Challenging Perspectives
Strategies for people powered urban upgrading

In partnership with ACHR and CAN-CAM
EXECUTIVE SUMMARY

The main objective of the report is to build a critical analysis on the context of Phnom Penh, a city in transformation, and to propose strategies that look towards an inclusive transformation.

We analysed the lenses of Land, Finance, Environment, Women and Transport Infrastructure which served as a guide and foundation base for our research in understanding of Phnom Penh and Cambodia. We researched into land tenure and land policies; there are many new land policies aiming at reducing disputes and inequalities, such as Circular 3 and the National Housing Policy, which unfortunately lack in effective implementation.

Analysing the financial context and influence over the socio-political and urban transformations of Cambodia, shows that the foreign private investment is behind the creation of new jobs and infrastructure, whilst at the same time instigating land speculations. From the environmental perspective flooding, waste, and infrastructural issues are the main problematics in the city. Whilst finding significant changes in the status of women's power within the decision making processes in Cambodia, warranted us to explore these forms of transitions that have the potential to influence the future of Cambodia. Finally, we reveal the transport infrastructure problematics in the city, which are directly influencing the daily traffic issues and lack of public service transport provisions.

The current context of Phnom Penh, seen through these particular lenses, is in constant transformation. This transformation is enabled, provoked, and produced by strong underlying discourses by a particular category of actors that navigate the trajectories of transformation through distinct narratives, according to varying degrees of power. Four distinct groups of actors (the urban poor, the government, the market, and organisations with resources (i.e. local, national and international NGO's, and financial aid institutions)) are particularly shaping the future transformation of Phnom Penh through particular sets of discourses. Each have a varying degree of power over the the future development of Phnom Penh. As such, the market and the urban poor’s discourses diverge from one another, the former dominating by far the narrative of urban transformation. Our concern was to therefore create spaces of dialogue and intersection in our strategies, between these actor’s discourses, to come up with solutions vis-à-vis the development of Cambodia.

Through site visits, participatory activities and talks, we identified the main issues impacting the quality of life of the residents in Steung Kombot, our case study located at the north western part of the city. During the workshop UCL students worked with local university students, staff from CDF and CAN-CAM and the UN Habitat intern. To expand our understanding of the city, we visited other communities with similar conditions but different kinds of cohesion and dynamics. The comparison helped to understand the root of the problems in the Cambodian urban poor communities.

Some communities that are more organized and visible have a greater chance at being recognized and being able to negotiate solutions when threatened by eviction. Consequently, themes of visibility and recognition are the bases of our principles which are translated into local and citywide strategies.

We therefore propose critical strategies of our visions in both the local and city wide strategies, to present a fair and inclusive transformation that can be scaled up from community to city wide scale. Our local strategies, therefore tackle waste through clean up events, create community spaces and later on long lasting structures to provide a platform for social support networks, organise an internal relocation plan to provide a solution to the private land residents to remain in Steung Kombot, and finally create an extended drainage system from the original by involving several actors, and offering a uniform level of living standards throughout Steung Kombot. Our scaling-up strategies are based on creating networks to share information and archive documentation on the communities, building partnerships to involve all actors, such as CANCAM, CDF, local university students and the local Khan authority to share responsibility in project delivery on the local scale, and finally on providing redistribution of benefits to leverage resources and maximise on negotiation tools. Through sharing knowledge as a base of the expansion and growth, the strategies aim for cooperation.

To meet the challenges of the rapid urban transformation in Phnom Penh we propose the use of people centred urban design to confront dominant discourses, express concerns and come up with specialized solutions.
II. THE TEAM

III. ACKNOWLEDGMENT

We would like to present our appreciation to the Cambodian hospitality for having us. Our appreciation and warm regards to Ms Sokly. A special thank you to the Cambodian students, Ms. Chum Socheata, Mr. Khy Pich, Mr. Lam LyHong, Ms. Mom Sokokundalin, without whom we wouldn’t have been able to come up with such a report. We are grateful to the facilitators, Mr. Nay Vutha, Mr. Rakha Sopheak, Ms. Tea Malin, making our stay pleasant, educational and valuable. Last but not least, we would like to thank our partners and all the partners we worked with: local universities NTTI and RUFA, government officials in MLMUPC, multilateral organisation UN-HABITAT, NGOs, ACHR, CAN-CAM and CDF.

Certainly we would like to present our recognitions and appreciation for the support, knowledge, education, consideration, understanding and compassion of our teachers Catalina Ortiz, Giorgio Talocci and Giovanna Astolfo and the support and friendship of our BUDDies.
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V. ACRONYMS

ACHR Asian Coalition for Housing Rights
ACCA Asian Coalition for Community Action
ADB Asian Development Bank
BUDD Building and Urban Design in Development
CAN Community Architect Network
CAN-CAM Community Architect Network Cambodia
CDF Community Development Foundation
(Formerly UPDF)
CEDT Community Empowerment and Development Team
CMDP Community Managed Development Partnerships
CNRP Cambodia National Rescue Party
CSNC Community Savings Network of Cambodia
DPU Development Planning Unit
HFHC Habitat For Humanity Cambodia
JICA Japan International Cooperation Agency
LICADHO Cambodian League for the Promotion and Defence of Human Rights
MPP Municipality of Phnom Penh
RKD Russey Keo District
NGO Non Governmental Organisation
RUFA The Royal University of Fine Arts
UCL University College of London
UN-HABITAT United Nations Human Settlements Programme
UN-TAC United Nation Transitional Authority in Cambodia
UPCA Urban Poor Coalition Asia
UPDF Urban Poor Development Foundation
WB World Bank
VI. INTRODUCTION

This report analyses the rapid urban transformation in Cambodia, focusing on sites within the capital of Phnom Penh. Master’s students in the Building and Urban Design in Development (BUDD) prepared this report in the context of a “Citywide upgrading strategies in Phnom Penh, Cambodia” workshop. The report summarises months of preparation and fieldwork in Phnom Penh, carried out by DPU (UCL) in collaboration with MLMUPC, ACHR, CAN-Cam, CDF, UN-HABITAT, and students from RUFA and NTTI.

The report narrates our process of research, analysis, and findings prior, during, and after the field trip. We start by contextualising Phnom Penh through five particular lenses that portray what is at stake or in transition in a very transformative city (Transport, Environment, Finance, Women, and Land). Before highlighting and analysing what we think are the main drivers of transformation: the production of discourses. With which we decided to group the discourses into four categories of actors: the urban poor, the market, the government and organisations with resources (such as local, national, intra-national, and international non-governmental organisation or international financial aid institutions such as World Bank).

Each discourse, holding different levels (or strengths) of power, drives the production of the built environment within the city of Phnom Penh. The power relations between each of these four main actors’ discourses become apparent when they engage in urban development practices. Although some discourses clash, such as the discourses between the people and the market, other discourses strengthen, such as the discourses between NGOs and the people. These partnerships, or lack of, are therefore significantly driving urban change.

How can we provoke a change in the trajectories of discourses, in order to create a situation where the people’s discourse further influences the market and the government? In what way can we attain a dream situation where discourses align and are produced in tandem?

During the pre-field stage, we were divided in three groups, to research concepts of transformation and transition in the context of Phnom Penh, and a preliminary analysis of Cambodia’s current situation. Our understanding of transformation is through these main actors’ discourses evolving and competing visions of the future of Phnom Penh. Meanwhile, during the field trip we conducted several site visits, attended lectures, and conferences with different stakeholders. During the second phase of the field trip, each group worked with a specific community in Phnom Penh to better understand these discourses on the ground. Finally, in the post-field stage, the groups worked back in London, re-integrating the information and experience gathered in order to propose citywide development strategies for Phnom Penh.

We will find that land security is pivotal in the process of urban poor settlements upgrading. In so doing, we will be proposing local urban strategies where negotiation powers of the urban poor are increased in order to enhance feelings of security, and eventually upgrading their living conditions. These strategies are therefore built on people’s existing radical grassroots pro-poor practices, to respond to people’s needs, and contribute toward enhancing their power in negotiation development projects in city planning.

Finally, we look towards scaling up our visions of Phnom Penh’s urban transformations. Where our strategies at the local scale are fed into larger scale city wide strategies. We therefore created city wide strategies that are to be implemented both locally and city wide. As such, these city wide strategies provide the regulatory framework for the implementation of site specific strategies.
1.1 CONTEXTUALISING CAMBODIA

Cambodia has seen its landscape transform throughout the country’s change in colonial, dictatorial, and royal past that have particularly framed what we have witnessed on site during our fieldwork.

Phnom Penh is currently undergoing a transformation towards a vision of a modern city by widening its international financial and political reach, whilst the effects of the Khmer Rouge dictatorship are still felt in the problems surrounding land titling and ownership.

Change has therefore been continuous but also tumultuous through their varying and sometimes clashing visions of transformation.

The following section highlights five significant lenses to Phnom Penh that inform the reader in what is at stake or in transition in its urban development.

fig.3. Cambodia Collage
1.2 POLITICAL TIMELINE

1863 Property Right System Introduced
1941 Japanese Occupation
1918 Prince Norodom Sihanouk Become King
1953 Independence Under King Sihanouk
1969 Vietnamese and American Bombing
1970 Civil War
1970-1975 Prime Minister Lon Nol Overthrows Sihanouk in Coup, “Khmer Republic” Established
1975 Elimination of Private Land Ownership
1985 Hun Sen Becomes Prime Minister
1985-1991 Attract Foreign Investment
1989 Land Ownership Re-Introduced
1991 Paris Peace Accord
1992-1993 Land Law Introduced
1993 UN Transitional Authority in Power
1994 Emergence of Pro-Poor Networks
2001 Land Law Introduced
2004 Average 10% Growth in GDP
2004-2007 Rises Middle Classes
2004-2007 Land Prices Booming 30%-50% Annually
2004 Agricultural Land Granted to Private Companies
2010 Joins WTO
2014 Circular 3
2016 National Housing Policy

fig. 4. Political Timeline
1.3 THE STRUGGLE FOR LAND

1975-1989 witnessed dramatic changes to the administration and allocation of land from state ownership to private ownership, at the same time, confusion over land and property rights caused disputes over the appropriation of land. To solve this problem, the current government promulgated a land law in 1992, which was implemented in 2001. Since late 1990s, on-site upgrading and relocation started, and evictions gradually became a big issue amongst the urban poor communities. In order to deal with these specific situations, Circular 3 was introduced in 2010. Nowadays, the government concentrates on improving the accessibility of housing ownerships and creating affordable housing.

1975
Land was taken over by the government. All forms of private ownership was abolished by Khmer Rouge.

1975
People forced to move out of cities to cultivate agriculture lands, the city was emptied - forced into the fields to pursue agricultural utopia.

1975-1979
Property owners were killed or died, leaving vacant land in the city’s urban centre.

1979
People came back to the city and occupied vacant buildings.

1980-1990
a stagnation and general confusion over land and property rights.

1989
the government allowed people the right to occupy the properties where they were staying, they had the right to sell and buy them on the emerging housing market.

1992
Promulgation of a Land law by the current government of Hun Sen.

1998
since 1998, 100 people have been relocated to 18 sites across rural Phnom Penh.

1998
the Urban Poor Development Fund (UPDF) was formed.

2001

2003
Prime minister announced that 100 informal settlements will be upgraded on site.

2010
Expropriation Law - Circular 3 - Royal government of Cambodia implements a legal tool for the urban poor to legalise in specific situations their land situation.

2014
New Housing Policy is written in collaboration with the Royal government and the UN to encourage private sector investment, develop financial mechanisms to allow Cambodians to access housing ownerships through housing loans, and finally to develop housing programs to be included in master planning.

1990 -- 2011
10% of the city’s population was evicted.
EXISTING POLICIES ON HPL (Housing, Land and Property)

CIRCULAR 3

20% population in Phnom Penh live in an informal or slum settlements, and cannot meet essential needs and get secure land (sahmakum Teang Thaut, 2012, p.4).

In order to solve this problem, the government has introduced a lot of policies, such as Land Law in 2001. In addition, Circular 3 was introduced in 2010.

Circular 3: Royal government of Cambodia “implements” a legal tool for the urban poor to legalise in specific situations their land situation.

It aims at solving the squatter settlement and illegal occupation.

1. DATA collection on actual numbers of temporary settlements

2. Identification, MAPPING and classification of the sites of temporary settlements

3. Households and population CENSUS in temporary settlements

4. SOLUTION finding

5. Coordinated DISCUSSION in order to identify solution policies

6. Basic public INFRASTRUCTURE and services to support livelihood

7. PARTICIPATION of stakeholders in development

NATIONAL HOUSING POLICY

This policy enables households to improve their individual possessions including house, in order to achieve the goals of economic development, poverty reduction, and governance. This policy is designed for all Cambodian, but particularly emphasis on low and medium income households and vulnerable groups. National Housing Policy is focused mainly in Three Areas.

INSTITUTIONAL DEVELOPMENT TO ENCOURAGE PRIVATE SECTOR INVESTMENT.

DEVELOPMENT OF A FINANCIAL MECHANISM TO ALLOW CAMBODIANS TO ACCESS HOUSING OWNERSHIP, INCLUDING THE INTRODUCTION OF HOUSING LOANS.

DEVELOPMENT OF HOUSING PROGRAMMES TO BE INCLUDED IN MASTER PLANNING PROCESSES.

fig.6. Legal framework diagram
1.4 ENVIRONMENTAL CHALLENGES

The environmental conditions of Cambodia is varied with plains, mountain ranges, rivers and lakes. The available land which the economy heavily relies on agriculture and related industries. 1 Almost half of the Cambodian population labour forces work in agriculture.

Phnom Penh city is facing various environmental challenges both natural and manmade including flooding risk, pollution, negative impacts of climate change, impacts of insufficient drainage and sewage systems and poor management of solid waste.

Although one of Cambodia’s millennium goals is to ensure environmental sustainability 2, the construction boom has damaging consequences that do not respond to this goal. For example, the filling of Boeung Kak Lake in 2007 for investment and construction purposes caused severe flooding risks in the area. Lake infilling became a recurrent pattern in the city transformation.

Poor waste management is another issue. Rapid urbanization and population growth caused an increase in solid waste which exacerbates the already mismanaged municipal waste collection that is not yet met 4. Inadequate drainage systems also makes waste collection more challenging 3. As a result, the municipality entered a contract with CINTRI, a private solid waste collection company to help in waste management.

The urban poor is the most vulnerable to environmental hazard since they occupy land that no one is interested in investing in and has no services provided due to their status as informal communities making very challenging to keep their environment a healthy place to live in.

fig.7 Environmental Learnings Diagram
Once liberated of the Khmer Rouge, Phnom Penh was unable to redevelop the severely damaged transport infrastructure due to the lack of funds. The international support as palliative, provided fund to improve the main roads system crossing the country (Hansen, 2015).

With a fast growing population in Phnom Penh, from 50,000 to 1,000,000 in thirty years, the construction of transport infrastructure is not as fast as the speed of urban sprawl. Newly built communities appeared at the outskirt of the city with the majority of jobs and services still concentrated in the city centre, which causes heavy routine transportation among citizens. At the meanwhile, the hysteretic construction of public transportation exacerbates the situation and increases pressure on the existing poor transport infrastructure.

Although the road network of Phnom Penh has a high degree of connectivity, transportation management has severe problems, specifically in traffic control and coordination. Only a few major avenues have traffic lights and in these areas safety and efficiency of both pedestrian and vehicular traffic is improved. However, the lack of order makes transportation system operating inefficient and creates great potential dangers of accidents.

The majority of people in Phnom Penh use the motorbike as the main mode of transportation, where the “tuk tuk”, a motorbike with a carriage adapted for four passengers, is the main transport service operated by individuals. Approximately one third of men in poor communities work as “tuk tuk” drivers, which means it could be considered as one of the main sources of income for urban poor.

**1.5 TRANSPORT INFRASTRUCTURE IN PHNOM PENH**

- NO TUBE
- FEW BUSES
- LACK OF PUBLIC TRANSPORT
- LACK OF FUNDS TO IMPROVE THE ROADS
- LACK OF TRAFFIC CONTROL AND COORDINATION
- MOTORBIKE MAIN MODE OF TRANSPORT
- TUK TUK MAIN SOURCE OF INCOME FOR URBAN POOR
TRANSPORT INFRASTRUCTURE

fig. 10. Infrastructure Map.
The financial context of Cambodia has dramatically changed over a 50 year period, from a socialist model to a free market economy. Its economic growth based on agricultural, garment production, tourism and construction industry; has been both slow, however growing within intra-national and international trade markets such as ASEAN and WTO, opening up to flows of globalisation. Its economic growth is also linked to major financial institution and aid donors in promoting economic and social development. Approximately $500 million from the Official Development Assistance fund was received in 2015 representing 14% of the national budget (Strangio, 2015). According to independent analyst, Cambodia is nearing the low-middle income economy (Phnom Penh Post, 2015), this may create a situation where Cambodia’s economy starts to move away from the current trend of financial aid dependency.

In contrast, this move towards a free market and expanded globalisation of its economy, has lead to an increasing divide and disparity between high and low income (Shatkin, 2004). As such globalisation has been found to increase three specific inequalities:
- Increased investment in commercial and office real estate in central business districts has led to inflated land prices.
- The urbanisation and industrialisation of areas outside municipal boundaries have weakened political support for environmental and wage regulation, creating strenuous living conditions for the urban poor.
- The rapid expansion of global city-regions has led companies seeking new sources of low-cost labour, in particular foreign labour, leading to difficulties in accessing local low-skilled jobs.

Despite this, people living on lower income do have means to self finance through individual or collective savings groups, and through local (CDF) and international (World Vision) NGO’s loan provisions.

**1992**
- Acceleration of economic growth due to a governmental decision to move towards a free market economic policy.
- Government place taxed on private land, regulates the national financial system and supplies credit.

**1997**

**1992**
- Lack of human, technical and financial resources.

**1990’s-2000’s**
- The Capital city Phnom Penh grows towards becoming a “global city” with the garment industry, tourism, and construction as the main drivers of the economy.

**2001**
- Lack job opportunity in relocation settlements. Government is working towards stabilizing the economy. Economic policy is aimed at improving the investment climate.

**2008**
- Economic crisis hitting all of the economic markets. Land is the main stable commodity leading to a surge in land purchases and the rise of land prices.

**2004**
- Start to consider people’s ability to pay in terms of land tenure.

**2010-2015**
- Continuous economic growth due to major financial institutions and aid donors promoting the development of Cambodia. ODA (official development assistance) represents a large part of the annual budget of the government. Approximately $500 million was received in 2015 representing 14% of the national budget. Major donors of ODA are Japan, South Korea, Australia, USA.

**2016**
- Families still facing challenges of finding employment & livelihoods.

**2016**
- Current situation of aid dependency and growth related to construction lead by foreign investors and developers creating a possible fragile situation for both the government and the people, who have a limited say in the ways in which Cambodia is being transformed.

**2016**
- New tax system put in place - a step towards moving away from aid dependency
1.7 TRANSFORMATION AND WOMEN

Women from lower economic backgrounds multi-task by combining both their work and domestic responsibilities with childcare. In some extreme cases, women have to work away from home leaving her children without any adult supervision all day. According to Khemro, B. H. S. & Payne, G. (2004), 29% of women are heads of households.

The United Nations Development Goals for Cambodia (2001) targeted reducing maternal mortality rate, and improving women’s reproductive health, gender equality, empowering women, and minimizing gender disparities in the policy and decision making process. Challenges were encountered in the provision the capacity of health service, the access to emergency obstetrical services attendance during birth by health professionals, and the limited access to resources and opportunities.

The narrative of five women’s experience facing and resisting evictions in Cambodia from their homes and their land, illustrates how women are leading the fight against unfair and violent land evictions, challenging the gender boundaries and dynamics. (Amnesty International 2011, Eviction and Resistance in Cambodia)

Resistance, for Asian women in particular, is performed through: "silence in contrast to public protests" and withdrawal "in contrast to affirmative action", according to Yeoh, Brenda S. A. & Shirlena Huang (1998) Negotiating Public Space (Vol. 35, No.3 pp. 583-602). Their informal forms of power, which depends on their invisibility and anonymity to carry a point, can be interpreted as little ‘tactics of the habitat’ (Foucault 1982).

Women are also predominantly responsible in operating local community saving groups, and act as the key contacts between the NGO’s and their communities.
Urban Transformation in Phnom Penh

THEORETICAL FRAMEWORK
2.1 PATTERNS OF URBAN TRANSFORMATION

Phnom Penh is currently undergoing a transformation towards a vision of a modern city, by widening its international financial and political reach, and where women are starting to take a front seat in the negotiations, and the environment is feeling the direct consequences of the urbanisation and industrialisation of the city. In contrast the effects of the Khmer Rouge dictatorship are still felt in problems surrounding land titling and ownership, and transport infrastructure.

LARGE PRIVATE DEVELOPMENTS (SATELLITE CITIES)

Usually situated on the peripheries of the city and founded by foreign capitals, this urban development projects suffer from a disconnection to the prevalent demand for housing provision in the country being geared towards an upper-middle class income bracket.

SMALL PRIVATE DEVELOPMENTS (GATED COMMUNITIES, HIGH-RISES, MALLS)

The prevalent Mode of production of the urban space. Smaller size but disseminated throughout the city. Includes the development of service provision infrastructure as well as middle class housing, generally following a “Chinese Row House” model, with retail space in the front ground floor.

INFORMAL COMMUNITIES (NON RECOGNISED SETTLEMENTS)

A byproduct of the rural urban migration after the Khmer Rouge Regime. Most of these communities settled on state-public land but opaque reglamentation and private interest deterred them from accessing the Land Titleing initiatives by the State. It is still an ongoing process.

EVICTION AND RELOCATIONS

Informal communities moved from central “prime” areas to non connected, often without service provision outskirts. This process had its peak between years 2000 and 2010, slowing down in present dates, substituted by a “silent” mode, now related to market pressure linked to land speculation and development.
fig.14. Map Construction and urban development.
2.2 PATTERNS OF DISCOURSE, POWER AND TRANSFORMATION

Change in Phnom Penh has been continuous but also tumultuous through varying and sometimes clashing visions of transformation.

These visions are produced by four discourses (distinct and varying in power) emanating from four specific categories of actors: urban poor, the financial market, the government, and organisations with resources. The city of Phnom Penh is produced through these discourses where statements are constructed into buildings or planned environments (Hirst, 2005: 158).

Thinkers such as Henri Lefebvre (1991) and Michel Foucault (1991), exemplify the concept of space not as a mere inanimate object, but as a form of production and a dispositif of power that informs and transforms the socio-economic and political spatial fabric. Each discourse is therefore being enacted and spatialised within the production and construction of urban space in Phnom Penh, beholding a certain level power that informs and influences (or sometimes specifically not) the trajectories of urban transformation in the city.

The People’s discourse is performed and enacted in the urban space of Phnom Penh through the act of self building, and settling on un-regularised land.

The Market’s discourse is performed and enacted in the urban space of Phnom Penh through the numerous construction sites and creation of satellite cities, gated communities, selling a particular lifestyle.

The Government’s discourse is performed and enacted in the urban space of Phnom Penh through the relocation and eviction of the Urban Poor, sparse construction of social housing, whilst providing opportunities of investment and construction for the Market.

The Organisations with Resources’ discourse is performed and enacted in the urban space of Phnom Penh through a form of network that connects and influences both part of the Government’s and the People’s discourse.

Phnom Penh has therefore seen its urban landscape transform and shape dramatically throughout the years of varied socio-political and economic practice, performance and influence of conflicting discourses.
2.3 FOUR DISCOURSE ANALYSIS
PRODUCTION AND PRACTICE OF THE DISCOURSES

The analysis and outcomes of the research are partially based on the discourses and practices findings related to the state, the organisations with resources, the market and the people.

STATE
A binary and sometimes contradictory discourse understood through the production of policies and programs and their implementation. On the one hand, the governments’ discourse is informed by the growing recognition of urban poverty through the various policies such as Circular 3 (2010), 100 Slum Upgrade Project (2003), drafted in collaboration with UN-Habitat. Whilst in parallel, much of the dominant governmental discourse is based on a modern vision of Cambodia, with a quest for globalising Phnom Penh, towards a world city, by being able to provide a luxurious lifestyle, dependant on the market economy. The first has not yet been translated into the physical urban form, whilst the second is predominant.

We therefore are unable to visibly see the implementation of these ‘pro urban poor’ programs on a city scale, through the personal stories of those we have met, and from personal transit observations throughout the city. Projects based on creating social housing and affordable homes have been few and far between (such as the White Building built in 1963, Borei Keila in 2003, and the case of the “Bird’s Nest” community finally resettled in Kok Roka commune’s Andong village in 2015), which does not yet lead us to think of it as a trend. This puts into question the authenticity of this part of the discourse but presents hope for the future towards its translation into concrete forms of urban transformation in Phnom Penh and country wide. In contrast the second is present and visibly translated in the urban form through daily land acquisitions, the implementation of relocation sites for evicted urban poor communities, and through the consequent sale of land, encouraging and allowing the markets’ discourse to shape the Phnom Penh’s urban transformation.

The People:
This discourse is notably (in)visible, localised, and based on everyday needs, with limited power to foresee the future due to their uncertain living conditions. It is enacted through self-build, and forms of encroachment. Stemming from a post-conflict situation of land ownership confusion and un-regularisation, empty land is appropriated for ‘meanwhile’ uses, whilst buildings are re-used and retrofitted throughout the 90’s and 00’s (Khemro, 2000).

Its visibility and production, stems from a socially and financially organised community, where their information is documented and archived, and where they are actively collaborating with various other actors (Organisations with resources, and sometimes the Government). This particular act of documenting their existence through statistics, numbers, and maps strengthens the discourse. Whereas their invisibility, and therefore non production of a discourse, stems from social and financial irregularities, and problems within the communities’ organisation. Weakening the strength of the discourse of everyday needs. This visibility is however limited through the un-regularised land situation of the people, making their discourse wholeheartedly invisible to both the market, and the government, whilst being under strict conditions, and sometimes at the mercy of both actors.
The Market:
The most dominant discourse in the driver of urban transformation in Phnom Penh, leading the way towards an upper and middle class future, without necessarily responding to a concrete local demand. For example, the World Bank has only just stated that Cambodia reached a middle income revenue (2016), yet the construction of luxurious and unaffordable houses is unceasing.

This discourse is notably (in)visible with multiple local, national and international actors from different political levels and influences. Its visibility stems from its abundant forms of adverts, to the discourses’ physical translation of its extensive project complexes that soar over the cityscape.

In contrast, its invisibility stems from the anonymity of naming or getting information on the representatives of the companies or individuals involved, whilst the form that takes its transformation is uniform, merging into one another without distinctive features to separate the various projects from each other (skyscrapers, commercial strips, gated communities).

The market’s discourse reinforces the land’s function as a commodity, away from it being able to serve a social function within the city.

Organisations with resources:

This discourse is intrinsic to both the government, by filling in for governmental responsibilities (leading to occasionally creating a situation of dependency), and the people, by strengthening its discourse through local co-producing urban and rural projects.

It is made up of both local, national and international organisations, financial institutions, and Non-Governmental Organisations, that have all played a significant role in rebuilding a post-conflict Cambodia. From the United Nations Transitional Authority in Cambodia in the 90’s, to the current comments surrounding issues of aid dependency.

It is therefore a non-elected international and national voice, pushing the case for integrating the urban poor in visions of Cambodian urban transformation. It is therefore very vocal, with sometimes a wide international audience. However, this discourse has also the potential of being censored by the government depending on the particular outspoken narrative.
Phnom Penh has therefore seen its urban landscape transform and shape dramatically throughout the years of varied socio-political and economic discourses. The practice, performance and influence of conflicting discourses (People, Market, Government and Organisations with resources) are shaping the urban transformations of Phnom Penh.

Here we present an urban analysis of the impact of the discoursive practices on the city form:

**The urban poor’s discourse**

Can be found performing and enacting in the urban space of Phnom Penh through the act of self building, and settling on un-regularised land (see fig. 14).

**The market’s discourse**

Can be found performing and enacting in the urban space of Phnom Penh through the numerous construction sites and creation of satellite cities, gated communities, selling a particular lifestyle.

**The government’s discourse**

Can be found performing and enacting in the urban space of Phnom Penh through the relocation and eviction of the Urban Poor, sparse construction of social housing, whilst providing opportunities of investment and construction for the Market.

**The organisations with resources’ discourse**

Can be found performing and enacting in the urban space of Phnom Penh through a form of network that connects and influences both part of the Government’s and the People’s discourse.
fig.21. Map of discourses of transformation.
2.5 PATTERNS OF DISCOURSE PRODUCTION

Each discourse is produced either in tandem or individually following a singular trajectory. Some are more dominant that others according to socio-economic and political situations, whilst influencing the discourses amongst themselves.

We have found that people’s discourse is consistently on the lowest scale of power.

How can we provoke a change in the trajectories of discourses in order to create a situation where the people’s discourse further influences the market and the government? In what way can we attain a dream situation where discourses align and are produced in tandem?

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**Fig. 22.** Existing patterns of discourses, Authors.

**Fig. 23.** Aim patterns of discourses
03

URBAN POOR COMMUNITIES IN PHNOM PENH
3.1 VISITED COMMUNITIES IN PHNOM PENH

These visits built our understanding in the production of the urban poor’s discourse, where we were given access to visit five communities. Each site visit influenced, to varying degrees, our following strategies in order to make the people’s discourse more visible and negotiable. Each had a particular voice, and context, which influenced what we learned.
3.2 Heam Cheat
Live in a cinema since 1980s

CHALLENGE
Despite having lived at Heam Cheat for over 20 years, the problems of sanitation, garbage and services remain. The disparity in living conditions has led to internal conflicts between community members and it prevented the community from gaining better living conditions for all of the residents and creating a situation of deadlock.

LEARNING
Although, conflict is often framed as something negative, we can also learn from it. The internal conflict will force community members to address their weaknesses as a community and not as individuals. Meanwhile, the internal crisis or conflict will help people act and mobilize. Finally, from this internal conflict, community members can learn to deal with different perspectives and still negotiate and compromise solutions to the community’s needs.
3.3 Steung Mean Chey
Living along the river

CHALLENGE
Steung Mean Chey is a community who through its strong partnerships is working towards addressing the issues of waste and flooding in the community.

LEARNING
What this community teaches is the involvement of multiple actors into the process and they have a strong partnership with several NGOs, universities and local authorities.

This has meant that they have been able to create a strong proposal of on site upgrading.
3.4 Prek Takong
Life along a lake

CHALLENGE
Prek Takong is facing pressure from private developers who have begun to infill the nearby lake with sand.

The community unaware or misinformed about their land situation and there is a lack of collective action being taken to negotiate with the developers.

LEARNING
The lessons learned from this community are the needs and benefits of building coalitions. Through building coalitions with other communities, more expertise and resources are brought to the project or cause, helping to develop the skills of new and existing leaders. Overall, the impact of peoples’ efforts will increase and these coalitions of communities are able to gain more power and influence in order to defend their interests.

fig.31. Prek Takong community outside
fig.32. Prek Takong Learnings
3.5 Nesarth 3
Muslim and fishing community, live along the river

LEARNING
Nesarth 3 is a well-organized community. It has active community saving groups and has a shared identity around the fishing business. This community can teach other communities the importance of identifying and defining a market within the small business field.

Nesarth 3 has identified the need people have for dried fish as a main ingredient for cooking and as such this community understands its customers and has localized their products. Localization is the process of adapting a product or service to a specific market or locale, by customizing products we are moving away from standardization. Instead of having to go to various markets and sell the fish people come to Nesarth 3 and buy the fish. This way they can convert one-off customers into regular customers. Nesarth teaches other communities to support small business integration into the city economy, ensuring continuity and growth.
3.6 RUSSEY KEO SAVING NETWORK
Communities learning from each other and supporting each other

The Saving Network operating in the Russey Keo Khan is organized by CDF and currently the most successful network in the city. More than 20 communities are involved in the saving networks with shared knowledge and financial support. The saving network provides in the Khan opportunities in building the linkages between the communities.

The current limitation of the network is its dependence on the saving group and mostly its involvement in financial issues. We would like to instigate the comprehensive development of the linkages, based on the CDF network, to encourage communities in cooperating with each other on the social level as well and set up a cohesive alliance.
3.7 LEARNINGS FROM OTHER COMMUNITIES

Visiting some communities and learning about them was enriching for us when comparing the communities because of the different dynamics, social cohesion and visibility levels. From that perspective it becomes important for the communities to share each other’s knowledge and success stories. The below is a glimpse at the potentials of each of the communities in poor-led upgrading processes and dealing with the challenges.

**ECONOMIC**
- saving groups,
- small business,
- business identity

**ENVIRONMENT**
- waste, flooding,
- sanitation,
- sand filling

**SOCIAL**
- sharing experience,
- well organisation,
- coalition,
- change challenges into assets

**POLITICAL**
- Participations of multiple actors

**POLITICAL**
- land issue and conflicting visions around it

**SOCIAL**
- disparity in living condition and the created internal tensions in the communities

Learning from the poor-led practices of upgrading.

Challenges of upgrading processes

fig 38. Learning and challenges diagram
Steung Kombot is part of the district of Russey Keo in the northern and northwestern outskirts of the main city of Phnom Penh, located near the National Road N°5 (see fig.47).

Some of the families moved there as early as the 1980’s. Currently, there is about 475 families living in the community. Steung Kombot spreads 1,650m lengthwise along the canal which was once the source of an irrigation system for the surrounding rice fields. As the city grew, buildings and infrastructure started to replace the rice fields, and without proper waste management the canal became polluted.

Flooding is one of the main problems during rainy season because the community ground level is few meters below the level of the surrounding areas. The lack of sanitation is also a problem, many families have septic tank, and others throw their waste water in the pond nearby.

Domestic services like potable water and electricity are provided by state suppliers. In some parts of the community, special arrangements were done with the neighbour factory for the drainage.

The main source of income for the families is from men working in construction or drivers of motodop (tuktuk) and even from some of the women working in the factories.

The land tenure is one of the major issues the community is facing. Some of the residents, have family books guarantees.

50 homes are located on newly claimed private land where the families are currently facing threats of eviction. The rest of Steung Kombot reside on State Public land.

The majority of the houses are in bad conditions, some are built on the canal that is now is covered with waste.

The construction materials of the houses varies between wood panels, bamboo, dried palm leaves, corrugated sheets, and very few have some parts made of brick, specially the base.

Some houses are elevated on wooden pillars to avoid flooding damages and few could be seen with concrete ground floor where the family moves to the upper part of the house in the flooding season. Some of the elevated houses use the space below the house during the dry season for recreational and relaxing activities in the shade.
4.2 MAIN ACTORS WORKING ON STEUNG KOMBOT

INTERNATIONAL LEVEL
NATIONAL LEVEL
LOCAL LEVEL

GOVERNMENT OF CAMBODIA
MUNICIPALITY OF RUSSEY KEO
WORLD VISION
CDF
ACHR
UN-HABITAT
CAN-CAM

STEUNG KOMBOT COMMUNITY LEADERS
STEUNG KOMBOT NEIGHBOURS

ROYAL UNIVERSITY OF FINE ARTS
NATIONAL TECHNICAL TRAINING INSTITUTE
ACADEMIA
UNIVERSITY COLLEGE LONDON

fig 40. Main actors working on Steung Kombot
fig.41. Steung Kombot community map

PHYSICALITY OF STEUNG KOMBOT
THE CANAL NEXT TO MY HOUSE IS REALLY DIRTY. I THINK CLEANING THE WATER IS ESSENTIAL FOR OUR COMMUNITY.

WE HAVE SEVERE GARBAGE PROBLEM. THERE ARE SO MUCH GARBAGE UNDER MY HOUSE.

THE CANAL NEXT TO MY HOUSE IS REALLY DIRTY. I THINK CLEANING THE WATER IS ESSENTIAL FOR OUR COMMUNITY.

WE DON'T HAVE LAND TITLE AND MY HOUSE IS ON PRIVATE LAND. RECENTLY THE OWNER HAD ASKED US TO LEAVE.

I HOPE THE SCHOOL COULD BE MORE CLOSE TO OUR COMMUNITY. IT'S STILL FAR FROM MY KIDS TO GO TO SCHOOL. ALSO WE WANT TO UPGRADE OUR HOUSE IF WE GOT ENOUGH MONEY.

PEOPLE ALWAYS THROW TRASH RANDOMLY AND MANY OF US DON'T HAVE SEWAGE SYSTEM. WE WOULD LIKE A SOLUTION FOR SANITATION.

I WOULD LOVE TO HAVE A COMMUNITY SPACE. WE NEED A COMMON SPACE FOR COMMUNICATING WITH OTHERS AND CHILDREN ALSO NEED SOME SPACE FOR PLAYING.
4.4 THE CHILDREN’S VOICES

“I WANT A NICE HOUSE WHERE I CAN FEEL SAFE.”

“I WISH WE CAN HAVE CLEAN WATER, SO WE COULD HAVE CLEAN PONDS AND CANAL TO SWIM IN.”

“I LIKE TO GO TO SCHOOL, I LOVE READING AND DRAWING WITH COLOURFUL PENS.”

“I ENJOY LIVING WITH MY FRIENDS.”

“WE NEED A CLEAN ENVIRONMENT WITH TREES, FLOWERS, BUTTERFLIES AND BEES.”

“I WISH MY DAD HAD A CAR, AND WE CAN GO TRIPS ON A NICE ROAD.”

I WANT A NICE HOUSE WHERE I CAN FEEL SAFE.
4.5 VOTING WORKSHOP ANALYSIS

Our community workshop was devised around a voting system to gather anonymous information about how the community generally felt about Steung Kombt.

The selection of topics was informed by our informal individual interviews produced in the previous two days in the field throughout the community.

We divided the site into 5 areas of interest, as it became clear that there were differences in individual experiences according to where you lived in the community. Living in the centre (A + B) vs on the outskirts (C), on private land vs public land. On land with drainage (B + C) vs no drainage (A). There was a big turnout of participants from all areas (A, B, C, public and private). Mostly from area A and B, with a significant number of private land tenants out of 50 actual houses considered to be on private land vs the vast majority of people in Steung Kombot are living on public land.

Questions on what they Liked, Disliked, and Wished, aimed to directly feed into our strategies for the site, as a form of co-production.

* For a full description of the methodology used, please see the Appendix section

On each ballot paper, we aimed to collect information on which area they came from A, B or C, private of public land, and a selection of 1st 2nd and 3rd choice of like, dislike and wish.

fig.48. Ballot paper

The crowd had a selection of 10 subjects to choose from, with one left blank to give space to other more personal opinions. These subjects were represented through both hand drawn images, and Khmer and English text to cater for each participant and levels of literacy.

fig.49. Community voting
Map showing the methodology used to devise analytical tools, dividing the village into key areas: A, B, and C; in addition to demarcating the land situation between public and private.
OUTCOME OF THE “LIKES”

Overview:
Total Votes: 78 - 44 from public land - 24 from private land - 10 N/A

Many voted on likes as it was the first subject to be voted on. We found that people were particularly happy about the public services of water and electricity provided by the local authority set up in the last 5 years, making their everyday lives more manageable and cheaper. Area C was unusual in voting as their 3rd ‘like’ being the relationships in the community. In contrast areas A and B did never selected relationships as something that they liked.

As an overview we found that electricity, water and drainage was the most voted for throughout the whole likes voting process.
OUTCOME OF THE “DISLIKES”

Overview:
Total votes: 49 - 23 on public land - 10 on private land - 16 N/A

The dislikes voting was more problematic, reflecting in the total of votes. We found that less people felt comfortable in voting for something negative, reflecting a cultural practice of not letting people know what they are unhappy about. We did manage to get some information which is particularly interesting.

Unsurprisingly, the lack of land title was a go to dislike unanimously felt throughout the community.

Although drainage was selected as one of the most liked topic, it represented also a problem. Through conversations over the dislike we found out that the drainage system was not properly serviced, with it becoming regularly blocked. The small road was also a problem as only one part of the internal road was upgraded, leaving a section in a problematic condition prone to flooding, narrow, muddy and dusty.
OUTCOME OF “WISHES”

Overview:
Total of Votes: 71 - 31 from public land - 24 from private land - 16 N/A

Once more, land titles were the most voted for as a wish for the future, coming 1st as their main priority. Drainage, community centre and lighting were generally voted for throughout the whole of the designated areas. Knowing the obvious wish for LT, we decided to analyse the 2nd, 3rd, and 4th most wished for, which were the following. A better serviced drainage system and connecting the whole of Steung Kombot’s households. Alighting system along the paths and roads to create a sense of security but also to use outdoor space past 6pm. Finally they voted for a community centre, as a space to get together as a group and discuss community problems, where community information could also be gathered.
The diagnostic map shows the areas of concerns of the residents of the community. It shows the houses that are located on private land whose families are in constant pressure from the landlords and who are at risk of being evicted. The health of the residents is at risk from the danger of the waste accumulation. In addition to the flooding issue during the rainy season in addition to the lack of drainage system and potable water. On the social level, the map indicates the part of the community where the residents living in that area have the feeling of being excluded from the community organization.
4.7 ASSETS FOUND IN THE COMMUNITY

During the site visits, based on the observations made and the residents’ narratives, the community reveals assets crucial as bases considered to build upon. Some of these assets are the community individual savings group, community members’ skills in construction, community book records families’ information, community members’ working at the local brick factory.

- ACCA PROJECT (SMALL, BIG)
- COMMUNITY INDIVIDUAL SAVING GROUP
- COMMUNITY MEMBERS WORK AT BRICK FACTORY
- VERBAL SUPPORT FROM KHAN MUNICIPALITY ABOUT FACILITIES
- UNRF COMMUNITY UPGRADE LOANS
- SMALL BUSINESS COMMUNITY SAVING FROM ACC
- COMMUNITY COLLECTIVE SHAMPOO BUSINESS
- COMMUNITY DOCUMENTS ARCHIVE AT LEADER’S HOUSE
- SURROUNDING MASSIVE DEVELOPMENTS
- COMMUNITY COLLECTIVE RICE PRODUCTION
- PUBLIC MEDICAL SERVICES PROVIDED BY GOVERNMENT
- COMMUNITY SAVING GROUP WITH SCC SYSTEM
- COMMUNITY MEMBERS WORK AT CONSTRUCTION FIELDS
- COMMUNITY BOOK RECORD FAMILIES’ INFORMATION
- CDF COMMUNITY UPGRADE LOANS
- CDF COMMUNITY NETWORK IN RUSSEI KEO
- COMMUNITY MAPPINGS WITH THE HELP OF WORLD VISION

fig.55. Community assets mapping
- Community Architects form Can-Cam
- Verbal Admission for living on public land from Khan Municipality
- Access to nearby schools
- Kindergarten located at the North part of community
- Existing volunteer work in kindergarten
- Community noticeboard and broadcast
- Canal and surrounding ponds
- Empty plots in the southern part and around ponds
- Some houses located on private land facing eviction
- Water supply from public sectors since 2014
- Drainage system negotiated with nearby company
- Electricity supply from public sectors since 2012
- Inside road built by community collaboration in 2010
5.1 COMMUNITY PRIORITIES

The result of our participatory exercises with the community—including the one to one interviews and the ‘voting’ exercise—showed clearly the top wishes of the community that are a community centre, drainage system, lighting the road and most importantly the land title that came number one. The failure of implementing policies that meant to tackles the issue of land (circular three and other policies) was certainly one of the driver to this situation. However, people on public land sounded to feel a bit less anxious than the ones on private land when it came to Stung Kombok community due to the non-official promises from the municipality that they can stay on the land.

Calming and gaining a land title in the context of Phnom Penh is a very challenging process especially with the failure to implement many of the policies that are designed for this purpose. However, it was very important for us to understand what land title meant for people. It was mainly about feeling secure and stable in the land they are occupying to live without a feel of threat of eviction.

By looking across different communities and despite of the common problem they had of not having a land title, it was clear that some the communities that were more organized, visible to, and recognized—even if not officially—by the authority felt more secure in their land and as well felt stronger to negotiate solutions when threat happen.

From the opposite point of view, lacking the feel of security discouraged the poor in the informal settlement to invest any time or money on upgrading their houses and settlement.

With the above being said, we considered our strategies processes as important to the results they are aiming at.

The strategies we are proposing are an exercise to practice by doing for the community to gain a stronger feeling security and power which will open negotiation channels with other actors involved and eventually we hope that they will help the people upgrade their lives.

fig.56. People’s priorities diagram
INTERPRETING THE PRIORITIES

1. REALISTIC, BASED ON EXISTING ASSETS
2. LEARNING BY DOING
3. STRATEGIC RESPONSE TO EVERYDAY NEEDS

MORE ORGANIZED COMMUNITY
MORE VISIBLE COMMUNITY
MORE RECOGNIZED COMMUNITY

FEELING SECURE
POWER TO NEGOTIATE

LAND TITLE OR SECURED POSSESSION
+ BASIC UPGRADING NEEDS

1. Land title
2. Street lighting
3. Sewage system
4. Community center

fig. 57. How strategies work diagram
5.2 PRINCIPLES

Visibility:
The strategies build upon making urban poor communities more visible. We believe there is a strong argument in creating a situation where the sense of security and negotiation powers is produced through community organisation, visibility, and being recognised by a wider public as a financial, trade, and/or cultural asset.

Inclusivity and organisation:
The strategies recognise the importance in strengthening internal relations within urban settlements and propose actions that can contribute in making communities more organised and provide an opportunity to practice collective work.

Learning by doing:
The strategies are based on a strong understanding that both the process and its result are as important as each other. Not only do they act as an educational tool to enhance individual community skills, but they also recognise the need for an incremental process, starting from a small idea, built into a wider picture, for a more realistic goal.

Based on common interests:
The strategies aim to tackle everyday community needs as a way to mobilise and motivate the community members to join and work in collaboration.

Realistic aims:
The strategies are based on people’s assets and qualities, which makes them concretely realisable and in reach for the wider community member to invest their skills and/or time to implement the strategies.
The strategies developed for Steung Kombot work concurrently on two objectives. In the short term, they deal with the communities’ pressing needs in the form of waste management and the construction of a drainage system. In the long term, the strategies build towards visibility and recognition as a way to enhance the sense of security in order to plan ahead.

Let’s clean our village!

A strategy for waste collecting by the residents, gain in mobilisation while eliminating health hazards

Let’s get together!

A strategy to attending to the lack of cohesion in the community by creating a physical space of reunion while solidifying an inclusive dialogue within the community

Let’s talk about our water:

A strategy for sorting the lack of a drainage system and the following floodings it causes. Mobilise the community and attend everyday needs

Let’s organize our community!

A strategy to tackle the uncertain land situation of part of the community, promote cohesion and solidarity within and gain leverage to negotiate solutions with bigger actors.

The individual actions and processes that form the strategies enhance the already existing community assets and skills. Building partnerships and encouraging more effective forms of community mobilisation, by enhancing the community’s leverage to negotiate solutions with bigger actors.
PRINCIPLES INTO STRATEGIES

The principles ‘visibility’, ‘inclusivity and organisation’, ‘learning by doing’, ‘based on common interests’ and ‘realistic aims’ will be developed through the implementation of the strategies; ‘community led garbage cleaning’, ‘inclusive community space’, ‘community drainage system’ and ‘internal relocation of contested properties’. The synergies between different principles and strategies at varying levels and across time frames play a crucial role in the desired outcomes.

fig.60. Principles relevance in each strategy diagram
5.4 KEY MAP OF THE FOUR SITE STRATEGIES

- Flooding Areas
- Existing Sewage Line
- Proposed Sewage Line
- School - Children Cleaning Activities
- Garbage Bins
- Spaces for Relocation on Public
- Houses on Private Land
- Possible Location for the Community Space

fig. 61. Map Site Strategies
5.5 LOCAL ASSETS AS A BASIS FOR THE CITYWIDE STRATEGIES

- Community members work at construction fields.
- Community document archive at leader’s house.
- Community saving group with SCC system.
- Community individuals saving group.
- Community collective rice production.
- Community collective shampoo business.
- Community documents inside road built by community collaboration in 2010.
- Community architects form CAN-CAM.
- UnRF community upgrading loans.
- Small business community saving from ACC.
- Community access to nearby schools.
- Community noticeboard and broadcast.
- Community saving group with SCC system.
- Community saving group with SCC system.
- Community saving from ACC.
- Drainage system negotiated with nearby company.
- Empty plots in the southern part and around ponds.
- Access to nearby schools.
- Canal and surrounding ponds.
- Electric supply from public sectors since 2012.
- Inside road built by community collaboration in 2010.
- Water supply from public sectors since 2014.
- Community architects form CAN-CAM.
- Community collective rice production.
- Community collective shampoo business.
- Community document archive at leader’s house.
- Community saving group with SCC system.
- Community saving group with SCC system.
- Community saving from ACC.
- Drainage system negotiated with nearby company.
- Empty plots in the southern part and around ponds.
- Access to nearby schools.
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- Electric supply from public sectors since 2012.
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- Community architects form CAN-CAM.
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- Community document archive at leader’s house.
- Community saving group with SCC system.
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- Community saving from ACC.
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- Empty plots in the southern part and around ponds.
- Access to nearby schools.
- Canal and surrounding ponds.
- Electric supply from public sectors since 2012.
- Inside road built by community collaboration in 2010.
- Water supply from public sectors since 2014.
5.6 Let’s clean our village!
Community led garbage cleaning

Objectives:
By addressing the pressing situation of waste management on a local scale within Steung Kombot, the process of this strategy aims at building both a stronger sense of self within the community, and stronger ties through the creation of an annual cleanup event.

Process:
An incremental process of small achievable activities that build up towards a solution of the waste in the settlement:

Advocacy step:
Students from local schools join the national annual event of cleaning the city: “let’s do it” to motivate the community.
Meeting organised by the leaders of the community to discuss a involvement of families to clean the space next to their own homes.
Prepare for negotiation with the municipality of Russey Keo by creating subgroups for monthly shift cleaning and creating a saving group.
Invite the media and local authority to the event as a tool to document their involvement and initiate contact with the authorities.
Negotiate with the municipality enforce the implementation of the public-private cleaning scheme run by CINTRI Company.
Negotiate the provision of cleaning equipment including garbage bins, and the service of garbage transfer and disposal; in return of contributing manpower for the job.
Existing recycling local businesses can benefit economically from the cleaning events.

Impact:
Provide a clean environment and a sense of community.
Gain visibility and recognition through the involvement of the media, environmental NGOs, and the municipality.
Start negotiating approvals for collective plans and building partnerships.

fig.63. Site strategy 1 Principles
CHILDREN INVOLVED IN "LET'S DO IT" NATIONAL CLEAN UP ACTIVITIES

MOTIVATE ADULTS INVOLVED IN CLEANING ACTIVITIES

BASING ON SAVING GROUP
CREATE PHYSICAL FOUNDATION

CLEANING ACTIVITIES FOR PRIVATE SPACE

SHIFTING CLEANING SYSTEM FOR PUBLIC SPACE

INTEGRATING MEDIA AND GOV. TO GET THE OFFICIAL CERTIFICATE OF COMMUNITY CLEANING ACTIVITIES

GARBAGE COLLECTION AND PRIMARY TREATMENT

RECYCLING

GARBAGE TRANSFER AND DISPOSAL

CHILDREN COMMUNITY MEMBERS SAVING GROUP

JCI CAMBODIA CEPA-CAMBODIA SMALL WORLD

CINTRI

MEDIA

KHAN MUNICIPALITY

SITE STRATEGY 2: PROCESS DIAGRAM

fig. 64. Waste Management Process diagram
Site Strategy 1: Spatialisation Map

- **GARbage PROBleMATIC AREA**
- **School: Children Cleaning Activities**
- **Garbage Bins**

Children involved in "Let's Do It" National Clean Up Activities

Shifting collective cleaning system for community public space

Garbage collection and primary treatment
Building negotiation power in local urban transformations through waste management:

**PRESENT DAY**  
-成为一个更可见的清洁服务提供者
-参与官员的项目批准
-自主：利用公共行动管理废物
-获得支持：与环境NGOs的伙伴关系
-代表：当选成员与市政当局谈判

**FUTURE AIM**  
-成为更显眼的清洁服务提供者
-参与官员的项目批准
-自主：利用公共行动管理废物
-获得支持：与环境NGOs的伙伴关系
-代表：当选成员与市政当局谈判

**LACK OF NEGOTIATION POWER**  
-缺乏谈判力
-无法代表
-无法获得支持
-无法成为更显眼的清洁服务提供者

**STRONG NEGOTIATION POWER**  
-强大谈判力
-能够代表
-能够获得支持
-能够成为更显眼的清洁服务提供者

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<td><strong>THE POOR</strong></td>
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**fig.66. Waste management strategy Actors Discourse diagram**

**fig.67. Steung Kombot without waste 1**

**fig.68. Steung Kombot without waste 2**

**fig.69. Steung Kombot without waste 3**

fig.66. Waste management strategy Actors Discourse diagram

69
5.7 Let’s get together!
Incusive Community Space

**Objectives:**
The results from our fieldwork research in Steung Kombot highlighted their wish to have a space to meet and discuss community concerns.

**Process:**
Set of strategic consecutive events that are based on maximizing their assets to eventually create a community space that is currently missing. Clean and instal lighting at the open space along the canal where families are already using as a makeshift public space during the day, to facilitate the space at night when people are back from work. Create a savings group to initiated the support the community space Collaborate with CAN-Cam to create a collaborative increment design and construction of the community centre. Start the construction of a shading roof with recycled materials from existing leftover materials. Construct platform by repaving the surface with cheap materials purchased with the savings. Start negotiating a loan and support from the municipality to design and plan for a permanent space, in return of construction skills, financial contributions through the savings group and the expertise in brick and construction work. Celebrate the opening of the centre by inviting both the media and the local authorities for a photo opportunity, as a way to reinforce their visibility and recognition of the community.

**fig. 70. Site strategy 2 Principles**
SITE STRATEGY 2: PROCESS DIAGRAM

COMMUNITY MEMBERS
SAVING GROUP

CDF
CAN-CAM
ACHR

MEDIA

KHAN MUNICIPALITY
MUNICIPALITY
PHNOM PENH

COMMUNITY SPACE
FOR COLLECTIVE ACTIVITIES

SHARING EXPERIENCE
WITHIN COMMUNITY NETWORK

IN VolVING MEDIA AND GOV.
TO MAKE THE PROCESS MORE
OFFCIAL AND GET RECOGNITION

COMMUNITY SPACE
FOR COMMUNITY ACTIVITIES

SHELTERED SPACE
FOR COMMUNITY ACTIVITIES

INCREMENTAL
CON

SUPPORT FROM COMMUNITY
UPGRADING FOUNDATION
MANPOWER AND MATERIALS
FROM COMMUNITY

SET UP SAVING GROUP
FOR COMMUNITY CENTRE

INITIATED WITH
LIGHTING PROJECT

MAPPING EXERCISES
ABOUT COMMUNITY CENTRE

fig.71. Community center strategy Actors-Discourse diagram
POSSIBLE LOCATION FOR THE COMMUNITY SPACE

MAPPING EXERCISES
TO MAP POSSIBLE SPACE
FOR COMMUNITY CENTRE

SHELTERED SPACE FOR
COMMUNITY ACTIVITIES

INCREMENTAL
CONSTRUCTION
BY COMMUNITY
COLLABORATION

COMMUNITY CENTER AND
INVOLVEMENT OF
COMMUNITY
NETWORK

COMMUNITY LIGHTING
PROJECT

POSSIBLE LOCATION FOR THE COMMUNITY SPACE
Building negotiation power in local urban transformations through building community spaces: Community center

- **Present Day**
  - Getting together and more visible: Creating initial symbolic space by clearing and lighting accessible spot and creating saving group and having the status of ‘being in progress of construction’.

- **Future Aim**
  - Networking: connect with CAN CAM for support on participatory design of the space and applying for loans.
  - Celebrate the opening of the community center once as a proof of recognition by authorities.
  - Document local skills and expertise that could contribute towards the construction of the community centre.

**Strong Negotiation Power**

**Lack of Negotiation Power**
5.8 Let’s talk about our water!
Commynity Drainage System

**Objectives:**
The aim is expand the sewage and drainage system to cover the parts of the settlement still missing it, and reduce the flooding risks.

**Process:**
Negotiate technical and financial support through a personal contribution to manpower and savings, in addition to their previous knowledge and experience in connecting to the factory’s drainage line.
Exchange knowledge: ‘horizontal exchange’ through CDF Ressy Keo network to learn from Pongro Senchey about their success in finding financial resources to build their sewage and drainage system.
Map existing and needed sewage and drainage lines with the support of World Vision.
Create savings group and apply for loan through CDF.
Negotiate with the municipality for technical and financial support in return of partly funding the construction, providing manpower, and knowledge in connecting previous drainage system to the factory.

**Impact:**
All connections with CDF, world vision and funding organisations are steps that helps the community in becoming more visible and have a stronger agency to negotiate with the municipality.
SITE STRATEGY 3: PROCESS DIAGRAM

COMMUNIT MEMBERS
SAVING GROUP

CDF
CAN
ACHR

BENEFITED PRIVATE
SECTORS

KHAN MUNICIPALITY
MUNICIPALITY
PHNOM PENH

EXPERIENCE SHARING AMONG COMMUNITY NETWORK

MAPPING EXERCISES TO MAP THE FLOODING ISSUE

SET UP SAVING GROUP FOR INFRASTRUCTURE IMPROVEMENT

NEGOTIATION WITH GOVERNMENT AND PRIVATE SECTORS

FINANCIAL SUPPORT FROM BENEFITED PRIVATE COMPANIES

LOANS FROM COMMUNITY UPGRADING FOUNDATION

MANPOWER FROM COMMUNITY

CONSTRUCTION PLANS

UNITED COMMUNITY

fig. 77. Site Strategy 3 Process
EXISTING SEWAGE LINE
FLOODING AREAS

PROPOSED SEWAGE LINE

MAPPING EXERCISES
TO MAP THE FLOODING ISSUE
AROUND THE WHOLE COMMUNITY

COLLABORATIVE CONSTRUCTION
MANPOWER FROM COMMUNITY

DRAINAGE SYSTEM
CONSTRUCTION PLAN
PROPOSED WITH THE NEGOTIATION
OF COMMUNITY AND GOVERNMENT

SITE STRATEGY 3: SPATIALIZATION MAP

fig.78. Site Strategy 3 Map
Building negotiation power in local urban transformations through internal reblocking:

**PRESENT DAY**

- **LACK OF NEGOTIATION POWER**
  - STRONG NEGOTIATION POWER

**FUTURE AIM**

- Partnership:
  - Community contribute sweat equity and savings
  - Technical and financial support from municipality

- Gain recognition:
  - Build upon past success (i.e., Negotiation of drain connection by part of the community)

- Find support:
  - Learn from the experience of other communities. (CDF)
  - NGOs collaborated in planning the system implementation

- Become more visible: Stronger saving group. Inclusion of those with no sewage connection

---

**Building negotiation power in local urban transformations through waste management:**

**FUTURE AIM**

- Public - private partnership for cleaning services
  - Autonomy: Using communal action to manage waste

- Getting support: Partnership with environmental NGOs

- Being represented: Elected member to negotiate with municipality

---

**Building negotiation power in local urban transformations through drainage improvement and extension:**

**PRESENT DAY**

- **STRONG NEGOTIATION POWER**
  - Become more visible: Creating stronger savings group
  - + Homogenising Steung Kombot’s land status

**FUTURE AIM**

- **LACK OF NEGOTIATION POWER**
  - Gain recognition: Build upon past success (i.e., Negotiation of drain connection by part of the community)

---

fig.80. Recurrent flooding zones

fig.81. Existing piped system.
Let's organize our community! Internal Relocation of contested property

Objectives:
Steung Kombot is divided land statuses, whilst the majority of Steung Kombot live on public land, a much smaller group of 50 houses have built on land that has been subject to a land status change: from state public to fully private land. Whilst the public land residents seem to enjoy a stronger feeling of security, thanks to the unofficial promises of the authority for onsite upgrading, the adjacent private land residents are significantly feeling more insecure due to a new and recurrent threat of eviction by ‘landlord representatives’. The aim of this strategy is therefore to internally re-settle the private land residents onto available leftover public land within the boundaries of Steung Kombot.

Process:
Mapping houses on private land, and highlighting potential spaces for resettlement. As a tool of negotiation.
Sensitise the community towards the potential threats and consequences across the whole of the community from the eviction of the private land residents, to build support and cohesion in this plight.
Create savings group with CDF and apply for a loan from housing upgrading organisations such as UPRF.
Prepare a blueprint for the internal resettlement with the help of CAN-Cam.
Negotiate the relocation plan with the landlord and the local authorities, in return of local construction skills, manpower, community financial contributions, and the proposed plan.

Strategy Impact
The equilibrium gained from having all residents sharing and facing the same issues will make them a stronger unit in working at finding solutions together that will make their lives better.

fig.82. Site strategy 4 Principles
SITE STRATEGY 4: PROCESS DIAGRAM

COMMUNITY MEMBERS
SAVING GROUP

CDF
WORLD VISION

BENEFITED PRIVATE SECTORS

KHAN MUNICIPALITY
MUNICIPALITY
PHNOM PENH

MAPPING EXERCISES TO MAP THE PROBLEMATIC ASSETS

FINDING POSSIBLE EMPTY PLOTS IN COMMUNITY
FINDING THE POTENTIALS OF EXISTING HOUSES

SET UP SAVING GROUP FOR INTERIOR RELOCATION
NEGOITATION BETWEEN PEOPLE LIVED AT PRIVATE LAND AND PUBLIC LAND

FINANCIAL SUPPORT FROM BENEFITED PRIVATE COMPANIES

LOANS FROM COMMUNITY UPGRADING FOUNDATION

BLUEPRINT AND ACTION PLANS
COMMUNITY BUILDERS

UNITED COMMUNITY

fig 83. Site Strategy 4 Process
SITE STRATEGY 4: PROCESS DIAGRAM

MAPPING EXERCISES TO MAP THE PROBLEMATIC ASSETS AND POTENTIAL AREAS FOR INTERIOR RELOCATION

NEGOTIATION BETWEEN PEOPLE LIVED AT PRIVATE AND PUBLIC LAND

NEGOTIATED BULEPRINT OF RELOCATION SOLUTION AND COMMUNITY COLLABORATION FOR CONSTRUCTION

SPACES FOR RELOCATION ON PUBLIC

HOUSES ON PRIVATE LAND

fig. 84. Site Strategy 4 Map
Building negotiation power in local urban transformations through internal reblocking:

**PRESENT DAY**

<table>
<thead>
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<th>STRONG NEGOTIATION POWER</th>
<th>LACK OF NEGOTIATION POWER</th>
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<tbody>
<tr>
<td>1. Representation in the negotiation of relocation options. Elect representatives to directly meet with the land owners and developers. Collect evidence for negotiation</td>
<td>1. Find support: NGO as a source of collaboration in planning internal ‘reblocking’ Use of existing local manual skills to help with the construction</td>
</tr>
<tr>
<td>2. Become more visible: Creating stronger savings group + Homogenising Steung Kombot’s land status</td>
<td>2. Evidence building: Documentation and community mapping to create resiliency</td>
</tr>
</tbody>
</table>

**FUTURE AIM**

- The Poor
- Private Owner
- State

The diagram shows the transition from present day to future aim, highlighting the need for stronger negotiation power and the strategies to achieve this goal.
SCALE-UP!
CITY-WIDE UPGRADING
6.1 HOW TO SCALE-UP?

The scaling up of citywide upgrading process' are informed through successful strategies at the local scale to unlock new potentials for the urban poor. They are first produced in order to create an exchange platform for successful strategies to be shared across a wide range of communities, enabling cross community action, providing tools to reach new levels of accessibility to resources. Finally they are set up to find ways in which we can involve dominant city scale actors in the process of urban upgrading, through the implementation and/or creation of land and housing policies, and by safeguarding the demands of the urban poor within the Market’s discourse.
6.2 SCALE-UP PRINCIPLES

Aiming to design city-wide strategies, we developed our five principles from the local community scale to correspond with the wider scale of the city. In our scaling up strategies, we celebrate the idea of bottom up change, therefore the first city-wide principle ‘scaling up success’ is based on the idea of scaling up what people successfully learnt through their communal development experience on local scale. Hence, it is a scaling up the principles of ‘organization’ and learning by doing. The second city-wide principle is ‘grow on partnership’ inspired from the principle of ‘visibility’ aim to make the individual communities more connected and visible on higher scale and networks across the city. Finally, the last city-wide principle of ‘negotiating with assets’ is based on the principles of ‘realistic aim (based on people’s assets)’ and ‘based on people interests’, it is mainly to build upon not only the assets they each community had already but as well the skills of getting organized, negotiation, and becoming visible that they gained form our local strategies and benefit from them on the wider scale.

1) SCALING UP SUCCESSES: From settlement scale to city scale.

The way city-wide upgrading relates to the local site strategies is concurrent and reciprocal. We understand citywide upgrading as the process of scaling up from settlement scale strategies to city wide strategies. Therefore, the strategies on city wide scale are grounded in the reality of the various communities (Steung Kombot and the other other communities we’ve worked on during the workshop) and based on the evolution and scaling up of the strategies proposed at site level, not only in size but also in scope. The horizontal exchange of experience is a key concept is this matter.

2) GROW ON PARTNERSHIPS: Networking to gain access to wider range of opportunities.

Once communities are mobilized by working on community scale, the next step is to connect to the wider networks and create partnerships with powerful official and market actors. Acting as a more visible network of communities, the aim is to gain access to a wider range of city opportunities and resources that were previously unaccessible to single communities.

3) NEGOTIATE WITH EXISTING ASSETS

Making the voice of the urban poor heard into the urban transformation

Ground each strategy and proposal into existing assets found in the network of communities, in order to have a say in the negotiation processes.
From our observations, interviews and site visits we found that waste management is a common issue. Waste accumulation leads to blockage in the drainage systems which will worsen flooding during the rainy season. Large piles of waste create breeding environments for insects and rodents to multiple and carry diseases. Also, since waste burning produces bad gases and pollutes the air by minimizing the amount of waste burnt we can have cleaner air in the environment.

**Objective**
The waste management strategy is a two part program which includes an educational and a public-private partnership component. The educational component uses a school wide approach designed to create awareness on the impacts of waste. The public-private partnerships will facilitate recycling activities into daily life and improve efficient waste collection.

**How**
The waste management strategy is grounded in the principle of a healthy environment for healthy people. The educational component involves the creation of educational lessons that will take place throughout the school year covering topics about recycling, composting and the waste management processes. It will also include educational recycling campaigns, exhibitions and competitions. The public-private partnership component will build networks between government, private contractors, residents and other recycling agencies to sort, store, collect, transport and dispose of waste and recycling.

**Impacts**
The environmental and public health impacts build upon the Act on Environmental Protection and Natural Resource Management that was established and implemented in 1996 with the purpose to protect and improve the environment to prevent environmental and public health risks.

**The environmental impacts:**
- reducing the amount of waste sent to landfills and burnt on site, preventing pollution in lakes, canals and open space, limiting waste in the drainage systems by using resources efficiently through recycling.

**The public health impacts:**
- reducing air pollution through the reduction in burning waste cleaner soil through of the decrease of landfill usage.

Through educational awareness and public-private partnerships we can address the environmental and administrative challenges to ensure sanitation throughout the city.

Building negotiation power in city-wide urban transformations through public-private partnership:

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CITY-WIDE STRATEGY 1: PROCESS DIAGRAM

- **Segregation & Storage by Households**
- **Resource Recovery by Community**
- **Resource Recovery by Community**
- **Primary Collection at Community**
- **Regulatory Waste Transfer Service**
- **Waste Storage**
- **Waste Disposal**
- **Waste Management Workshop at Local Schools**
- **Recycling Center at Khan Level**
- **Waste Treatment & Recycling**

PEOPLE

CINTRI

KHAN MUNICIPALITY MUNICIPALITY PHNOM PENH

fig.93. City Strategy 1 Process
CITY-WIDE STRATEGY 1: LOCAL SCALE MAP

SEGREGATION & STORAGE BY HOUSEHOLD
TRAINING PROGRAM IN RECYCLING AWARENESS
WASTE HAZARDS AWARENESS & BENEFITS OF CLEANLINESS

WASTE COLLECTION POINTS FOR TRANSFER
RECYCLING MATERIAL COLLECTION POINT FOR TRANSFER

fig.95. City Strategy 1 Map 2
6.4 REDISTRIBUTION OF BENEFITS.
Leverage new financial resources and directly link communities, private sector and government.

Description
Redistribution of benefits, refers to the making of a legally binding contract between developers and communities as a result of a negotiation process that guarantees certain benefits for communities that are impacted by the development projects.

Objectives:
Implement systematic community participation in the planning process
Provide economic opportunities, such as jobs and training opportunities for communities affected by the new developments
Ensure actors accountability in the redistribution of benefits through the contract.

How
Redistribution of benefits varies depending on the scope and impact of each project:

Environmental provisions: developers can plant native plants in the area to minimize environmental damage, provide green public spaces, clean up brownfields, and distribute funds for community based medical research studies on air quality and community health.

Financial provisions: monetary compensation for relocation, funds for research and impact studies, financial contributions towards participatory budgeting.

Labor provisions: implementation of workforce quotas of those who work on the should also be able to maintain their jobs after completion of the project.

Public infrastructure provisions: to provide roads, drainage, lighting, and public toilets. Housing provision: provide affordable housing units where 10-15% of the all new units constructed are affordable units for low income.

Example of redistribution:
Steung Kombot community negotiated the installation of a drainage system with the neighbouring brick factory. Small scale examples of redistribution of benefits gives precedent for future larger scale development projects.

Impact
The impacts of implementing redistribution of benefits are grounded in the principles of inclusiveness, accountability and enforcement, giving communities more power to negotiate tangible benefits that meet their needs and wants. It disrupts the existing power structures where communities and developers are not engaging with one another. Communities partners with developers to change the urban environment.
MARKET DRIVEN DEVELOPMENT HAS SOCIAL RESPONSIBILITY FOR COMMUNITY UPGRADING

PEOPLE

UPRF CDF CAN-CAM

PRIVATE SECTORS

KHAN MUNICIPALITY MUNICIPALITY PHNOM PENH

COMMUNITY SAVING GROUP AS WORKING GROUP

COMMUNITY UPGRADING PROJECT PROPOSED BY COMMUNITY WORKING GROUP

CALL FOR COMMUNITY UPGRADING PROJECTS

DETAIL ACTION PLAN FOR COMMUNITY UPGRADING PROJECT

EXAMINATION OF PROJECTS PROPOSED BY COMMUNITIES

ALLOCATION OF FUNDINGS TO COMMUNITY UPGRADING PROJECT

GOVERNMENT SET UPPOLICY TO REGULATE PRIVATE SECTORS' SOCIAL DISTRIBUTION

3-5% OF TOTAL INVESTMENT SHOULD BE DISTRIBUTED TO KHAN'S GENERAL UPGRADING

BASING ON UPRF FUNDING "BREAKING THE VERTICAL" MAKE COMMUNITIES COULD DIRECTLY ACCESS TO FUNDINGS

fig.97  City Strategy 2 Process
CITY-WIDE STRATEGY 1: URBAN SCALE MAP

LYP GARDEN CITY
GRAND PHNOM PENH
CAMKO CITY
KOH PICH
UPRF MUNICIPALITY
PHNOM PENH
CHROUY CHANGVAR
CITY OF THE FUTURE
UPRF BRANCH AT KHAN LEVEL
STEUNG KOMBOT
UPRF AND ITS BRANCH
PRIVATE INVESTMENT
SATELLITE CITY
RUSSEY KEO KHAN

fig. 98. City Strategy 2 Map 1
LEARNING FROM OTHER COMMUNITIES SUCCESSES
CLEAR AND UNITED ABOUT COMMUNITY NEEDS
COMMUNITY SPACE / PLATFORM
LOCATING RESIDENT’S ASSETS & NEEDS

CITY-WIDE STRATEGY 1:
LOCAL SCALE MAP

MAPPING HOUSING & AREA NEEDS FOR UPGRADING
MAPING EXISTING SITUATIONS
MAKING PROPOSALS AND ACTION PLAN

fig.99. City Strategy 2 Map 2
Fostering social and business networks among communities

Throughout the urban poor communities’ settlements of Phnom Penh, our research observations showed variations in how people coped with challenges in securing land tenure or ownership, and services provision. Some communities were better organized and had stronger negotiating abilities which reflected positively on their upgrading progress and life conditions. This city wide strategy enables horizontal exchange of knowledge, experience and successes across different communities. This network builds solidarity between communities and strengthens these communities’ visibility from the community scale to the city scale. Eventually, the creation of the network could be used for other purposes such as for business purposes.

How?

Initiating the network:
Use CDF’s existing savings contacts to initiate a new communicative network starting by building a connection between two organized communities, and gradually expand the outreach of the web of communication. Each new joining community will gain knowledge and contribute towards the communal saving group.

Advocate for the network by offering support in the short term:
With the support from CDF and CAN-CAM, community workshops on successful upgrading stories, facilitated by network members to other communities who are interested in joining. These communities will receive information, eventually spread the word. This will trigger more communities to join the network.

Digitalising the network:
Digitalise the network and putting it online for a wider audience makes it more transparent, visible, and credible. Conduct a workshop to collect, digitize and publish existing community documents and maps to create a GIS data base online, with the support of IT support organizations (Urban Voice Cambodia, Mapping Phnom Pen). This will later translate into a downloadable online app for smartphones. Hold community workshops on how to use the apps and contribute to the online platform.

Maximise the use of the network and platform:
Contact the local authorities, and NGOs to introduce the online platform, in order to widen its coverage, and usage.

Impacts
The act of scaling up the networking process through technological means, will contribute and strengthen the communities’ resilience, through processes of horizontal learning and sharing of the information. Through the web of networks, the urban poor’s discourse will become more visible and stronger in facing and negotiating with the Government and the Market.

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**Diagram:**

- **Strong Negotiation Power:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **Lack of Negotiation Power:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **Urban Poor:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **State:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **Security:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **Can-Cam:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **CDF:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **Understanding of Communities:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

- **GIZ Online Application:**
  - Present Day: Present (not specified)
  - Future Aim: Present (not specified)

**Legend:**

- Red: Present Day
- Green: Future Aim

**Figure:**

City Strategy 3 Actors Discourse
CITY-WIDE STRATEGY 3: PROCESS DIAGRAM

- **People**
- **Mapping Phnom Penh**
- **Cambodia Urban Voice**
- **CDF**
- **Other Organizations**
- **Khan Municipality**
- **Municipality Phnom Penh**

**Process Diagram:**
1. **Digitalize Existing Community Resources**
2. **Establish GIS Database for Information Collection**
3. **Approval from Government**
4. **Community Information Platform Application**
5. **Collaboration with Government to Connect Official Information Forum**
6. **Communities Conference for Sharing Information and Training Program Based on CDF Network**
7. **Platform Introduction and Application Training Workshop**
8. **Information Timely Update and Community Participation**
9. **Expanding of Users and Functions to Improve the Online Network to the Comprehensive Community Network**

**Title:**
- **Community Information Analysis Workshop**

**Figure:**
- Fig.10.1. City Strategy 3 Process
CONCLUSIONS

This report developed alternative processes of people centered urban design. When people are at the center of design and involved in the various steps of the design process the final product, service or physical spaces created address the peoples’ needs rather than having people accommodate to that product, service or physical space. Inequalities within the levels of power in the discourses and practices of the market, the state, the people and organizations with resources are present in the current processes of urban development of Phnom Penh. The shift towards people centered urban design represents a type of transformation in how we shape cities of the future.

People centered urban design is incorporated in both the site specific and citywide strategies. A reflection of these strategies presented in this report acknowledge land tenure as the main unresolved issue, however, these strategies tackle the hidden root of the problem by using various techniques to gain recognition as being an important part of Phnom Penh city. The fieldwork used the communities’ existing resources to address the everyday problems of the urban poor such as environmental hazards and unadministered public services. To aid in securing land tenure the strategies incorporate incremental strategic actions that are specific, measurable, attainable, realistic and timely. The aim of our strategies is to create the conditions where these discourses and practices come together, finding the middle ground between actors where they contribute resources towards new development projects.

From the fieldwork experience both local Cambodian students and DPU student inspired each other from their experiences. It is important to recognize that no one person has the solution but by coming together and pooling our resources and knowledge we are better equipped to handle these challenges. This report contributes to the collective knowledge production, recognizing academic and communities’ agency to achieve socio-spatial justice for all within cities.
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9.1 METHODOLOGY

Our report is based on a four way collaboration between ourselves (UCL BUDD students), local Cambodian students (Pich, Lihong, Sopheak, Socheata, Dolly) from NTTI, Technological Institute of Cambodia, Norton University, and Royal University of Fine Arts; CAN-Cam; and the local community of Steung Kombot. We worked towards co-producing parts of this report, where information and ideas were constantly translated from Khmer to English and vice versa, informing and transforming our concepts, ideas and opinions in the process. In order to do so, we gathered information and data from personal observations, photography, transit walks, on site workshops within the community, official talks & meetings, informal and formal interviews, and desk research.

fig.104. Methodology diagram
9.1.1 PRE/POST FIELD WORK

To perform this diagrammatical loop of production (see diagram), the pre and post stages of fieldwork are important moments of both thorough research, group discussion and self reflection. The start of a process closely reflects the end (not only geographically speaking as both stages are set in London at UCL). It is made up of desk research, data processing (‘pre’ based on second hand data, ‘post’ based on first hand data). What changes is ourselves and the quality of the discussions and thoughts that have become refined through the process of embodying silent data (the non-said, the situational and the body language of people and situations present throughout the field) that can only be obtained through fieldwork.

Research and literature reviews:
We set out to investigate and inquire about Phnom Penh’s urban transformation through topics of land, finance and scale, and later on through gender, transport and environment (topics chosen post fieldwork as a result of personal observations and interviews). This provided us with an evidential resource to be analysed and evaluated throughout our fieldwork.

Defining concepts of Urban Transformation:
Readings from both the urban form and (in)visible processes of urban change translated into a personal definition of Phnom Penh’s urban transformation, through the concept of discourse and power relations.

Informal Group Discussions:
Generally self organised throughout each stage of the report. This was a time for critical thinking and debating perspectives and strategies related to urban transformation in Phnom Penh.

Lectures:
Presentations in the pre-fieldwork stage from professors and guest lecturers on topics of relocation sites in Phnom Penh, urban poor communities in Cambodia, mapping as investigation, land issues in contested cities and ethnographic research. All of which helped in refining both our understanding of Phnom Penh and our reflections / analysis during the fieldwork and ‘post’ stage.

Data processing: A process of analysing, classification and synthesising information that fed into our strategies.

Refining strategies: Making changes to our strategies based on the feedback and comments from workshop participants and guests.
9.1.2 FIELD WORK

Having built a strong body of analysis and reflection on Cambodia and Phnom Penh, we ended up with specific questions and reflections we aimed to collect and analyse in the field. Due to the limited resources and contact with our site, we were keen to build a clearer picture of Steung Kombot by collecting first hand information, data, and personal narratives, in order to propose strategies that were site specific, and based on concrete issues.

In addition to collecting small scale data, we attempted to process and gather a wider understanding of Phnom Penh’s urban transformation through the narratives of discourses. We set out to analyse the content of people’s vocabulary and speeches by recording the interviews by hand and through video, to later on analyse the meaning and synthesise the contents. Our limited access to meet with actors in the government and within the market, highlights the limitations of a clear or correct understanding of their discourse. On the other hand it could also be understood as a reflection of the level of engagement and power dynamics between these actors.

The field work was therefore an intense period of producing and evidencing knowledge. Personal Observations: Personal reflections and record taking through note taking, photography and sketching of data taken from the field, interviews, workshop and other related activities were produced throughout our fieldwork to inform our report.

Official talks and presentations with government representatives, NGO’s, and community leaders: Presentations and talks with government representatives. Both a moment of information gathering and a tool of advocation to strengthen government support of urban poor communities.

The first 2 days also gave us the opportunity to collect information on the discourses produced by the Land and Housing minister, NGO’s (UN Habitat, ACHR, CAN, CAN-CAM), and from the respective community leaders.
Transit Walks: A first introduction to Steung Kombot, walking throughout the community to gather our first spacial understanding of the site and whilst introducing ourselves for the first time to the community alongside the community leader.

Photography: Used to document our perceptions and understanding of the site and the surrounding areas. The practice of photo taking was taken seriously, and its ethics were discussed. We attempted to control the amount of photos taken whilst always making sure that we asked for consent.

Visit to other communities: in order to grasp a bigger picture of the general situation of “in”formal communities, some more organised than others. This made us reflect and compare strengths and weaknesses of each community, building up our data on key assets we could work towards building strategies.
Meetings with community leaders: A first meeting to introduce ourselves with the community leaders and familiarise ourselves with the site through abstract site mapping. We consecutively met with the leaders at each on-site visit.

Informal/Formal Interviews: Various talks with community leaders, community members and other members of Russey Keo district to get information about the issues affecting them in the area. Some interviews included personal mapping of likes and dislikes within Steung Kombot.

This was both a strength and a weakness. Although we had an unrestricted access to the whole of the community as they acted as the gatekeepers, there were concerns during individual and personal interviews with the bias of the information collected and personal opinions perhaps reflecting what the community leader wanted to hear. Each interview was translated and our vocabulary was modified according to the setting. Our concepts of power and discourses as drivers of urban transformation were set aside to gain more personal and contextual narratives. Formal interviews with local authorities were seemingly ceremonial, staged, whilst the responses were generally vague.
Community Participatory Workshop: A participative method to gather greater information and data from a wider section of the community. We set the workshop on a Friday evening where we wanted to catch people on their way home from work and before the evening family meal. The workshop was organised in collaboration with the community leaders, which again was both a strength by gathering a greater audience, whilst it being perhaps a disincentive towards people from Steung Kombot who feel dissatisfied and alienated from the main community narrative. We used posters and a voting system to identify the main priorities within the community of Steung Kombot, from likes, wishes, and dislikes. We had a very good turn out of up to 100 women with the exception of one or two men, whilst 50-80 people participated in the voting system. In addition to this, we created a separate workshop for children who attended with their mothers, where we asked them to draw their dream home. This was both a means to provide the women involved time to discuss without worrying about childcare, whilst gathering intersectional data. The workshop was co-produced, but mainly facilitated by the local students, whilst BUDD students attempted to support the workshop throughout which was at times problematic and limiting.
Presentation of strategies to community leaders and government representatives: We presented our co-produced strategies developed by both BUDD and Cambodian students that addressed the priorities identified by the community.

The first presentation at Steung Kombot was attended by a small number of the community with the community leader, which limited our grasp of understanding whether our strategies complied or answered their wishes. They were however keen and willing to participate in presenting the strategies to the local authority. This meeting was our second attempt to meet the local authority where they declined the first time due to regional unrest over a human rights activist imprisonment. The meeting with a representative from the local authority went ahead the following day where both us and Steung Kombot community leader and representatives presented the strategies via direct translation and in Khmer.
The toolbox was created during the pre-fieldwork research process in order to diagrammatically help us analyse the land situation through sets of tools (policies, laws, actions, financial resources, institutions and actors with resources) available to the government, the people, and the market in order to get hold of land in Phnom Penh. This diagram was the start of trying to find negotiation or collaborative situations between actors (government, market and the people) on land issues. We later on in the production of the report, refined what we meant by the market, the people, and the government, in addition to adding an extra actor to the negotiating table: organisations with resources, who behold great negotiation powers in not only land acquisition, but also in producing discourses around urban transformations.

![Diagram of land claiming strategy and financial resources](attachment:fig127 Toolbox, Authors)