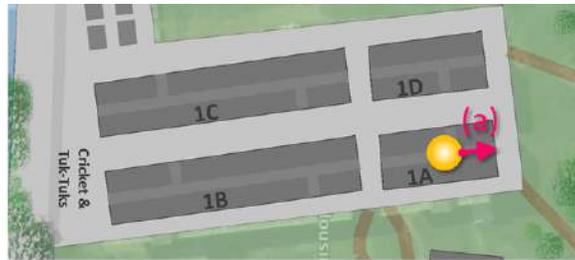
b. Block B angle (b)

1B angle (b)



c. Block A angle (a)

1A angle (a)



d. Block A angle (b)

1A angle (b)

