

Appendices

Appendix 1: Overview of analysed documents

Documentation Hamburg	Content	Linkage with research steps
Masterplan of the HafenCity redevelopment (HafenCity GmbH, 2006)	Sets out a framework for the development of the HafenCity.	Step 1: Contextualisation
Essentials quarters projects (HafenCity, 2014a)	Discusses the different development quarters in the HafenCity and some essential topics such as infrastructure and sustainability within the HafenCity.	Step 1: Contextualisation Step 2: Description of FRMA
Water law Hamburg (HmbGVBI, 2002)	Legislative document on water management that also discusses Flutschutzgemeinschaften.	Step 2: Description of FRMA Step 3: Explanation of citizen involvement
The official Hamburg website (BIS, n.d.; BSU, n.d.)	The official Hamburg website shows the institutional structure that is in place for disaster protection.	Step 2: Description of FRMA Step 3: Explanation of citizen involvement
Water and flood protection in numbers (LSBG, 2012a)	Informs on water management issues in Hamburg with the help of numbers and facts. Part of this document elaborates on private flood defence systems that are in place in the HafenCity.	Step 2: Description of FRMA
Flood protection in Hamburg: yesterday, today, tomorrow (LSBG, 2012b)	Provides an overview of the wide-ranging flood protective measures taken in Hamburg	Step 2: Description of FRMA
Flood protection information for the population of Hamburg (BIS, 2012)	Informs the population of Hamburg on flood risk and tries to familiarize them with ways to protect themselves.	Step 3: Explanation of citizen involvement
Information brochures for flood protection in the HafenCity for residents (BIS, 2014)	Informs residents of the HafenCity on the flood risk in the area and how they can prepare themselves for and in the event of a storm surge.	Step 3: Explanation of citizen involvement

Documentation London	Content	Linkage with research steps
Vision document Royal Docks (Mayor of London & Newham London, 2011a)	The vision for the Royal Docks regeneration.	Step 1: Contextualisation
Parameters for development document Royal Docks (Mayor of London & Newham London, 2011b)	Underpins the vision document with an overview of opportunities and constraints that impact on the regeneration.	Step 1: Contextualisation Step 3: Analysis of practical situation
Thames Estuary Plan 2100 (EA, 2012)	How to manage flood risk in the Thames estuary until the year 2100.	Step 1: Contextualisation Step 2: Description of FRMA Step 3: Explanation of citizen involvement
National Planning Policy Framework (DCLG, 2012a)	Sets out the Government's planning policy for England.	Step 2: Description of FRMA
Equalities and the Local Development Framework in Newham (London Borough of Newham, 2012)	London Borough of Newham's local plan by which the borough directs the location and nature of investment in the area. It informs the borough's core strategy and spatial vision.	Step 3: Explanation of citizen involvement
London Borough of Newham: Strategic Flood Risk Assessment (Capita Symonds, 2010)	A SFRA done by the London Borough of Newham that supports their Local Development Framework. Their SFRA creates a strategic framework for considering flood risk with planning decisions on a local level.	Step 1: Contextualisation Step 2: Description of FRMA Step 3: Explanation of citizen involvement
Site Specific Flood Risk Assessment Great Eastern Quays	Assesses the likely effects of a proposed development scheme (Great Eastern Quays Project) in the Royal Docks in terms of flood risk.	Step 3: Explanation of citizen involvement

Appendix 2: Interview guides

Interview guide: Housing association & architectural firm

Opening questions

- Could you please briefly describe what your tasks and responsibilities are within the housing association / architectural firm?
 - What is your role in the Great Eastern Quays and Gallions Quarter project?
-

The Great Eastern Quays Project & The Gallions Quarter Project

- What are the motives for redeveloping the projects?
 - What are the goals of the housing association / architectural firm for the Great Eastern Quays & The Gallions Quarters?
 - Can you briefly provide an overview of your plans in the Great Eastern Quays and describe the development processes so far?
 - What happens with existing developments and neighbourhoods in these areas?
 - Who are the important stakeholders involved in the redevelopment processes, what roles do they take?
 - What is your perception of the cooperation between different stakeholders?
-

Flood risk management in the Royal Docks

- How is flood risk addressed in your plans?
-

The potential role of private stakeholders and citizens in flood risk management

- In general, what role can or should investors and developers / architects potentially play in dealing with flood risk in the Royal Docks?
- What role can citizens potentially play in dealing with flood risk in your plan, and to what extent are they already involved in it?

The Thames Estuary Plan states:

“New development should be safe, particularly in areas where the ground level is low and flood depths could potentially be high. Public awareness should be raised to facilitate emergency planning and response.”

- Do you think there is a responsibility for private stakeholders such as yourself to raise public awareness?

- What are advantages and disadvantages of involving private stakeholders and citizens more directly in flood risk management?
-

Concluding question

- How do you see the future of the Royal Docks - what are the biggest chances and potential pitfalls of redeveloping the area?
-

Interview guide: London Borough of Newham

Opening questions

- Could you please briefly describe what your tasks and responsibilities are within the London Borough of Newham?
 - What is your role in the Royal Docks redevelopment project?
-

The Royal Docks project

- What are the motives for redeveloping the Royal Docks?
 - What are the goals of the London Borough of Newham for the Royal Docks?
 - The Royal Docks comprise different areas – the Victoria Dock, Silvertown, Albert Dock and Albert Basin – what are the plans for each area and in which order is it supposed to be developed?
 - What happens with existing developments and neighbourhoods in this area?
 - Could you explain to us how the development process is organized, for example, how does the tender procedure work?
 - Who are the important stakeholders involved in the redevelopment process of the Royal Docks, what roles do they take?
 - What is your perception of the cooperation between different stakeholders?
-

Flood risk management in the Royal Docks

- The Thames Estuary 2100 Plan shows for the Royal Docks that there are areas that still have to build resilience, in particular the Royal Albert Basin and the Silvertown. The TE 2100 Plan states:
 - *“There are extensive areas of redevelopment planned in this policy unit including much of the area to the south of the Royal Docks. This provides opportunities to improve flood risk management arrangements, including floodplain management, to achieve safer floodplains, and defences that enhance the riverfront environment.”*
 - How is flood risk addressed within the current plans for the Royal Docks?
 - How is resilience supposed to be built?
 - To what extent will redevelopment be used to improve flood risk management in this area?
-

The potential role of private stakeholders and citizens in flood risk management

- What role can *investors and private developers* potentially play in dealing with flood risk in the Royal Docks, and to what extent are there already plans to involve them?

- What role can *citizens* potentially play in dealing with flood risk in the Royal Docks, and to what extent are there already plans to involve them?

The Thames Estuary 2100 Plan states:

“New development should be safe, particularly in areas where the ground level is low and flood depths could potentially be high. Public awareness should be raised to facilitate emergency planning and response.”

- How do you raise public awareness? And are there already more specific ideas how you can increase public awareness in the Royal Docks?
- Strong social ties and networks can increase the capacity of citizens to cope with flooding – are there already ideas how such ties or networks could be created?
- What are advantages and disadvantages of involving private stakeholders and citizens more directly in flood risk management?

Concluding question

- How do you see the future of the Royal Docks - what are the biggest chances and potential pitfalls of redeveloping the area?
-

Interview guide: Greater London Authority

Opening questions

- Could you please briefly describe what your tasks and responsibilities are within the GLA?
 - What is your role in the Royal Docks redevelopment project?
-

The Royal Docks project

- What are the motives for redeveloping the Royal Docks?
 - What are the goals of the GLA for the Royal Docks?
 - The Royal Docks comprise different areas – the Victoria Dock, Silvertown, Albert Dock and Albert Basin – what are the plans for each area and in which order is it supposed to be developed?
 - What happens with existing developments and neighbourhoods in this area?
 - Could you explain to us how the development process is organized, for example, how does the tender procedure work?
 - Who are the important stakeholders involved in the redevelopment process of the Royal Docks, what roles do they take?
 - What is your perception of the cooperation between different stakeholders?
-

Flood risk management in the Royal Docks

- The Thames Estuary 2100 Plan shows for the Royal Docks that there are areas that still have to build resilience, in particular the Royal Albert Basin and the Silvertown. The TE 2100 Plan states:
 - *“There are extensive areas of redevelopment planned in this policy unit including much of the area to the south of the Royal Docks. This provides opportunities to improve flood risk management arrangements, including floodplain management, to achieve safer floodplains, and defences that enhance the riverfront environment.”*
 - How is flood risk addressed within the current plans for the Royal Docks?
 - How is resilience supposed to be built?
 - To what extent will redevelopment be used to improve flood risk management in this area?
-

The potential role of private stakeholders and citizens in flood risk management

- What role can investors and private developers potentially play in dealing with flood risk in the Royal Docks, and to what extent are there already plans to involve them?

- What role can citizens potentially play in dealing with flood risk in the Royal Docks, and to what extent are there already plans to involve them?

The Thames Estuary Plan states:

“New development should be safe, particularly in areas where the ground level is low and flood depths could potentially be high. Public awareness should be raised to facilitate emergency planning and response.”

- How do you raise public awareness? And are there already more specific ideas how you can increase public awareness in the Royal Docks?
- Strong social ties and networks can increase the capacity of citizens to cope with flooding – are there already ideas how such ties or networks could be created?
- What are advantages and disadvantages of involving private stakeholders and citizens more directly in flood risk management?

Concluding question

- How do you see the future of the Royal Docks - what are the biggest chances and potential pitfalls of redeveloping the area?
-

Interview guide: Resident, builder & flood protection officer HafenCity

Background Information

- Work related background information
 - Can you briefly describe your organisation and your role and responsibilities within the organisation?
 - What is the role of your organisation in the redevelopment of the HafenCity?
-

The HafenCity

- What are the motives for redeveloping the HafenCity?
 - Who are the important stakeholders involved in the redevelopment process of the HafenCity, what roles do they take?
 - What is your perception of the cooperation between different stakeholders?
-

Flood risk management in the HafenCity

- The HafenCity lies outside the main dike line. The website of the GmbH shows that: *A special solution therefore had to be worked out to defend this new part of town against occasional storm surges.*
 - How is flood risk addressed within the HafenCity?
 - To what extent is redevelopment used to improve flood risk management in this area?
 - Who are the important stakeholders involved in flood risk management in the HafenCity, what roles do they take?
 - What is your perception of the cooperation between different stakeholders?
-

Flutschutzgemeinschaften

- How do the Flutschutzgemeinschaften work?
 - What is your role in the Flutschutzgemeinschaften?
 - How are the roles divided within the Flutschutzgemeinschaften?
 - How is it ensured that inhabitants of Flutschutzgemeinschaften have the capacity to operate flood walls and are aware of the flood risk?
 - How do you think the Flutschutzgemeinschaften are working? (Is it doing what it is supposed to be doing?)
 - What are the advantages and disadvantages of involving citizens more directly in flood risk management?
-

Concluding question

- How do you see the future of the HafenCity- what are the biggest chances and potential pitfalls of redeveloping the area?

Interview guide: Ministry of Interior and Disaster

Background questions

- Could you please briefly describe what your tasks and responsibilities are within the Ministry of Interior and Sports?
 - What is the role of the Ministry of Interior and Sports in The HafenCity redevelopment?
 - o Disaster management?
 - o Civil awareness?
-

Flood risk management

- The HafenCity lies outside the main dike line. Therefore, the innovative idea of dwelling mounds was used as an alternative flood protection measure.
 - Why do you think this solution was favoured?
 - What is the role of the city in this flood protection arrangement?
 - o Which costs and responsibilities does the city carry?
 - What is the role of private stakeholders in this flood protection arrangement?
 - o Which costs and responsibilities do they carry?
 - What are other important public and private stakeholders involved in the flood protection arrangement?
 - What is your perception of the cooperation between the different stakeholders?
 - How is disaster management (evacuation) organised in Hamburg and in The HafenCity?
 - Have you heard about the Flutschutzgemeinschaften?
 - o What is your perception of the Flutschutzgemeinschaften?
 - o Do they increase the social bonds between citizens?
-

The role of citizens and private stakeholders in Hamburg's flood risk management

- How does Hamburg try to involve citizens and private stakeholders in flood risk management?
 - What is your opinion about flood risk awareness among Hamburg's citizens in general and in The HafenCity in particular?
 - How do you raise awareness?
 - o What works well and what does not?
-

Concluding questions

- What are the biggest advantages and disadvantages of including citizens and private stakeholders in flood risk management in Hamburg in general and in particular in The HafenCity?
- How do you see the future of HafenCity? Is it well prepared for flood risk?

Appendix 3: Interview transcripts

Interview file: 1	
Organisation: Housing association	Interviewee: Senior project manager
Date: 25 th of May 2014	Time: 11:00 – 11:34
Duration: 34 minutes	Type: Skype

Mena Kamstra (MK): Can you briefly describe your tasks and responsibilities within [REDACTED]
[REDACTED]

[REDACTED]: Ok, well I am a senior project manager in the development and new business department. And the development and new business, as the name suggests, we are responsible for bringing in new housing stock and opportunities into the group to expand the group. Traditionally, [REDACTED], with a lot of other housing associations in the UK, traditionally have concentrated on providing affordable housing in key areas and you probably see links through the [REDACTED] website, it was our 50th anniversary so we started back in the 60's when there was a, I suppose a growth of interest in that area and a few famous films around that time it sort of generated interest among the public. But as time has gone on, and especially in the past 15 years, the funding that we would get from central government for the affordable housing to help us compete with the private developers, the funding has been reduced so we now have to more and more behave like a private developer. So the majority of our projects now, although they involve affordable housing, over half of it will be private housing and we use the profit to be able to cross subsidise the affordable housing. So we are a non-profit making organisation and a registered charity as such.

MK: But you need the revenue to afford those social housing schemes.

JR: Yes.

MK: And what is your role in the redevelopment of Great Eastern Quays Projects in the Royal Docks?

JR: Well, as senior project manager, I am responsible for taking the scheme through the planning process: get the internal approvals, drawing up the design, taking it through the planning process. Once that is achieved, I am responsible for procuring a contractor to build the project and managing the project. And then I manage the project through that process, until it is complete and then I will hand it over to our internal clients to manage either the affordable or private. So I am sort of a cradle to grave responsibility through the planning process.

MK: And what is the goal of [REDACTED] in the development? As I understand it, it is also a private development scheme.

JR: The scheme in total is 819 homes. Of which, roughly 540 are private. I suppose unlike any private developer, being a housing association and having an interest in affordable properties in the long term, we need to make sure that the scheme is successful and people want to live there, because we will be retaining that project for the next 50 to 60 years. Lot of private developers they build them and then they will sell them on as an investment. We are retaining the entire site as well as Great Eastern Quays. We have got the adjacent site Gallions Reach, which is approximately 750 more units. We will become a major landlord in that area. So it is really providing homes that people want to live in: attractive homes, economical homes, and sustainable homes that we can manage in the long term.

MK: Why are you retaining the houses? And not just selling them on, because you are a social housing cooperation?

JR: Yes, because we are a social landlord. 250 Of the homes will be lived in by our tenants or leaseholders. We want to make sure it is a success for them as well as a success when it is going forward. And also, we want to gain an opportunity in areas in London where there is a lot of growth at

the moment. We want to make sure we are successful. So when we come to bid for new business, that we are seen as a name that is trusted, who can deliver.

MK: Ok, that is clear. And how is the development process going so far?

JR: It is going quite well. I mean, I have only been involved in the scheme for about 14 to 15 months. It did have a bit of a tricky first few years. We bought the site in 2009, and we looked at various different schemes, which we could not get planning for or could not get financial support for. So I came in just following the submission of the current scheme and am also involved with planners trying to get it through the planning committee. We had to make a number of changes. We secured the funding for the affordable elements. The procurements are going well. Tenders will be due back from major contractors in the next three weeks. We should start demolition on the sites in the end of July at the beginning of August. So it is all going well.

MK: Good. And why was it that the previous ideas weren't ok, what were the main factors?

JR: I think in terms of viability, originally some of the earlier schemes where a greater mix of uses. So there is leisure facilities on the scheme, on the site and it was difficult I suppose to get the investors in for that. At that time there was a lot of competition coming from the Olympic site in Stratford. So a number of the assumptions that have been made because of planning policy targeted at the Royal Docks, I think we thought we would be able to attract in and get some support for other uses, but those are the uses that, although they have been highlighted for our area, then got stolen by the Olympic Westfield adjacent to the Olympic park; the whole Stratford regeneration. And I think also, in terms of values in the area, it is a huge area the Royal Docks, and really it has been left much from the industrial past areas in London that have seen a lot of development. It is just I suppose one of the things, waiting, taking advantage of the increased interest in the area, developers starting to move in so the values are starting to increase which allows us to actually produce a viable scheme.

MK: But what is then happening with the existing developments and neighbourhoods in the area?

JR: There is quite a lot of happening in the area at the moment. We have got just further down on the North side of the docks. There is the Asian Business Port development, which has gone through or has been submitted for planning or going through the process of getting ready for that. As I say, adjacent to our site there is another site which we're developing in a joint venture partnership with the Greater London Authority and another contractor for 750 units. There is a site immediately to the North of our site that should be on site for the next couple of months. It is a smaller scheme; it is only about 100 units, but that is going ahead. There is a lot of development to the South of the Royal Docks. It is where a lot of the large developers are moving in to that area. So, a lot is happening in that part of East London, and it is starting to generate interest, cross rail coming across in a few years, which will have a station near the ExCel centre, which will open up that area though London to the rest of London. So it is on the move, there is also an increase in press recently. There is a new river crossing; there are various options, appraisals going on at the moment for new ferry crossings, or new tunnels or perhaps a new bridge just to the East of our site. Potentially there is going to be a new road bridge across the Thames.

MK: Ok, and what is happening with the existing, the people that are living there already? For example, are they provided with jobs, do they have the chance to go and live in the new developed areas?

JR: Our site is a disused site; it is an old pharmaceutical headquarters. It was completed in 1998, 16 years ago. It became vacant; no one was able to let it. So we bought it, got a change of use, and hence going to the residential. We are committed to providing opportunities and jobs on the site through the construction programme. Any contractor who works for us, has to commit to the 'construction training initiative' where we give a certain portion of local people opportunities on the site through apprenticeships and jobs, and we are doing that in conjunction with the London Borough of Newham as well. Try to identify people. And in terms of the commercial elements of the scheme, we are looking very much at trying to introduce some business start up units, when it is complete. So we are looking at subsidised rents in the initial years, trying to help, bring people in. Flexible workspace, we have a number of studios that are being built on under what we call

the 'F-block' peninsula which will go to local, I don't know, whether it is artists, local businesses, we are not sure.

MK: And what are the other important stakeholders in the redevelopment of the Great Eastern Quays that you are working with?

JR: Well I suppose, the main stakeholders in the area, the freeholder of the site is the Greater London Authority the GLA, as well as the Royal Docks Management Authority. The GLA are major landholders in that area. As I say, our other scheme adjacent to the site would be a joint venture with the GLA. The GLA owns the site directly to the North, which they are looking at bringing to the market later on this year. RoDMA are extremely interested in the development in terms of opening up public access to the Docks. Our areas, as I said, have been offices, and there were was no public access through there so RoDMA is very interested in bringing the public into the Docks and regenerating the use of the water. We are hoping to be able to work with the local marina and they will be providing access on to the jetties from our site to help the marina in the growth around there. Obviously you have got the London Borough of Newham. We are in Newham, which is one of the poorer boroughs in London, so their extremely keen on seeing this area developed. I mean, they moved into their current offices before the Olympics in the hope that that would regenerate the area, but a lot of the land next to the Newham offices has remained vacant. So Newham is very interested in bringing into the area and jobs as well. I mean, the local counsellors, and we have the consultation a head of planning community, they were very very keen on the commercial use of the site, and ensuring that we do bring in start up businesses and we support local businesses in being able to take that space. Extremely interested in the amount of family housing that we have on the site as well, because you know, historically developers will build smaller units to try to maximize the return that they get for their investment. We do have a lot of family units going in on the site.

MK: And what is your perception of the cooperation between the stakeholders?

JR: On the whole it has been quite good. The GLA have been very supportive. There have been occasions where, in negotiations with Newham, we needed the GLA's backing in trying to

support our arguments. But at the same time, Newham and the control of the Mayor Robin Wales have become a far more forward-looking borough; really wanted to get development going within the borough and increase the opportunities. So, Newham have been good, GLA have been very good, RoDMA, I mean I suppose they are some sort of a minor player in the area and a very overworked one. So, sometimes it has been difficult to engage with RoDMA, but they have supported the scheme, and again with the Environment Agency, they have got a lot going on at the moment so engaging with the Environment Agency in discussions has proved difficult at times.

MK: I now have so questions with regards to flood risk if that is OK with you?

JR: Yes, certainly.

MK: You have sent me some documents, and I have read them. So I know something about it now but I would still like to pose the question how flood risk is addressed in your development scheme.

JR: Ok, well if you saw the extracts from the environmental report that I have sent through earlier in the week, the risk, although we are in a flood risk zone, the risk of our development or the impact of our development is seen as negligible in the area, and it is just been more, in terms of the design of our scheme, making sure we make allowances for the flood risk. So the fact that we have not provided any domestic habitable space up ground floor level, although some units have direct access at ground floor, direct route access, they don't have any bedrooms or living rooms or kitchens et cetera at ground floors. So, we are keeping the residential units above the 1 in 200 year flood risk levels. In terms of the commercial units, we have to have a management plan whereby, in the event of a flood, they have safe access to higher areas within the scheme, so coming through into the residential areas to be able to gain access to the podium levels, the amenity space on the podium levels if they do need to seek refuge. There is the potential of linking in with the environmental agencies, early warning systems and a flood defence system as well on site. So it is more being how we adapt our proposals to be able to cope with the 1 in 200 year flood risk. I mean in terms of the impact going forward, so it's like most large urban

schemes, now we have to include a sustainable urban drainage system, so we have extensive green routes and brown routes on the buildings, on the hard landscaping. We have quite a lot of permeable paving on the hard landscaping. We have got attenuation measures to be able to store surface water runoff of peak flows stored on site and then slowly released into the drainage system. After that, in terms of foul water and sewage, we have a certain amount of capacity built into the design, in order to be able to, again, level out the peak flows. So essentially, in times of severe flood, the system can actually store affluence and then slowly release it when the flood levels reduce.

MK: And what do you think of the responsibilities that you have to take from the GLA or the Environmental Agency for example with regards to flood risk? Do you think it is fair?

JR: I think so. I think you have to be realistic. I mean London is on the tidal river, and we are building next to the Thames so I think it is only fair that we, you know any responsible developer building in areas that are prone to flooding, or potentially prone to flooding, have to take measures to allow for that. There have been too much developments over the centuries I suppose that have ignored the flood risk, and ignored just the basic physical geography of rivers and how rivers cope with high flood levels and flood plains, and being able to store water outside the canal. So yes, we have to take responsible measures on that.

MK: Do you already have people who are registered for your scheme?

JR: Not as of yet, the developments, work will start on site late July, early August if all is going well. And we will probably look at starting to launch sales the spring of next year. The first units for sale won't be complete until mid 2016. We will be starting to launch sales 12 months ahead of that.

MK: And do those future inhabitants of your plan, do they have to play a role in dealing with the flood risks. Do you have incorporated that in your design?

JR: The residential units themselves have been designed in such a way to be resilient in flooding. So the ground floor units haven't got any habitual rooms. The space that is on the ground floor... residents will be informed but is not an area for habitable usage. Then the design, we are making it resilient in terms of services, like electrical services, rather than coming from the floor up, it would be coming from the ceiling down just to help the resilience of that space. But in terms of a direct involvement of future resident, I suppose it's more an education... a form of education, making them aware, not that they shouldn't be aware, because they are buying somewhere by the river... just aware of measures they may need to take in extreme circumstances.

MK: And creating such awareness is that also a task for you as a developer or do you think that's with another party?

JR: Well so, as we've got a lot of involvements on the sites; we will have management offices on the site which will be staffed by our own employees, there will be that on-going education. If any new residents moving into our units will be provided with quite a lot of information about the scheme, about the particulars of the scheme, you know, how things work, how to get around, how to use their homes. And I imagine an element of that will contain some information about the flood risk. But at the same time it's... we don't want to scare people.

MK: No, I understand.

JR: It's a 1 in 200 year risk on the sites and as [REDACTED] will probably tell you next week, because he is involved with this scheme and our adjacent scheme, the flood risk category has been reduced between our scheme put into planning and this other scheme put into planning. So on the new scheme next door they are allowed to put habitable rooms at ground floor level. So, yeah, we don't want to worry people, but we should make people aware that there is a small risk, but that risk shouldn't cause them any direct damage or direct harm, but there are measures under exceptional circumstances that they may need to take.

MK: So it's a healthy dose of awareness they should have and you can provide that by giving some information.

JR: Exactly, yes.

MK: OK. Well, we're going pretty quickly through the questions actually. I only have a concluding question really, how do you see the future of the development in particular and the Royal Docks in general? And what are the biggest challenges and potential pitfalls of the redevelopment?

JR: I say that, it is a huge area the Royal Docks all around the Royal Docks is a huge area which... and there is a lot of land there for redevelopments. I think we have been quite fortunate in being ahead of the game so to speak, in terms of acquiring the site we're one of the first developments into that area at the very eastern end. But we can see things coming, we can see the opportunities in the area, and I think developers like ourselves go in there and can act as catalysts, because once a couple of schemes go one other become more interested in the area. When the transport links are improved with cross rail and the potential river crossing it will connect that part of East London into the city far more... you know, to such a great extent. It is becoming a desirable area, I mean as it has bit of the history, the industrial history, a decline, and the depression, and the closure of the docks et cetera, it has been a lot of deprivation, but things are starting to turn around their now. I think it will be 10-15 years time, it will be unrecognizable.

MK: Ok, thank you.

JR: So as I say, because we are in it for the long term, we want to make sure that the quality of our developments is very high as well. So, in terms of the planning that we have... we have detailed planning for phase one, which is the part that's to tender at the moment, which is for 350 units, and we have outline for the remaining. So, sometime next year we'll be wanting to go back into planning to get detailed planning on the remainder of the sites. So, it's essential that the

quality of phase one is very high so that we are able to take advantage of the values going through into phase two.

MK: But what I understand from new development projects that usually like 70 percent or something like that is sold beforehand... before it's really build. Isn't it a real risk now, since you've told me that you don't really have already people that want to live in your scheme?

JR: No, I mean, the market is there, we just haven't launched the scheme yet. So we'll be launching in spring somewhere next year, which is, you know, 12, 14, 15 months ahead of completion of the sale units, and we fully expect to have pre-sold a high proportion of the units before it is complete. With the affordable rented units, again, they will be fully let I imagine on completion. We will have... we'll be working with London borough of Newham to identify residents and they'll be interviewed et cetera ahead of completion so on the day of completion we can give them the keys to move in. So, we expect it to be a very successful scheme. I mean there is a lot of political interest in the way that the developers are selling properties overseas. It's becoming a political hot potato, so our strategy at the moment hasn't been finalised yet, our sales strategy. The initial launch I think will be in the UK rather than overseas.

MK: And why is there such an interest in it?

JR: I just think politically, given the shortage of housing in London and the extent of overseas investments in housing just to then turn it into rental homes isn't necessarily the best thing for a successful scheme. It is far better having a settled community on site. So in terms of the private sale units in phase one, which are 123, we will be launching those in the UK, a lot will be to owner/occupiers. We are retaining 76 properties that we will be renting at market rent levels on the site. So rather than selling to private land lords... multiple private land lords, you know, you can have a scheme when you could have 30 to 40 private landlords who don't necessarily manage their individual units properly and that causes disruption to the residents and causes problems throughout a development. We'll be managing those 76 units ourselves at a unified soft management structure across the site.

MK: Well thank you. Is there anything else you would like to bring up or...

JR: Well, I can't think of anything at the moment Mena. I mean, when you meet [REDACTED] on Monday he will give you a lot more information, because he was involved from the early stages of the design and he will be able to compare the liaison and consultation with the agencies between Great Eastern Quays and the neighbouring Gallions Quarter, because of the change in flood risk in the area... the lower of the flood risk in the area he will be able to give you a bit more guidance on that. But no, if you have any further questions, by all means feel free to contact me.

MK: I will, great. Thank you a lot for helping me out.

JR: When are you planning to producing your...

MK: at the end of July I will think. So I will send you a copy beforehand, before I hand it in. So if I quote you or use information you've given me you can have a look at it and see if it is OK.

JR: OK certainly. And after you are finished, what are hoping to...

MK: I hoping to get a job, but it's quite difficult to get it in my field of study at the moment, at least here in Holland.

JR: Yes because I was going to say are you looking at staying in... are you looking at opportunities abroad?

MK: Yes, certainly yes.

JR: I mean, it should, with [REDACTED] as they have offices in The Netherlands so you know, it is probably quite a good contact for you to meeting up with [REDACTED].

MK: Yes, I will keep that in mind! I saw indeed that they have an office in Rotterdam.

JR: Yes, well listen, good luck next week when you are over here. I'm sorry I'm not going to be around.

MK: Enjoy your holiday.

JR: Well, I don't know about that.

MK: Ohw, I'm sorry.

[Laughter]

JR: No, no, no it's OK. I am doing a big bike ride and the weather forecast is not too great. So it is going to be a lot of cycling into wind and rain. But we will see. So have a good time and if you need anything else, get in touch.

MK: Thanks.

Interview file: 2	
Organisation: Architectural firm	Interviewee: Associate director
Date: 27 th of May 2014	Time: 16:30 – 18:05
Duration: 95 minutes	Type: Face to face

After a short introduction the interview starts with discussing an existing development adjacent to the development site of the interviewed architect.

██████████ (AZ): So the big constraints on the site at the moment is this [points at map]. There is the benefit of having nothing on Gallions Quarter. And the big problem here is [points at existing development on map] they cut back the waterfront between creating a public space, all of this is car park... Here, there is lots of places, lots of spaces to go somewhere, and no place to arrive. And you have this quite amazing potential connecting through to the marina on the other side, which they completely not exploited. And also the ambiguous nature of these podium landscapes, there is nowhere really for residents to be here. Again, it's hard paving, you go straight to your courts. You are arriving through the space into these lobbies. On the outside, it is all raised with all the flood protection, so you have continuous car park ends. So there is no active frontage, there is no point of arrival, there is nothing really in terms of public space making or how it starts to relate to here [points at map], well these spaces in between the new developments become, because they turn their back on it. So I think it has got a lot of urban design problems, in that they are really not thinking of creating a new piece of town, they were thinking about a gated community.

Mena Kamstra (MK): I think I've been there just now. Because you can walk up to here [points at map], and then there is a really small...

AZ: Exactly, there is not enough... again the pathway that goes over here creates a public barrier. So again you are having this continuous dockside frontage, you are forced into... essentially it is a driving development. I think it was designed for people to come by car, go into

the car park and then come up into your hall. So the think that we said from the outset was: 'You have this special two miles of dockside, which is very charismatic, amazing long views which in London is quite rare'. And of course on the Thames side, you've got views all around. So this side is defined by these very charismatic big views. And I think the first thing we were conscious off, was trying to close down this [points at map] and define the intimacy of these spaces, and create more protective zones offset from the big landscape surrounding it. I think what is happening all along the dockside that you find big gaps of undefined public realm. So what we tried to do here is create a very tight well-defined frontage. So these widths [points at proposed design] are defined by the minimum width [?? 3:02] maintaining their dock wall. So its eight meters wide, which allows for a continuous route to the fire tender or for maintenance vehicles to access all the courts. So, you know, you also have a more traditional service, you can have bins right at your court entrance; there is no need for managed solutions. So this was the first one who was really trying to define that frontage, and then trying to create what was a sequence of routes through the site rather than have a continuous larger public space... actually break it down into public spaces of slightly different characters. So this [points at map] is what we call 'pump house square'. So this is an active pump house, it's the only pump house on the docks that regulates the water levels. So there is constantly water flowing out and in to the Thames. So every now and then they pump this...they keep this running. There is one here, there is a large one on the other side. So it has that runs underneath the site and pumps in from the Thames, which means that this impounding dock is filled with silt, it needs a lot of dredging and maintenance. But is has real character for the site. I remember this kind of bubbling pool of silted water two three times a week. Some of the... idea again was to try and terminate these spaces as you're walking through it, you'll always see a building, so buildings start to terminate direct routes so you won't see for example a route all the way through. We are trying to avoid what other ways is, again, a long distance. So when you come to a dockside, it is characterised by these long views, when you are within the development you feel a little bit more intimate and softer in terms of landscape. Obviously this [points at map] was ahead of this [points at map] in terms of its development, so what we tried to do is take some of those logics as far as the definition of that public space, but here kind of close down the site and not create a big park but create a little green. So, again, it's characterised by more playable routes and embracing the DLR; stepping the block back so the DLR park becomes a main public space that unites what will be the main local centre. So this

[points at map] will be the commercial edge, with convenient shopping, small independent shops, community, and this is all leisure and business. So there is very poor retail on this side. The next key move was differentiating the three landscape spaces. So one is the hard landscape of the dockside edge, which is trying to keep as much of the original industrial dockside, objects placed on the landscape, nothing cutting in, very hard surfaced. The second was counterpoint to that, which was traditional garden squares surrounded by family housing with front doors. So all these duplexes, private front doors and residential courts with blocks above, which we can talk about in a little bit, because the housing type within the flood zone was a main generator of the scheme. So there are two garden squares, this is again part of the hard dockside, and the third part deals which deals with a... a little bit a response to flooding was this intertidal landscape. So sort of a low grassland.

MK: Some sort of a barrier or...?

AZ: What we tried to do... I'm going to get some of those panels [walks out of room and comes back with panels showing images of development]. So these [points at panels] illustrate the main public spaces. So it is very much an urban design emerged out of the definition of public open space, and buildings very much become background. So you have the dockside with this vision of North-facing units being the workshops, so they are on this [points at model] edge. The South basin being a little more business, cafes... But more importantly, a continuous circus wrapping around with the integration of a bridge crossing to form that route. So the main route into the site will be early on, because the phasing is: this [points at model] is first, this's [points at model] second, and this [points at model] is third, will be through this dockside approach. 40 percent of the development is in phase one. The first site... at the moment there's a flood wall, which you are probably aware of, which is following the line of the capital green route which is a new cycle and pedestrian route which is allowing access all the way along the Thames frontage. We were conscious that the Environment Agency may well increase this as the...

MK: The?

AZ: The flood wall in terms of future mitigation, in which case whatever we develop there will end up having x meter wall in front of it and [?? 12:23] any public realm connection. So we raised the landscape just to be in line with the floodwall in its current position. So any future raising will only be a smaller wall you can still see over. I think it is about one point two meters, something like that.

MK: But when it is raised you are not going to raise the land?

AZ: Probably not. Although there is some, depending on the design of these blocks, it may well be because this is a latter phase. If we know more about it then, it may well be possible. What we tried to do is to avoid any ramps, so the landscape is all on a 1 to 20 sloping landscape so there is no need for stairs and ramps and these little barriers so it can be a more gentle transition. If some year we are having to ramp 3 meters instead of 1,5 it is going to become a problem. Eventually it doesn't work anymore and we need to think of another strategy. What's happened since this initial application is the Environment Agency is now maintaining their flood defences more. So part of the owners' risk was based on a very poor maintenance regime. They're now maintaining them more often, they're checking, and they've now put site risk as residual, which means it's a much better condition for being able to build things. For example, when you put the application in, there wasn't the possibility of having any habitable rooms on ground floor, even kitchens, because in case of a breach defences, and this is the only risk here is in case of the main defences fail, since they say: 'Now we are maintaining them, the likelihood of a failure is very little, therefore you can have habitable rooms'.

MK: On this area [points at Gallions Reach in map], not on this area [points at Eastern Quays in map], right?

AZ: In all the area. We already designed this detail [points at image of Eastern Quays without habitable rooms]. We weren't going the redesign the whole scheme, so we've kind of accepted that this had a much higher enhanced flood mitigation. Part of the strategy we applied for these [points at panel showing Eastern Quays] family homes at the ground level was based on creating a sacrificial space. So every home had a little lobby space: basically a small lobby, stair, and a

utility room. So essentially, from your point of arrival you could have an extra storage space, like your garden shed that would form your entrance so to speak. And this was a very big 'win' from the planners, because providing affordable family homes with large space is very hard, very rare, because financially, you are putting a lot of money into somewhere you are not going to get much money back. So there's an opportunity... this flood condition created an opportunity for us that we create first a front door that engaged directly with the street, because actually all the private places are upstairs. So we could say: 'Well there is this room downstairs that could be where you do your ironing, it could be a hobby room, it could be bike storage, it could be whatever you want it to be, which as we know from family homes is a fantastic thing to have, the extra space. It may well be some people appropriate it as an extra room or a little study, but technically, we couldn't consider it, because this [points at design] is called a habitable room, but an extra space...

MK: And what does that do with the relation between the street and the houses?

AZ: The living room and kitchen space is on the first floor, and then above that you have either East or West-facing bedrooms, so it's kind of a triplex unit. I think that the test of this will be in how people inhabit it. I think in an ideal, we would image that people will inhabit it creatively and it wouldn't become a dumping zone, but it would become an active room. And part of that is about making sure some of those daily activities work there. It can... you can keep your toolbox there; people will want to use it because it is a nice place to be. Essentially it is a traditional front door, as you would have on a street with a walk-up with your flat above a shop. And I think the test of the success of that will be; do people want to use it as a... or are attracted to use it as a more desirable room, an extra room rather than a place to dump everything, which I think is always... The problem is you provide flexibility; you can never control how people use the space. But I think the aspiration would be, when you make it more open, more transparent, more engaged with the street, it will become that space.

AZ: This [points at a panel] view just behind...

MK: This one?

AZ: Just to the right of that.

MK: This one?

AZ: Yeah that one. You see that the image here is the dock approach to down to the bridge crossing. And the aspiration is that you have here of these very informal, so it's is all shared surface, and the idea is that this will be appropriated by these users. What we are trying to do is get a much more European sensibility in terms of ownership and territory and informality, and try to engage more from above, creating a very low first floor. So this entrance room is lower than the floors above, which makes you feel like there's quite strong connection to the bay window. [Walks to table] See if I can find the section of the plans of the unit types. So the strategies we employed in terms of flooding itself were very down to earth, but a little bit more in terms of the British vernacular of the family houses but put in another narrative, another story in how that use could be...that space could be used in a variety of ways.

AZ: So this [points at document with lay-outs] is the actual space. So the challenge for us was how to use a 15-16 meter wide block, which we need for the upper level units, because you are having a double loaded corridor, and how to make ground floor typology work with that. So we have a through unit with a bay window facing the street, and then a living space facing an on-podium courtyard garden. So you have a private amenity space here, your kitchen overlooking the street, which is an active space, and then above it splits into either an east or west-facing unit. So this [points at document with lay-outs] obviously belongs to this so they are paired in terms of the typology. This is a type we've used before at ground level, a project was Saint Andrews that again was developed based on this depth of block. It does result in a bit of complexity in terms of the circulation, and obviously having a very very narrow living space, but what that does do is allow the opportunity of having some parts which are dual aspect, and the main thing for the family unit is getting a large enough garden space, something that then can connect through to the larger podium communal garden. So all of the family units we've pushed down to all these ground floor areas. Again taking advantage of what is the ground floor sacrificial space, which has recessed entrance and it connects through to this small 16 square meters small room which is

again that general utility room, and then the circulation up. This [points at document with layouts] space or area depends on the block type. This is a North-South facing block, so it's much narrower and [?? 22:36] much wider block, which I think has an easier plan to resolve this... obviously you can have dual aspect and South-facing garden from this side. And the proportions are much more generous, and the proportions of this room in terms of connecting this room to the outside space... I think we were conscious that there is a degree of not... of risk in terms of how this space is used. So there is a recess, and it becomes some sort of secondary layer, and the main frontage is your private entrance lobby.

MK: And have you done these types of things before in your designs or...

AZ: No, I think it is a type that exists... hold on... It's the first time we've implemented it. And I think in terms of the story it gave us for a type of lifestyle, I think when integrating the family units in quite dense developments is something relatively new in the UK. It gave extra value that I think allowed people to believe in the story. It is a duplex, it's within a quite dense environment, but it has this extra space. It still has a front door, it still has some traditional aspects what you would expect, what would be desirable for families. So I think that were the key things; raising the waterfront to allow the landscape to absorb this flood risk, and try to address this through typology without having to sacrifice, as they [referring to an existing development] did next door with the car park: 'let's just stick everything underneath', and of course naturally venting the car park was cheaper. So I think that the value engineering of [?? 24:28] was probably leading that decision. At that stage they were in the middle of a wasteland and they thought well 'We have no neighbours, we have no streets, maximize our values'. So, in terms of the response then to Gallions Quarter on the other side. I think I mentioned... the only thing that this allowed us to do was re-establish this [points at map] route, which has been compromised, 'cause they actually... the most desirable routes on the site are really east west. Well, across the other side, but here is where the growing community is where you have 2,000 students from University of East London. This [points at map] is student accommodation. It is literally a six-minute walk down the dockside, so it's an incredibly vital energetic place, but the students have nowhere to go; there are no facilities on the site, there is hardly even a café. So having this destination you can imagine there's... there is not even a pub.

[Laughter]

AZ: But also then, you have the Asian Business Park, which is between Newham's head offices, there is an empty site and that is going to be a new Asian Business Park, which is going to be developed by a Mr. Shu, a Chinese developer. And this is a very large, I think eight-hectare site.

MK: Have you seen the plans?

AZ: They plans are available, if you search for 'Asian Business Park' or 'ABP'...

MK: Oohw, yes it's on the Royal Docks website as well.

AZ: Yes, and it's on the thrust of starting to move forward. I think there is a lot of high-level political discussions going on in terms of securing this site as its something Newham has worked very hard for... So what this means is that this [points at Great Eastern Quays] is the last piece of the jigsaw puzzle, for all these developments along the dockside edge [?? 26:52] 1000 with new hotels coming through. The place is well connected to the city airport connections. Asian Business Park, which are mixed residential as well as, I think their vision is 'small business villas'. So each company owns their own little building. And of course you are restricted in height due to the airport. So what they have is this opportunity to create a very specific type of building, business building, which isn't a [?? 27:17] you buy the whole building. I think this appeals to a lot of the Chinese businesses that are used to this villa house situation. So this has, as I said, the opportunity of becoming quite a distinct character. So along the dockside is one route, but I think we then imagined... there's also this parallel route on the top edge of the site connecting through to the Thames where there will also be a potential clipper crossing when there's enough density in terms of the clipper river bus coming to this destination, and also eventually going to provide for the river side further up. So there's this long-term vision that this [points at map] connection becomes more important. This site, which is now a high tech industry, will be also redeveloped, so we are seeing this grain along to the waterfront. There is an inevitability, I think, they're [referring to high tech industry] just not very motivated to move

here. They were an Olympic relocation, as were BDM, which is a high-tech distributor. And I think, they will wait until the area goes around and the land value is suitable. But I think at that stage, we'll see his whole area is becoming one predominantly residential quarter. What happens above is probably another issue, because there is a safe guarding the route across the river for a new bridge crossing, which will replace the Woolwich ferry. As a kind of counterpoint to this [points at map], which was a garden squares [?? 28:53] the main landscape routes within this was to create a collection of traditional streets in terms of... with this very clear hierarchy. You have this main traffic route through into the site, which has a local centre, main shops facing each other so there is a slight offset, and its got a shared surface crossing over here. So this becomes one kind of public frontage to the new local centre. There is lots of constraints in terms of ownership to how narrow we can make this, and I think we wanted to make it as narrow as possible. I thought we were very restricted. So what we did instead was we were able to reduce the road width. You approach this was a way of creating a little bit more intimacy, and then traditional streets avenues as a kind of this hierarchy of streets that are allowing access into the site. Then the last was this [points at map] the linear green that starts to set up a language that runs through eventually. The other critical challenge was trying to school an education. The GLA have a site here, which is identified as school site, which will also then close the site somehow, and I think they're keen to have within 5.000 to 7.000 new residents. Obviously have some social provision, without having to imbed it into the school. And I think somehow that end of site area with a bit more loose landscape probably makes a lot of sense in this location, and also activates this corner that will be a very important community hub. So at the moment, there are community uses here, here and here [points at map], and I think that these North-South routes become active. You can see that these start to be important in these... at the hart of that community.

MK: What are these [points at model] two then?

AZ: these are the two towers here, but at the moment we have [REDACTED] have an office here for a 100 people. On the ground floor there's a crèche, a community centre. In terms of planning, there's the parameter. There are aspirations to having a certain amount of community uses. It may well be on this side. In terms of where... we've just submitted employers' requirements

with the tender documentation for instruction for blocks A, B and F, and we are just in the middle of a tender process. So we hope to start contractors' proposals, construction information in early September to the end of this year, and potentially have the first delivery of housing in March 2016. Obviously there's a building here [points at Great Eastern Quays site on map] at the moment, the IVAX, which is an old pharmaceutical building. It was built in '98 I think, and probably used for about five years. So as I understand it, it was a part of a tax incentive that Newham were offering. So this business moved in, provided a quick tax break. Presumably when tax break stopped, they left. Because of all the restrictions they build over the water, which is an incredibly difficult thing to do, and abandoned it after five years and since then it's been pretty much empty until [REDACTED] bought it. This site [points at Gallions Quarter on map] has been cleared for some time, this is now put into planning, but what we expect is they'll catch up with each other even though this is ahead. By the time we do demolition on this site, planning will come through and we'll be able to start detailed design for this. So it could well be that this block is a mile and one south, which we'll just make detailed application for, could be finished at the same time as by the time this is completed, even though it's very dense approximately 300 units.

MK: How are you finding the process so far? Who are the main stakeholders?

AZ: [REDACTED] and obviously the design team. [REDACTED] bought this piece of land speculatively, the challenge being a time of land value which was very very high. So they bought it in 2007, thereafter straight the land value dropped. So a big challenge for us initially was: 'we've already 15 million down, make it work'.

[Laughter]

Which meant that it drove to a certain extent [?? 35:46] so there was a connection model. It can out of that cost appraisal, what needed we had to make it work, but we had a fairly free brief in terms of how we thought the density should be. So the mass did come out of our own assessment of these large-scale spaces and that we wanted to create six or seven story, that we have this cut back. So that is actually defined within the same language and scale. Stronger elements on the

riverfront and towards the back end of the site, which are also dictated a bit by maximum height you can go to because of the airport restrictions.

MK: Is that difficult?

AZ: The way that it works, the airport is here [points at map], then you have these plains that come up until they reach I think 49 AOD. So here we have seven stories, nine story elements defining these corners of the public spaces, which creates a kind of differentiation, five stories at the back of the site also a bit cut back to give it a more townhouse proportion, and also allow light into that space. And then along the riverfront it ends up being 10 story muscular white blocks. This [referring to the two towers] wasn't really driven by us, it was a bit driven by the clients to get a few more units in. I was quite if they remained the same. So I think, again, you have these continuous objects on the landscape, and then this more traditional elements... ensemble of building that define the building space.

MK: And to what extent did you have to work together with the Environmental Agency and RoDMA in your design, or did you just receive the standards work with it?

AZ: Well, I think with the ground floor typology; that really came out of the restrictions. I mean we engaged with them quite early on. There is a difference with the structure here [points at map] and here [points at map]. Here, [REDACTED] are the main stakeholder, they are the central body that's tying our team together, but we have the GLA as the landowner, and then we have United House as a contractor, and we also have Galliford Try as a contractor. One of the contractors backed out, initially there were three. It was part of the bid strategy that they took. Three years ago there was much higher risk on site, there was a lot of concern about what would happen in the future, and part of having three contractors was making sure that each could finance, each could take a smaller risk. Now each one probably wished they were in it alone, because I think the requirements have changed. Though at the same time, there is an uncertainty towards these new areas, but is sold very well. I think it is all sold, which I think is of course a very positive sign. A lot of people are drawn to this area because of its charismatic location, or being close to the airport, or having freedom in this part of town. A lot of people come in from

other parts of the world where they are very used to areas like this, like China, like Poland, where you see this kind of much more urban tough environments. So working within this stakeholder group was quite a challenge, because you have two contractors with two different briefs, and a social landlord [REDACTED], with another brief. So they all have their own mix of housing, they all have their own tenders so we end up having to merge three briefs together for each of these blocks. This one was us, United House, and [REDACTED], this was Galliford Try, and this was Galliford Try, and this was also United House who took over from the third contractor who decided that it was a little too big for them in terms of the type of offer. They tend to do more smaller scale four five story residential blocks. So then we have this connection with three architects: us, Stock Woolstencroft, and [?? 41:34].

MK: And how is that working?

AZ: It was working OK, because there was a clear hierarchy in terms of the leadership because we were author of the master plan. We've set up a series of workshops, which were with the clients as well as the architects who were brought in, and they the opportunity to comment. We were proposing something we thought was right, but left it open to a critique. So yes the process worked fine, there were no controversial moves. I think it was generally a known familiar place making strategy. Maybe the boldest move is: 'what is the nature of these spaces, how do they fit together?' It takes a very specific vision and place that isn't very familiar in London, and also, maybe the challenges are working with the DLR themselves who commercialize their lands. So our landownership boundary goes right up to the edge. Of course as a government stakeholder they want to create the most... to make it financially viable, to make money out of the site as possible. So I think now there are big discussions with them in terms of how this is going to work. However, TFL, DLR, the GLA own this land, they are coming from all sorts of positions, at the moment they are coming from a middle range position, where I think the decision has to come from the Mayor, from the deputy Mayor. We have to make sure that these guys who are wanting more out of their land isn't going to stop us.

[Laughter]

So I think there were some complexities with that, and there was some complexity within the three clients coming to an agreement that they're all getting the product they want. We may all have a very different agenda, and of course with this development agreement it's a non-competitive process. So of course the valuation [?? 43:59] they are all driven by a different set of criteria of what's better. For example, for a contractor it's better to have high construction costs and low value of the land. Obviously you can turn it around, from the other side, from [REDACTED] side, they want to lower values because they'll have less opportunities. The more values they have, the more contributions to the local authorities. There is little bit of a conflict in terms of what makes the best business model for every party, and I think that's an on-going challenge. And I think there's no answer that suits everybody. So we've literally put this into planning and we are already starting to work on a value engineering exercise in terms of increasing efficiencies, working closely with a contractor to make sure, their preferred method of construction that integrated into the design, something that was very hard to do early because to many people with a different brief. So for us the challenge was to get the mix right, get the planners right and now take a step back and try to make it work financially better, and also refining... simplifying some of the detail, which I think is working quite well. We are now just focussed on working mainly with the contractor on this, and I think when there might be some small changes when it comes out the planning process.

MK: And in Holland for example they only start building when there is 70 percent sold, that's not the case in these areas?

AZ: Well, I think there's... part of the planning condition will be they have to advertise locally, because I think there is a big concern that everything is going to be a buy to let in foreign ownership. Because of course, exchange rates are very good, there is a lot of money made elsewhere. A lot of big Chinese investors are coming in, and I think that the local authority will be going to put some controls into place before they are allowed to sell their land to for example in Shanghai. You have to advertise locally and give people the opportunity. I don't think it has been defined how long that period is or... I think that's where some of that fight will be. [?? 46:50] 35 percent affordable, so we are hitting that target. A big challenge we are facing is, within these densities, getting suitable family housing. I think it probably might be just over 20-

23 percent. When you create certain restrictions, which social landlords have such as; we don't want family housing of four stories high, largely because of management issues and noise issues, but also how to get the them to use the space. What we have are some larger three-bed units that would be more likely to be for a couple, with a study. So I think part of the problem for us was: we can make more three-bed units, but they are not going to be for families. They are going to be for young couples, maybe for young families, but again, at one point they choose to move somewhere with a slightly lower density. So keeping a family environment within a higher density scheme is also a challenge.

MK: And how is the process going in this area?

AZ: Similar, in the end we were able to push... we've pushed up to about 27 percent, because this site was generally a little bit more sensitive. This site [points at map] was always in the local planning guidance core strategy that was always identified as a new misused residentially led community. This [points at map] was always seen as being a kind of industrial offer, focusing on employment opportunities. One councillor in particular was the head of the regeneration, was a big supporter of 'we want employment uses'. We came forward and said: 'this really not a great place for employment uses, no one wants to come here. It's got fantastic water spaces, this is a residential area, it makes more sense. So getting it through planning and support took some time. I think we started working on this site in 2008, and we stopped for about a year [REDACTED] [REDACTED] were interested in an opportunity to a casino bid. The local authority Newham were inviting casino operators to come in Newham as part of the regeneration before the Olympics. This site was on offer because a casino operator will create [?? 50:14] space to city airport, we get a boat and we take them straight to there, to the middle of nowhere, fantastic.

[Laughter]

Of course, a social landlord developing community projects mixed with a casino isn't a great one. So we stopped for a year, and they tried it with the casino but it was unsuccessful, and the some months later they came back to us and said 'remember that scheme...'

[Laughter]

So in the end we submitted a plan... then we started in the beginning of 2011, and finally got it into planning October 2012. So it was a very long and difficult process. This has been a little bit more pointed. We are a little bit behind as well; we started January/February last year, and got it into planning two months ago. So each one was aiming to be nine months to a year, end up being more like a year and a half. I think it was both politically challenging, in this case, it was more nothing [?? 51:32] about the vision putting forward. I think they believe in it, though the brief was evolving, I think that was the challenge. It wasn't a clear brief. In this case there were too many different agendas, too many different needs. So by that stage, that [points at model] was approved. The local authority was very supportive... And the challenge really came how to get the clients happy and to make everyone stick there buy-ins with financial backup; because of course part of that negotiation when you sign a development agreement is how do you prove value for money, there is no easy way to monitor it apart from testing. So I think that's the process we are in at the moment.

MK: And what do you think are the main challenges for the rest of the process?

AZ: I mean initially the next part of the process will be getting a more accurate financial model of what this is coming out of. We have developed a series of strategies that we need start to improve construction methodology, remove some of the costs on this and still keep the quality. Part of the challenges are that the cost of construction of the moment in the UK... There is such a housing/building boom; it is very hard to get bricks. Brick prices have gone up 20 percent in the last couple of years. So I think what we are cutting back is the budget on single items. So I think it is what we are trying to understand a little bit better: do the values on this site give enough extra to pay these extra costs. So think that's one risk that's how many... the costs of constructions itself, the value of the pound doesn't help. So I think that is also a challenge. The other thing, more in the case of Great Eastern Quays, will be the construction methodology. Because a lot of these blocks, we are quite close to the construction level, I think we are three meters below the airport. Demolition is a big risk. It is a very slow process. We have 30 weeks programmed to demolish the IVAX. So there is lots of.... This [points at Gallions Quarter] is

relatively straightforward; it is really only about budget. We know what's there, there are some risks next to the DLR in terms of how to negotiate its boundary. The real risks are here [points at Great Eastern Quays]. Getting [?? 55:32] out, working with RoDMA. We've pretty much started out the first two months consulting with RoDMA, the city airport. City airport always operates as a one-stop shop through to the CAA, so the Civil Aviation Authority. The good part about that is we just have to liaise with one organisation. The bad part of it is that personnel tend to change very frequently, and some of them turn up and say 'well, you've never consulted us', and luckily we make lots of different notes. I think it just reminds you with these large organisations that you have to document very very carefully. Of course its still you have to win over a new set of people.

MK: Is that difficult to do every time?

AZ: Well, it happened very recently with the DLR, we agreed on principles, we had a series of workshops and they were very supportive. We turned up and they say 'actually, we can't support this, you are building on our borderline'. And of course there are a new set of faces who have a new motivation. And I think that is the difficulty: a lack of continuity within stakeholders. That's also with the private stakeholders, there has been a lot of changes. But planners have been consistent, and I think they are very supportive of the overall development. I mean Newham is having its golden moment after years of trying to get things moving. A lot of money is coming to the Docks, slightly because of the ABP. So in terms of challenges, it will be education provision, how to get that into place, and also how to reconnect this community, now more of an urban design barrier towards Beckton. Beckton probably has a 15.000 population, At the moment you have a very risky roundabout, there is no good crossing. So there is a plan from TFL to create a crossing here and here [points at map]. There's a Porsche garage, which is quite strangely located here, I think because the Woolwich ferry route is taking a lot of people around. So essentially there is a very high traffic flow, so as a car showroom... So I think what we need to do is to make sure that this whole public realm connects through towards this community as well and starts to work as a catalyst for regenerating Beckton. At the moment it is quite suddenly two story, little houses, large areas and very sprawling... it feels very disconnected.

MK: You said that airport stakeholder was difficult, because a lot of people come through. And how is this with RoDMA?

AZ: RoDMA as well, I mean it changed quite a lot originally. A man called Mike Luddy took over from RoDMA, who was really empowered with creating a vision for the Docks, and wanting to get all of these pieces of GLA owned land mobilized by connecting it to the waterfront and saying: 'We want activity, we want things to happen there, so lets work together to release those parcels of land. So there were very supportive of the development here, because it reinforces what they wanted to do with all of these sites. There is a construction [?? 1:00:13] here at the moment, which is within the RoDMA ownership land, which they want to turn into potentially a place to repair boats. So the main taxi boats on the Thames at the moment have to go to Gravesend, which is right at the mouth of the Thames. So they're trying to really get industry to start to get some of these traditional trade back in.

AZ: Is there anything else that you wanted to...

MK: Well, I have two or three questions but refer to flood risk still, and that is referring to citizens as well. Do you think there is a role for citizens in your plans to deal with flood risk or just...

AZ: The residents?

MK: Yes, or just... for example, I'm comparing The Royal Docks with Hamburg The HafenCity, and it's also outside the main dike line and there the houses are built in such a way that residents themselves have to operate floodwalls when there is flood risk.

AZ: I think it is unlikely. And I think it is something that is a little bit about the risk adverse nature of how these sites are being managed. I think Hamburg and Germany in general, Switerland, Holland, has a much less individual risk adverse position. The whole site is owned by one social landlord. So for them to give responsibility with the British law to make sure something safe to operate yourself, I think is unlikely. Only because they would have to go to so much training, and authorisation... I mean I think it could be something they can work with

RoDMA with, in the case of, for example the marina being developed and the bridge potentially having more of those marina functions, or maybe special organisation groups. But I mean the flood defences are generally solid fixed defences. The only moveable one is in this larger George the fourth... this [points at map] is the large crossing. So we are... Woolwich manner way is here, this [points at map] is obviously our site. So the way to get... and this is the construction college. So at the moment you can walk across the Lock crossing. So the Lock again doesn't... I think they need to upgrade this defence, but then it is going to default to a RoDMA, they are going to have their engineers and they are going to go down and they are going to maintain it in the case of emergency. I think... because it is about breach of defences, I think the early warning is reasonable. So I think you have enough time to say... so I think, all of these, there will be an early warning system strategy; a siren and everyone is going to be informed that if you hear this thing, go upstairs. So I think there will be a management plan that everyone living there will buy into and understand with regards to how you use car parks for example. But again it's a 1 in 200 year 1 in 100 year flood risk, which with the flood defence in place... so the defence has to fail for anything happens. So I think it is actually relatively safe. Also in the case of making sure there's no surely ground floor units. They will always have a safe refuge. So I think there is a risk in terms of on-going insurances et cetera which obviously encourage our client to look into more, make sure they do consult with Zurich or whomever they hire as their experts [Laughter] to make sure they are comfortable with the site and with the strategies that go forward, but obviously 20 years down the line you don't know. You know these things have a tendency of changing. And I think the idea is within most of the proposals from these two sites at least are that they are pretty much maintenance free. It's simply, there will be things you can and can't do if there's a risk, but I think that's it. There may well be within the marina, with some of these public spaces the opportunity of a third party to be involved a bit, especially if we are encouraging people to use the water more. But I think we are particularly avoiding any ground level risks, which is what you really need to work together. There will be managed areas, the community areas, which are vulnerable use class, but again they are from a management plan. So the work is, the people that are trained to do it will do it, less so the individuals. This [points at map] is the only area that really has a managed flood defence, which is a flood curtain. I think they have a massive steel beam that basically tracks across that space, and then they have a curtain that drops down and blocks off the edge. And it may well be... they'll keep continue

wanting to make these improvements, but I think they will be of an industrial scale or build up planned. So again they are through kind of a long-term robust infrastructure, rather than anything operated by hand. I think the grain of the space also doesn't necessarily lend itself to that. But you wouldn't in a smaller part of town... historic part of town, where you have those smaller crossings, smaller management issues. I mean, what are the types of things that people are managing themselves in Hamburg.

MK: I still have to go there so I didn't do all my research [Laughter], but they operate floodwalls and they are also responsible for providing warning for the other residents. So each resident has a scheme of who is doing what, when, and what I know from the governmental organisations they are very keen on providing information as an on-going process as well, so keep that awareness in place at all times. And people know, when you buy into the scheme, you know what your responsibilities are beforehand. So if you don't want them, you can't live there. That is what I find interesting because, if you as a governmental organisation give certain responsibility to a group of people and perhaps they aren't capable of doing the task, then a dangerous gap can arise in where nobody is prepared. That is what I find interesting.

AZ: Yeah I think it's like you see in smaller communities here. Have quickly... people getting the sandbags together, crisis management. And there might be a different situation in Hamburg with the speed of flooding. So I imagine this kind of tidal, has this very direct relationship with the sea, which again, is behind a layer of defence so it may well be it is just a faster, and you need that immediate reaction and you know you've got enough people around to manage it. So it will be interesting maybe to be comparing those... the speed/reaction in terms of the management of it.

MK: Yes exactly.

AZ: I know the EA are not supportive of any basements going down anywhere. It has to be building up land. They say building up land is good, but of course, you build up land and the water goes somewhere. So you are actually making somewhere else worse, and I think that is when it becomes a little more complicated.

MK: that's difficult for an architect to work with those restrictions.

AZ: It is like the finger in the dike isn't it. You put your finger in it and it is going to go somewhere else. Where do you stop and start. The flood diagram of... I can send you a link to download these documents. It's all in the public realm, but it does have flood risk assessments as part of the planning documents, which are normally found in environmental statements. [shows map of site]. The way we approached the demolition of this [points at IVAX building] in order to get the program working, is probably to trim this building back, demolish this wing, trim it back to this point, and then start demolishing from this side, and then this side can start being piled and developed already. Otherwise, the demolition of this, obviously and this will take much longer because of the sensitivity of things dropping into the water itself. Although apparently there is 10.000 cars, and bicycles et cetera in the docks. And probably a few bodies [laughter]. This shows the... we have slightly more detailed maps in here that have a very simple diagram of showing those plains. This darker zone is the exclusion zone where you can't have any real construction.

MK: Was there ever a discussion about demolishing the airport, because it comes with so much restrictions for pretty much the whole area?

AZ: not really, because it is also very well supported. I mean, the Mayor is supporting it at the time, and within our brief it wasn't a wider area master plan or a strategic master plan for all of Newham, in which case you then start to think of those options. We are pretty much charged with... here you have six months to get this into a planning application. We accepted so many constraints, knowing that... assuming it's going to be there, if it is not there, fine. I don't think it necessarily changes the master plan, because what we are doing is mitigating against the noise, but also mitigating against what is a very exposed environment. So I think what we are seeing is two things working together, you having winter gardens with tempered environments that are protected from windy days from the waterfront. They also deal with acoustic issues, we also have mechanical venting throughout, so you're not relying on opening your window, the environment is too hostile. So, there is a lot of extra technical considerations has gone to

obviously dealing with this, because we are right on the borderline of what they call the '66th decibel contour', which is pretty... we're just outside their zone of where you would say 'you shouldn't have residential'. So it is a noisy environment, but they don't operate at night, they don't operate Sunday, they operate have of Saturday. So again as far as the site is challenged, but I think people, residents, who discussed this with people who live next-door love sitting there, it's like Hong Kong in the 70's. It has a quality that people... kind of aggressiveness and urbaneness that people enjoy, which I think is a value as well, but what we have to deal is obviously, that there is an environmental control. You can choose how you... This [points at map with flood risk] diagram is fairly obvious; it's a flood zone. It's everywhere, this is the point in terms of: 'You raise a little bit of land here, where do you stop?'. This is the line of the flood defence at the moment, which is the whole edge of the Thames. And obviously this is Barrier Park, here is the Thames barrier. [Browses through plan] Site constraints, various... This [points at plan] is about a communication mast. Here is a communication mast over here from the PLA, the Port of London Authority, and that has a beam that runs straight through the site. So we paid to get that raised slightly because it collides with one of our buildings. So that's located just here. And there is obviously the pump house, the easements around the dockside edge, maintenance of the dock wall. There is one thing, I guess, within as soon as you interface with the flood defence you become responsible for it. If we raise the land, if we don't just offset and say ' OK Environment Agency we leave your wall alone and we pull a bit back'. If we start to control it, create a landscape then the on-going maintenance of that defaults down to our [?? 1:19:24].

MK: So this is part of the maintenance of the...

AZ: Yes, all of this area, which follows the line of that one, but not the red line. This [points at other map] is showing the decibel contour. So as you can see the 66/69... everywhere outside that it would be unsupported in terms of... so we are just into in obviously, Gallions Quarter has given a much better situation, but they are on the roundabout. So it probably has equal mitigation, just because of noise levels from the cars, and the DLR, the vibration from the DLR. So there is a lot to take from one side and the other. It's not urban, but you have a lot of urban conditions of noise around. I think this was a part of what is characterised as these extreme areas. Lets see if there is anything else. Obviously these views around the site... it is well worth having

a look. I don't know if you asked [REDACTED] for access to the site, but they do have some security there at the moment so perhaps it is possible to get on. If you are interested give him a call.

MK: OK, yes. I've seen this [points at map] building today, and I walked here.

AZ: That's a real challenge building around that edge, because it is a very dominating...

MK: Yes, what is it?

AZ: It is a colourful box. It's a distribution centre for quite high-end products. So it has a [?? 1:21:06] floor, it has automated, partially automated loading tracks. So it has sensors. So the floor accuracy is very important. And again, it was an Olympic relocation. They were in Stratford previously. I think this was the time that they just thought 'let's get everything out', and there was no strategic thought to 'maybe we should put them all into one parcel of land, rather than scatter them and trap these sites'. So it was with very little foresight in that way. But I think, just in order to make it work. And I think now they are doing the next wave of that, which is trying to mobilize, and the GLA especially, trying to mobilize pieces of their land and move them on, sell them on, to start giving these developments happening as well.

MK: OK, do you have any questions for me, or comments?

AZ: Well, just your thesis, what your plans are.

MK: Well I'm planning... I'm having a meeting with the GLA on Thursday.

AZ: With who Michael Payton?

MK: No, [REDACTED] and... I can't remember the other name. But he is a strategic flood risk manager. And I saw a video of him where he talks about it necessary to create awareness for Londoners, and I am very curious about how he plans to do that and what his role is doing that.

And then afterwards I would like to talk to the Environmental Agency, but they are really busy with the December rainfall, so I don't think I am going to speak with them.

AZ: Generally they are quite hard to get hold of.

MK: Yes, I've e-mailed them, phoned them quite some times, but I didn't receive a reply unfortunately.

AZ: Well I think probably through the other different experiences with the Environment Agency I think you get a good enough idea of their position.

MK: Yes, exactly so. I've asked you and there is also a lot of documentation as well.

AZ: I think the biggest challenge is they're organisations where the wheels turn very slowly. There is very few people dealing with quite a lot of sites. So I think they are probably stretched quite thin, in terms of how much consultation they can do and fast they also turn around their technical appraisals, which are also often undertaken by third parties. So I think that the biggest challenge is: Continuity of people and that they have enough time to actually respond, or strategic things like the upgrading of the defences. Until it is politically released, until they can say it, maybe it is in the background, maybe it is happening... they have a very slow reaction time. It has to be in sync with political decision-making. But I think the GLA would be interesting. And what will this cumulate in? is this going to be part of your...

MK: This is my Master thesis. So after written it I'm done. I will send you a copy if you like before I hand it in. Because the information you've given me I want to include in my thesis and you can have a look if you agree.

AZ: Sure, that is fine. And if there any questions that arise in the meantime just pick up the phone.

MK: I'm very interested in how all the parties work together, this helped me gain a good image.

AZ: It is very difficult with all these timeframes. Again, RoDMA is managing a vast area of water space, where they have a vision to making it active, but they don't own any of the land around it. So then you have them trying to work with the gla who do own the land around, but the GLA want good value for money. They want a good price for their land, which RoDMA probably want, which is not viable yet. So everyone is waiting for this viability thing to pop up, but of course somebody just has to get something started. And I think that is maybe the challenge is, who is going to offer... how that deal is being brokered to make something. The first is maybe more affordable, is maybe going to raise the value of the rest of the land, make it work for all parties. So at the moment you have a bit of water you can't get access to [Laughter], very much. And also quite constraint in terms of management of the water space of the airport and other things. There is a lot of discussions about the airport, but they just got a planning application, which I think is in the public realm as well, for the expansion of the standing area. So they are widening that... filling on some of the dock space to get more airplanes. And I think their new fleet is quieter, and can take off from a shorter distance. And also managing transatlantic crossings by having a check-in to the US airspace in Ireland. So you take off from city airport with a half fuel, you land in Ireland, the fuel gets filled up completely and all the loading goes on. But the incentive to do that is instead of having to go to through customs in the US, you go through customs in Ireland. So it is a fast track. So they are trying to find quite innovative ways of working within the constraints.

MK: OK, and what do you think are the main challenges for the Royal Docks in general? When I was walking there I didn't in what kind of space I was. I think that is a weird feeling for someone living there.

AZ: It is. I think at the moment especially. I think with the Asian Business Park this [points at map] stretch will be completed, going right up to the regatta centre. So I think at least then you have a certain segment that start to become defined. It will be route that's got actually all the infrastructure you need. It has a major university, it has a major hub international business next to the airport, and I think then it will start to make sense. I think at the moment it is fragmented. And I think like any development area... it's time. But there seems to be enough of accumulation

of creating some of these destinations. I think RoDMA are putting/requesting international tenders for the marina, which has so far being a family operated business for the last 20 years. So they are on a very short leash, they can't finance themselves because they are on a short leash. So I think they'll look to expand that, so suddenly this can become quite a unique place. I think the biggest challenge for RoDMA is the working with adjacent landowners, and getting the activity there. There will always be an airport, so I think the airport is a challenge, but also getting these other activities in. But I think with the ABP there will be enough quantum mass for a taxi, a rail bus, to the airport. Other challenges are simply infrastructure. These road connections that really cut off the routes through, which would otherwise allow Beckton to join through into this waterfront. The only connection is obviously this rather wilful roundabouts, and in-between not much can really get cross there. That is notoriously dangerous. When people do try to cross there, a lot of people get killed. At the moment it is a bit inhospitable and also the connections underneath these roundabouts are very controlled, so there is not really feeling like a... you are walking through some infrastructure, you are not walking past some community or some function or shops. So a challenge getting these North-South connection working, which is fundamentally RoDMA issue as well, because they want to get people to the water. So access to the water is a key.

AZ: So that was to answer your questions. Let's keep the dialogue open, when you have looked through this [points at development plans] stuff...

MK: Yes.

AZ: Anything else?

MK: No, not from me.

AZ: OK, let me just grab my card.

Interview file: 3	
Organisation: London Borough of Newham	Interviewee: Planning officer
Date: 29 th of May 2014	Time: 10:00 – 11:00
Duration: 57 minutes	Type: Face to face

Britta Restemeyer (BR): I think you got the questions basically in advance, I don't know how much of them you can basically answer.

[REDACTED] (MA): Yeah, quit a bit. I can point you in the right direction for the ones I can.

BR: Yeah, that's great. So maybe just in the beginning, euhm... Oh yeah, it has like four different parts. So it is just a little bit introducing ourselves, then in general about the Royal Docks projects; what are the goals, what are the motives... Then how is dealt with flood risk management here. And then well, Myrthe here, she is particularly interested in the floating village, that is going to be established here and that is what her master thesis is about. And she has a comparative case in Rotterdam as well. And euhm... Mena is particularly interested in these ideas how private stakeholders and citizens can be involved, and his comparative case is the HafenCity. And well... what we know so far about the HafenCity that actually also residents are asked to be part of it. Because they have those... it is kind of like... In those buildings where they live, there is like a flood protection community and they are responsible for putting up flood gates in case of a storm surge. So it is really using citizens...

MA: Alright... That's interesting.

BR: Yeah, so it is really using social capital and that is what Mena would like to explore in his thesis. And yeah... So these are the four parts. So were are now at the beginning... So could you please describe what your tasks and responsibilities here in the London Borough of Newham.

MA: Well, I'm a planner at the major developments team, which generally focuses on the [... 01:31] opportunity, and strategies, about a third of the size of Manhattan I think. And it goes down the entire Western side of the borough and the bottom half as well. And it is mainly... looking at big plan projects that come forward, mainly within the Royal Docks... which is generally redeveloping large areas; some of it industrial, some of it empty at the moment. You can see quite a bit of it, when you come over with... did you come with the DLR?

BR: Yes...

MA: Yeah, you'll see quite a bit, such as Canning town that's all being redeveloped and that's a huge project. And that wasn't me, but that's the sort of thing my team will work on. And those things like ABP...

BR: What is it?

MA: Asian Business Port. So the entire area outside our office, all the way east, down to the buildings at the bottom, which is the University of East London. That's all going to be, was proposed to be... giant office development, for Chinese businesses.

BR: Yes, I heard already that...

MA: So yeah, things like that are what I am generally working on at the moment.

BR: Alright. How big is your team, may I ask?

MA: Euhm... The majors team is... I suppose... seven or eight of us I think.

BR: Oh well, that's quite a lot...

MA: It's quite small for London. Yeah, very busy. I think it is six or seven... it is seven, yeah. And we have one designer, so, that's the whole planning team. And we've also got a minors team, which is about... seven or eight... eight people as well.

BR: Okay, what is the difference between the major and the minor team?

MA: The minors team deals more in the centre of the borough. More the urban, the urban new. They deal with smaller applications as a rule, but generally things more like... [...] uses. But they can still be quite large. And [...] establishments and slight smaller projects than we deal with. And there are still things like general extensions, smaller house building units and things like that.

BR: Okay. And so actually you mainly deal with the Royal Docks redevelopment at the moment.

MA: As a rule yeah... That's where a lot of my work is.

BR: Yeah, what is actually your role in this redevelopment project?

MA: Well, as a I am in the public sector, the developers come to us with the proposal. And generally what we do is, going through some sort of pre-application process. And we sign a so-called triple P.A., which is a Pre-Planning Performance Agreement. And this is a tool we use to try and help the application process go forward, so they are coming to us before they submit an application, and we will work with them to try and reach a scheme that is likely to go through planning. And this also helps the timing a bit, so it takes away the [...] of it. You worked with your within your own *ones* [?] that you've agreed beforehand, through a series of meetings and you go through things like a designer panel. And then as the planners, we never aim to refuse things and we try and work for a good scheme. And maybe they get approvals.

BR: Alright, so this is just like getting together and discussing things, but it is not yet the actual approval?

MA: We, we as planners in the public sector, we make the final approvals. It will go to committee, we recommend the approval that goes to the committee or the local councillors that make the final decision, on our recommendation.

BR: Okay, so the approval is made by the council... from the London borough of Newham or also from the...

MA: It depends on the size of the scheme. If it is oversized or small sized, it's on our website how you break down and how these things go to committee. We make recommendations and we recommend approval, it will go to the councillors and they will make a decision based on our recommendation. Maybe there might be objectors or people who support their... and they'll make the final decision. Some schemes are get called in by the Mayor, the GLA, and then they may have a final say, and you can ask them about their [...]. But for certain sized schemes, they will have the final say.

BR: Okay... Yeah, for us it is also different, interesting... because it is different planning cultures. Okay well, let's move on to the Royal Docks project then. So what are actually the motives to for redeveloping now this area?

MA: Well, it's trying to build Newham a better place. A lot of the docks closed down in the '70s, '80s, and it used to be a hub. And for history it is important how it will be developed. And at the moment is not much left, most of the docks got pulled down. The docks themselves and all the infrastructure has gone, and it is trying to use this. So you've got London City Airport across the dock at the moment, and it is trying to build a community around this, around the docks, trying to regenerate Newham and making it a better place. And the councils aim is for 'live, work and stay', and due to the amount of [...] in the borough, a fifth of all people move every year, come in or come out of the borough, which is huge.

BR: Oh wow, how come?

MA: It is a lot of people that come here, first time in the country and it is also people that are just first time in London, now stay for a bit and then move on to somewhere else. Once they find their feet often.

BR: So Newham tries to keep them...

MA: Yes exactly, and you need to improve your area and try regenerating it and giving the borough a better name.

BR: Okay. Maybe about the airport, isn't it kind of a noise factor that maybe hinders the development?

MA: It doesn't hinder, it has an impact. There's public safety zones, where you can't build. For most airports this is huge, but because it was built in the middle of a city it is much smaller, so it doesn't have an impact to the same extent as a normal airport would. There's height restrictions all around, it kind of varies as you go away from it... I mean... in terms of noise it means that we are a lot more cautious with the development we approve around here. So we wouldn't want housing right next to the airport. So this stretch around here [shows map] we wouldn't want housing on it, because of the airport and the impact it has on people and the quality of air and noise.

BR: Okay... and in terms of safety, is it also an issue?

MA: I wouldn't say... I mean it's quite safe in there, there are public safety zones. It comes out of a kind of cone shape from the airport, each side of the runway. You can't build in that area. But it doesn't affect rather too much, due to the fact that it is on the dock.

BR: Yeah okay. We were just wondering, because we thought it was quite loud when we were walking in the area...

MA: Yeah, it is quite loud.

BR: Yeah, so... the goals of the London borough Newham as we already discussed are 'making it a better place' and 'keep people here' as well. Anything else or euhm...

MA: That such regeneration improve the borough as a whole.

BR: Yeah, okay. And something we could not yet find out, although there is of course already some documents about the Royal Docks development. In which like... which part is going to be developed first? What is the order of development?

MA: There isn't an order of development to this. If development comes in... we don't... the borough doesn't own all of the land. They kind of go, I think we go on some points later about the stakeholders and the tender process goes through. But there is no order. If someone comes in a development, that's it, that's fine... The council doesn't control whose [application?] is called first. I can tell you what's going around there at each section at the moment. There is quite a lot of projects, all at the same time, all around the dock at the moment. If that would help...

BR: Which section is it?

[**MA** shows map]

MA: Yeah, so you've got... this is Silvertown Quays. This is an application which is meant to be coming in soon and that is for mixed use development, for housing, there's a school, offices and [...], which are a sort of... there are not shops but they are advertising brands. It has not been done in this country before; advertising brands without selling things, it is kind of a showcase if you will...

BR: Alright okay.

MA: Then you've got this area along here... it is quite big... this is ABP. Asian Business Port... that has been a plan and that has been applied for, that's currently in the planning process. Here we have the University of East London that has already been built. There is potential for expansion there.

BR: Those round houses, are they student accommodation?

MA: Yeah, that is student accommodation yeah.

BR: I kind of liked them...

[Laughter]

MA: And ... you've got... from to the... west of the [...] harbour the DLR station. You'll see there is one hotel at the moment and more are being built. And there is going to be three more around the corner. So that's going to be all hotels, which is mainly for the ExCeL centre.

BR: And then of course it is nice that the airport is close by.

MA: Yeah the airport... and with the other connections around it... it is a good location. And you've got in this area around here you have Gallions Quarter, which is in the planning process at the moment and Great Eastern Quays. Great Eastern Quays will be housing I think and in Gallions Quarter it is more mixed use. But you can find this on our website.

BR: Alright... can we also find there some schemes?

MA: Yeah, you can. You can find Asian Business Port, Great Eastern Quays and so forth. And the airport has also gone in application to expand the terminal building. We'll not expand the runway, but expand the amount of aircrafts slots as well. And I think... oh wait there is one more. And then there is this bottom bit here. You've got, next to the barrier park, there is Barrier Park East that is being built at the moment. And barrier park is quite good, I would probably recommend you'd walk around there. Barrier Park East is housing that is being built at the moment and to the west of that you've got a proposal that is called... Well it was called Manoko Wharf, that's what it was applied as. It is now called Royal Wharf due to take over and they have just come in over there and started their first phase. So there is a lot of development potentially happening at the same time.

BR: Ah yeah, I can see. Because especially the HafenCity is much different, there you really have a step-by-step development.

MA: Well, yeah I mean this is already part of the city. And I am not sure about HafenCity, but there is already development here, there are houses that have been here for hundred years, it's just bits that are being rebuilt and it has been very [...] before. So now it is kind of... it hopefully will come forth in larger areas.

BR: So what happens with those existing neighbourhoods?

MA: Hopefully they are going to be integrated over time; they'll be connected. Because at the moment in the South of the Docks, you've got the Docklands Light Railway, but it is a bit disconnected from the rest of the borough... But hopefully when the schemes come together, they will build a new community that is all integrated. And there are all different schemes and it's all different architecture and hopefully it will link in together quite nicely.

BR: Okay... Yeah, because we had the feeling, when we walked through here a little bit, that right now it is being more a workers neighbourhood?

MA: It would have been, it would have been a dock neighbourhood for dock workers obviously. And at the moment I'm not too sure. I mean you've got the tiny village, which is 1980's development, or 1990's, here...

BR: Yeah that's nice there.

MA: Yeah and that's what I mean... they are quite active with their planning concerns, because they are so close to the airport and there is the Cross Rail as well. So the community there is very planning involved and they are getting involved in the planning process a lot more than the rest of the borough does. But they are almost like separate... they're almost like separate communities, because they have got the road, they have got the DLR, they've got the dock

around them. And then you've got a bit of a spans before you got your next development, but hopefully that's going to be integrated...

BR: Yeah, but these areas are a little bit different right? Aren't there going to be social issues if you have the airport and business and like...

[**BR** points to North Woolwich]

MA: No. I mean... the airport... with everything that is being built at the moment, or potentially being built or being proposed, the airport is already there first. You wouldn't be moving there and then find out that there is an airport.

BR: No, no, no, that's true.

MA: The airport first, and social issues wise... we wouldn't want housing to close to the airport. And once you get away from the airport it is surprising how quiet it becomes, because the buildings and the way it affects noise, it is surprisingly quieter outside of it. But I mean... I wouldn't say that there will be social issues from the integration in the communities at all.

BR: Oh well... okay, interesting. Well, we've touched upon the development process then partly. Could you explain a bit more in detail how the tender procedure work and these kinds of things?

MA: The tender procedure... well, generally the borough is involved, and that is our land [points at a map]. A lot of the land will be GLA land, and you'd have to talk to the GLA, because they can describe the tender process a lot better than I will be.

BR: Alright, so the London borough of Newham does not own so much land here?

MA: Euhm I am... I am not sure what land we do own and what we don't, euhm...

BR: Is there another map that shows the properties?

MA: There will be... I am not quite shore whether I will find it.

BR: Alright, maybe we can ask the GLA...

MA: Yeah the GLA might be able to help you a bit more with that, like who owns what land. There is a map for it. And it is for tender processes... it is outside of... outside of... actually involved in planning it is more different areas of the council that will be dealing with that...

BR: Alright, okay. We'll ask the GLA then about that. So, we are also interested in who are stakeholders involved now in the new development of the Royal Docks. And what roles they actually take. These are the ones we came up with, or we found so far...

[**BR** shows stakeholder map]

BR: So maybe you can give us a hint if we forgot any or what are the relations between them. So the blue ones are more kind of the public sector, and then you have here the private stakeholders involved... well, maybe some of them...

MA: Well, the DLR will be public sector, it's under TfL (Transport for London) but its run by a [...] called Serco, but it is under TfL. TfL obviously got a stake in it, with Cross Rail coming forward and the DLR itself. And UEL, University of East London has a big stake in the dock, there is lots of communities around there. And all the developers that have come forward in their own way all have their own separate stakes and there is too many to list. But I think... the important one as well is the local residents. Making sure that they are not to disrupted and that they are not isolated during the processes. First time for Silvertown Quays and for ABP, they will be consorted; there's been meetings and kind of workshops. Well almost workshops I think, they are [...], people got to come around and drop ideas; 'what we do like and what we don't like', and that gets taken on board.

BR: Okay, so there are like meetings organised, like round tables or so?

MA: Yeah, well not so much round the table. I think it depends on the developer. Some may try meet or get contact with the head of a local residents group, who has the view of the residents group. But the better way to do it, would be to when they rent that space and display what they are tend to do, their proposed planning application with models and [??] and diagrams. Then residents come along and ask some questions, like; how do you feel like this? And there will be letters sent out as well, consultation letters, which people do respond to.

BR: And that is being done by the developers themselves?

MA: Yeah, it is being done by the developers themselves. We go along and see how it goes, but we don't personally get involved with the developers beforehand. During the planning process, once the planning application, we'll send out consultation letters...

BR: Alright, like the one we saw?

MA: Like the one you saw yesterday, yeah. And then the residents, the people will come forward to us and ask question and drop their opinions, which we will feed back obviously.

BR: Yeah, we are maybe interested in the Royal Docks Management Authority. Because we were trying to contact them and it was like, impossible.

MA: Yeah...

[Laughter]

MA: RoDMA is... well let's say they manage the docks. And they have a stake in how the docks are managed, it sounds obvious from the name. And they look at people who got a lease over the land and things like that. There here for example for the rowing club, there is a rowing club just down the...

BR: Yeah I saw the rowers...

MA: Yeah, they got quite a good facility and RoDMA gave them the lease for that. And they decide who uses the water... I mean, you should really try and contact them.

BR: Do you know any... because for us, there are even names on the website with phone numbers, but...

MA: Yeah, but then again, it is quite busy. But I think... just keep trying.

[Laughter]

BR: Alright.

MA: I remember from doing my own dissertation things, I had the same problems. Finding a hold on people is tough.

BR: Okay... but is it like that these are the most important stakeholders or is anyone else missing?

MA: For the Royal Docks, I'd say that's about right yeah... I mean, you'd have separate resident groups, but under 'citizens' that is covered already.

BR: And what do you mean with the different resident groups?

MA: Well, some residents will create groups, related to certain projects. For example, there is almost an anti-Cross Rail project. Well... not anti-Cross Rail [...], so resident groups will come up to try and highlight issues...

BR: Okay and what is your perception of the cooperation between different stakeholders? Like, in what way do you have to cooperate with all of them?

MA: Well... the GLA and the borough of Newham work together on some of the projects. And we try to work on the same goal [...], and that's working with the developers and trying to ensure that schemes come forward that work. I think that's really important and it is working very well at the moment, and I think that is the simplest way how the key stakeholders are working together. And obviously residents have things to say and they are being consulted and spoken to. And people at the London airport, the Environmental Agency, they will be consulted as part of the process and they will give feedback and whether things need changing or conditions need added on. It is all very joined together, and it is just the borough itself and the GLA are more involved in the planning itself and then you have the people that are more consultees. There may be issues that either have to address, for example if one is trying to build something too high for the city airport, that does happen, and then you have to get the height down and things like that...

BR: Do you have any more questions about the stakeholders?

Myrthe Lijstra (ML): No, that's about it.

BR: Yeah, okay. And then maybe we could move on to the topic of flood risk management. I don't know how much you are involved in that.

MA: Minor...

[Laughter]

BR: Minor, well I assume you've heard of the Thames Estuary Plan?

MA: Yeah, I've heard of it yeah.

BR: Okay, but it hasn't influenced your work so far?

MA: No, I mean... when it comes to flood risk there is on the Environmental Agency website there is Flood Risk [...] (23:39) [...]. And also the Thames Barrier, which protects London.

BR: But here is [...].

[**BR** points at map to the area in front of the Thames Barrier]

MA: Yeah, I mean there is... there is... there is brick walls. There are walls to protect against flooding. And the Thames Barrier does still help with that. We... obviously have to [...] about flooding and the Environmental Agency are the main people to talk to you about flooding. But in terms of how we combat it with residential homes, I mean... there is guidelines, like you can't put liveable rooms in the bottom floor and it is [...] quays, there is a lot of undercroft, so undercroft parking, stairs and then you have two stories above. And obviously you don't want to develop on a certain way that worsens the flood risk. But I think it is one... a lot of it is protected for a one in thousand year event, I believe.

BR: By the Thames Barrier?

MA: By the Thames Barrier, yeah. I think I saw somewhere that if the Thames Barrier wasn't there, we would have quite a lot of flood in this country. In the winter, if the Thames Barrier wasn't there, we would be in four foot of water here, so it's quite a vital role. I believe the Environmental Agency is best for you to talk to you about.

BR: Yeah, do you know who we can we contact from the Environmental Agency...

MA: I can give you the name of someone... Ben Llewelyn. I will try to spell it. I think it's: L L E W Y L E N...

BR: Llewelyn...

MA: I will send you his...

BR: Ben Llewelyn...

[Pronunciation practice...]

MA: Llewylen. It's a Welsh name.

BR: Ah alright, yeah it's difficult.

MA: I will send you across his email.

BR: Ah, that's great. That would be awesome.

MA: He is quite helpful and he might be able to some directions I can't.

BR: Yeah, he must know a little bit more about it then. Well, why were are also interested in this project is because the Thames Estuary Plan itself actually states that the redevelopment that is planned in this area might also be a good opportunity to improve the flood risk management schemes for this area. So maybe you can tell us from what you know, how much is actually, or how is flood risk actually addressed within the [...] of the Royal Docks.

MA: Well in the London Plan there is strategies for dealing with flood risk and anything within flood risk areas has to submit a flood risk assessment, which we obviously really take seriously.

BR: Yeah, we've seen the flood risk assessment.

MA: Yeah, I mean, obviously one has to pass the flood risk assessment, otherwise it is a no go. The EA works quite strongly on the river wall and the dock walls and that's a huge part of the flood protection system. Within the developments themselves we have things like SUD's, Sustainable Urban Drainage. For example the ABP project is proposing, between the road and the actual development, a natural... kind of wildlife area, which will help natural drainage and

when it rains it kind of fills up. SUD's is quite important. There is new legislation to come in about it this summer, but I think it is delayed again. But have a look for that.

BR: What is the name of this legislation?

MA: SUD and that is more or less it...

BR: Oh it is really just about this urban drainage system.

MA: Yeah, so just have a look for that. And that is not in yet, but it is proposed, it is new guidance...

BR: New guidance, alright...

MA: And obviously there is things like general sustainable drainage and how that fits into some of the sewers and drainage systems, and making sure that there is not just big vast areas of concrete where nothing is going to go. I mean, we do work hard, with like the application you saw, that came in [referring to the information letter we saw in front of the Crystal building]. Well, I am not sure if you have read the side notice, but there's one of them that's in [...] of the area, and they've all got quite poor drainage and is flooded in the streets, and when they've come forward, we've said you need to improve the drainage, new hard surfacing and work your way forward from this. So we do actively work to improve the how people deal with drainage around the borough.

BR: Okay, so it is mainly about drainage and not so much about storm surges...

MA: Yeah, well... in planning, planning wise we deal a lot that. I mean, flood wise it is really the EA, they come forward with the conditions and they work on the flood risk themselves. They'd be better to talk to you about it. And we incorporate their comments and their views. Once you've talked with them about it, you will understand it.

BR: Yeah, we've already heard that in some areas then the ground floor may not serve for residential use. These kind of things, that can be...

MA: Yeah, yeah that's something. Then you have like a storage room or a garage.

BR: Yeah, a parking lot, like in HafenCity. So you cannot tell us so much about how resilience is supposed to be built up I guess there.

MA: Euhm, no I wouldn't want to say... so I'd probably, yeah... sorry.

[Laughter]

BR: Yeah, okay. Well then we will move over to the floating village. And as it is Myrthe's interest I think maybe...

MY: I'm not sure how much do you know about the development of the floating village?

MA: There was a planning application that was approved subject to, it wasn't mine I'm afraid, it was approved subject to more information. In the Royal Victoria Dock I believe... But that's not really... nothing is really happening there for a while now. But the Mayor has come forward with new floating village plans, but nothing has been submitted yet, and I have seen nothing yet personally. And that's talked about not just the Royal Dock itself, the ideal place for it is calm water, sheltered. We've also talked about doing under the cable car and also I've seen some visions of architects down and straight down in the middle of the Thames in the city centre. I mean, it is something we'd look at when it comes forward as a planning application and our regeneration team would have a look into that as well. I can give you someone's contact that might be...

MY: That would be wonderful, please yeah.

MA: I'm not sure how much they will be able to help you out either, but again, the GLA might be able to help you out a bit more, as it comes from the Mayor. It is his idea, but there has not been a recent planning application for it at the moment. But there has been a lot of talk in the media for it, and I think it is going on Dutch examples for the general idea for...

MY: Yeah, like IJburg for example, they are looking IJburg in Amsterdam and I am trying to compare the developments here in London and Rotterdam. Because I've read this newspaper article that combined the Mayor of London and also I guess from the borough of Newham, that they said that the borough is also quite important in the development of this floating village.

MA: Yeah I think it's the regional team would work quite hard on that one. And you can find more in the planning application, I think it is 2010 [?: 31:37].

MY: Yes, I have...

MA: Yeah, I mean, that's what we have in hard copy, at the moment.

MY: Okay, that's not much...

MA: Yeah, it's not too much. And I personally am not involved in anything in the discussion about the floating village, but I think the regional team probably will be. Once anything more concrete comes forward obviously, we'll be involved in the pre-planning process, but at the moment I don't think that's happening yet.

MY: Do you know how it is possible that it takes so long, that there is no application yet?

MA: Yeah, I mean pilots can take a while. You've got to, once you've secured the land, you've got to procure a kind of viable development and obviously you've got to take care of the stakeholders and all the surroundings around the area. For example, you're under the cable car, you're in the flight path, I think it is out of the [...], I'm not sure whether it is within the Public Safety Zone or not, you'd have to check that one. But there is a lot of factors around there and

before things come in, you need to make... people don't just come forward. Well, they do sometimes... But the idea is you don't come forward with a proposal which you are not going to be able to afford or to build. You need to make sure it is that they can build it. People buy into it and they'll get money from it and support for it. You need a developer that is going to take that forward. So I think before these things happen, a lot of things are often proposed out in the media before anything happens. You see, all these things have to happen before you come in to the planning application, which is quite expensive, the amount of work there goes into it in terms of drawings and architects can be quite costly. If you are going to do that without concrete backing, it is why you sometimes receive things like we could do this and it doesn't come forward for quite a while. But I think, it might be something the GLA is working on. But the last announcement was last year, in 2013 in early spring and that is about it. So I haven't heard anything about it recently, but it does keep cropping up.

MY: Okay... and euhm... you had a name of someone I could try to contact?

MA: Yeah, I will send the email to you with her contact address. I will check if I can give you her address, because you never know if you get a no from her, but I'll give an email later to see if anyone knows anything about it.

BR: From the regional team?

MA: Yeah, from the regional team.

BR: And is there a map with these Public Safety Areas that we can have a look at?

MA: Yeah, there is. I can try and find one, but I think there will be one with the City airport application at the moment, I would have thought... I think I might... I'll see if I have a copy of that, I think I have got one. And I can see if I can send that across to you.

BR: And the water area, where the floating village is supposed to be developed, that is then the property of the RoDMA?

MA: That will be under RoDMA, yeah.

BR: So they must have also a big interest in that.

MA: Yeah, exactly yeah. That's someone else that is involved there. I think at there is at moment wakeboarding there.

MY: Yes, that's correct... And yeah... I'm not sure whether the other questions can be answered then...

BR: Maybe this is a nice one. Like what do you that stimulates the development the implementation of the floating village and what rather hinders it?

MA: I think... I wouldn't say the borough's planners would hinder it at all. I think hindering would be, I mean I am speaking through myself. I think hinder would probably be getting the developers to take it forward and getting the funding forward. To get the funding you need to get sure that you can actually take this forward and it will work. Because there is no point in building a floating village if no one wants to live there or if there is no businesses that want to take it up. And to get that support first, that is quite difficult. It is kind of the chicken and the egg, you've got to have someone that puts the money in, but they are only willing to put their money in if they know that there is someone to pick it up. But people won't take it up unless they know there is someone is putting their money in. So it is bringing that all together, before you can even start the planning process. You can have ideas, you can make architects and CGI's, but to go into the actual technical details of it... I think it is getting the funding on site, the developers on site that is probably the tricky part. But there is quite a lot of things that were proposed, they were scrapped once in the recession. And now it is picking up slowly, and now quicker and quicker, but it is still not back to where it was in the early 2000s. So I think it will take a while before people start to... I wouldn't say gambling, but kind of taking a risk.

MY: Okay. And you said something about who might be potential citizens for such a village, that you need them. Do you know if there is a target group?

MA: I don't know, I'm not sure about that, but I think... I am not sure in the floating village proposal, how much was to be actually lived in and how much was businesses and cafés.

MY: It is kind of a mix.

MA: Yeah, you'd find people who want to live there, but you would have to work out the costs and things like that, and with that community... trying to make sure that community will work. And then obviously you need the infrastructure around there to support the community, and make sure that... you know, people would actually want to live there. And that is obviously a lot of work, like surveys and how people would want to live on the water. I mean... it is not a very English thing to do; it is not a common thing. It is completely new and you would have to do quite a bit of research into whether it will work or not.

BR: But it is kind of interesting that it pops up in the media that big and that there are no concrete plans behind it.

MA: It's politics...

BR: It's politics?

MA: You know, you have to get your ideas out and...

BR: And in that way you might also attract developers?

MA: Exactly. That sort of media interest will help and almost validate it, and give it some impetus. Yeah... that sort of things... have happened before. But they need the developers, the architects, everything sorted out, before they go to planning and then we work with it.

MY: So... that are the steps that need to be taken to get these developers and the financing work?

MA: Yeah, and working with the landowner as well and giving out the tender process. There will be a tender process for it. Once you decide this is going to happen, there will be a bidding process. There you can give through your ideas and schemes. And that happened with Silvertown Quays and ABP, there was a bidding process for it. And that will probably the same for the floating village, and you need to see who owns the land or controls the land, which... RoDMA or GLA, I am not too sure who it would be for the floating village, but between them.

MY: Okay, we'll ask the GLA.

[Laughter]

BR: That's it I think for the floating village then.

MY: Yeah, I guess it is.

BR: Mena, you want to take over for your part?

Mena Kamstra (MK): Yes. So I am focussing on the role of citizens mainly and other stakeholders in flood risk management. So I hope you can answer some of these questions, if not that's fine. What role do you think investors and private developers have to play in flood risk in the Royal Docks?

MA: I think they have to come forward with schemes, with... not inventive, but euhm... intelligent ways to help prevent increased flood risk, within the developments, and making sure that their proposals don't impact on the area too much. Through things like Sustainable Urban Drainage, small pieces of wetland made, man-made wetland and make sure that their building designs aren't going to... in the future be a problem, if there is a flood. It is quite an important role for them to take, but it is something that as planners we need to ensure they do take.

MK: And is that something that is of late... of recently this new... that they have to take such a role or is it something that...

MA: I'm not too sure. I think it's always been important in flood risk, but I think it's been taken more seriously now. I mean, I think it always have been taken seriously, but I think there's more... there is more [...] and modern ways to do it, to a better standard. I think we're more aware than we were before and with things like... there is certain areas in the country where you can't [...] over your gardens [?] anymore, because there is so little natural drainage anymore. But I think we've taken... people are becoming more aware and it develops in this country that we need to take more care.

MK: And how do you think that awareness came about?

MA: I think just the general amount of flooding that happened in the 2000s... not so much London, but around the river Severn and things. And it is also building on... it's more outside the docks, but building on floodplains. We've become more aware of either not building on floodplains or try and alleviate damage that we caused by building on floodplains, because I think quite a lot was done. And people get quite surprised when they got flooded.

[Laughter]

MA: So I mean, I think... you know it's... through that you learn through past mistakes. I think we're more aware now of that, and I think the EA are quite strong on this and do a lot of work trying to prevent this.

MK: Hm, okay. And what role do you think citizens potentially play can in flood risk and dealing with it?

MA: I think... I am not so sure about how it works for the docks themselves, but within... outside of London it more comes down to, potentially with the river walls, and putting up sandbags and just generally help their communities more when there is flooding, and people are

becoming more aware that. You see on the news quite a bit of people prepare when there is heavy rain, they prepare sandbag barriers, they and... the local [...] comes down and put up the flood wall, flood barriers. I think, once there is a big flood in the area people then take it more seriously and pressure the councillors more to do things like dredging, which does harm the environment. You kind of have a double-edged sword, of try not to harm the environment or try not to lose people their property. People do then become more proactive in how they can put pressure on the councils, to do more and to save their communities and help them. And I think it sometimes does take the action, it does appear to take the action of flooding before people take notice of what they can do and what needs to be done in their area.

MK: Okay...

BR: Those river walls, they are private property right?

MA: No, they'll generally be... I figure things around the river Severn; there will be holes in the ground with poles, and at the risk of flooding the Environmental Agency and local council come down, put the poles and stack in kind of concrete or metal sheets in between to try and contain the river.

BR: Yeah, because I think I learned that, or I heard before that the walls themselves belong to private property but they are maintained by the Environmental Agency.

MA: Okay, I'm not too sure. It could well be, but it depends on what land it is on and whose land the river goes through. It could well be in places, yeah.

BR: Okay... go ahead, I'm sorry.

MK: No, it's fine. Well we've covered it a bit, but the Thames Estuary Plan states that new development, such in the Royal Docks, that public awareness has to be created, and I was wondering, do you have ideas of how you can create public awareness besides that people have some awareness because of the flooding that happened but...

MA: I think a lot of people take notice in the media. The recent floods serve a, to the west of the Thames before London... it was in the media. But it wasn't until it started to hit the edge of London people started to take notice of it. It was kind of the general Somerset floods, it's quite normal, but it wasn't that people were taking notice how bad they are. And I think it's that through the media that you can really inform people to take awareness. And when building new development, I think if there is a risk of flooding, informing people when they go in and maybe when they are actually going to buy the property making sure that people are fully aware and may having flood risk action plans. And make sure that people are fully aware when they go in to purchase properties that this is a problem. I mean the properties where people have been there for a while and they are in a flood risk area, they generally know at this point. But I think it is important that if you are going to build in flood risk areas that people are aware. I think it is up to the developer and the estate agents at the end of the day to be... to make that awareness to the people buying it. We really wouldn't people buying that property buying it shouldn't be, doing the fore-checks and but fully taking notice unless they are told by people, you know; 'you might have this problem, and you'll be needing to take steps... and maybe these are steps you can take of we will help you to take'.

BR: So it is up to the developers and the... which agency?

MA: I think the developers and then the estate agency who is going to sell the property, or the developers or whoever is selling it, to make people aware when they are purchasing it.

MK: Okay, because I think then, I've spoken to some developers and they stated: 'Yeah there is a certain flood risk, but we don't want to scare people away from the development'.

MA: I mean, yeah, that's understandable, but at the same time, I think you need to have a responsibility. And if you are going to build in a flood risk area to need to have a responsibility to the people you put in those houses. To make sure what you have done isn't going to impact them in five years' time that they are going to come home one day and their living is floating. And I think that there is a fine line between scaring people away and informing them about

actions they can take to actually prevent this. And if you have a clear action plan of what will happen in a flood, potential flood risk, what you can do to the property. I think that's very important... and I think you can word it in such a way that people will feel safe, that their property will still be okay in the event of a flood.

MK: Okay good. I have a question about social capital and that it means actually dense networks between people through which they gain information and resources to cope with certain issues. Do you have an idea if developers take such networks into account?

MA: I'm not too sure really. Apart from citizens groups and people, and through local resident groups where they meet to discuss the issues in the area and... sharing information through that, but I'm not too sure about all of it...

MK: Okay, and well my last question is... what do you think are the advantages and disadvantages of involving private stakeholders and citizens more directly?

MA: I think the advantages of are the, if you invite people, they'll take more care on their own property, so if it is going to impact them, they will have more awareness and they can do more things and we save potentially more money. And it's not... it takes a little bit more pressure sometimes of the councils. I mean... but having private in there, it was actually what you said that developers will say don't want to scare people away from their properties. So private potentially have the more money and can be pushed more to do, to help out. Euhm... but they also can... they also have... in the back of their minds, maybe not letting on the full seriousness of the flood risk. And I don't think it is the council to say that you, this house is at risk of flood, or your area is. But I think the council can help, but I think it is private to start with informing the people. And I think resident groups, if there is an issue, will get together and they will try and solve the problems whether it is putting pressure on the developer or putting pressure on the council. And I think resident groups are quite strong and they are having a quite good way of putting pressure to try and get the flood risk done. Euhm... sorted...

[Laughter]

MK: And do you think the borough should provide a platform for such resident groups to get a stronger position?

MA: I think the borough should provide that, yeah. But... it is setting that network up. I think the local authorities should do more to try and inform residents and bring them into the processes. But that's only... that's only my opinion. There is only so much you can do before you're almost doing it for them... and I think there is a fine line between helping such resident groups and having to take on all the extra work and I think it is difficult... difficult for local councils to do... sometimes the authorities sometimes do that, without basically just doing all the work. Here it is, you need to be able to teach and hopefully find residents that know something about it or will learn themselves and it is trying to... to do that in a way that is... productive. But that can be tricky. I think it can work and that it should happen more.

MK: Okay...

BR: I have one more question, this is from the Thames Estuary Plan and actually it shows the Royal Docks area and it shows where you should build resistance and where you should build resilience and well, most of the Royal Docks actually has the priority on evacuation and to take refuge. Who would be responsible for this? Like, the evacuation and like which agency takes...

MA: Euhm... I'm not sure I'm afraid. I've not seen it before.

BR: Oh okay, but like... like would it be the disaster management authority that is responsible for evacuation or...

MA: I'm not too sure, I have not heard one in the borough. But I know from previous that generally Environmental Agency, then they get blamed for it.

[Laughter]

MA: I'm not sure it is always... I'm not sure if it's their fault. But I think they are... they issue the warnings, they issue flood levels, they issue high rainfall levels and I think it is generally up for them to issue the warnings to the residents if things get out of hand. I don't know, but I think it is all down to the Environmental Agency...

BR: Alright yeah, it could be and I was wondering if it is...

MA: Yeah, I reckon it is the Environmental Agency.

BR: Okay, alright... Well, I think that's it. But maybe just, how do you see the future of the Royal Docks? Maybe just some outlooks...

MA: Positive. I think it is... it is going to be a new growth area. That is the core strategy or our call of duty, that's what we are aiming for, and I think we will get there. As the more come in and picks up and the more London grows, and London is growing quite fast and it's been advertised well to the world. I think the more developers will come in, the more investors. And there is a need for housing and I think the Docks is a really good place for it and... it's an ideal place for regeneration. I think it will actually become a modern... modern environment, with a wide range of residents and also users around there. So, it is very good.

BR: And... well, I just had a question and now it's gone... Well maybe then that's it for the now.

MA: Okay...

BR: Thanks a lot!

MA: No worries.

BR: Oh now I remember. The time horizon... like, when do you think this is going to happen, like the whole... like when do we come back and see the Royal Docks is completely...

MA: How developed are you talking?

BR: Yeah like, well maybe... well maybe just tell me what you think...

MA: I think... if you came back in... I think 2020, Cross Rail will be ready and I think Cross Rail is a huge driver of development in the areas around station.

BR: Where is it actually planned, the Cross Rail...

MA: Oh sorry, here.

[Points at map of the Royal Docks]

MA: Custom House, you've got one there. You've got one... here and that kind of goes off to Canary Wharf. And then at the top part of the borough you've got, you've got four at the top part of the borough. And each one of those Cross Rail stations is going to drive development around it, because people want to move there, because you will be able to get into the city in fourteen minutes or something. And... and that's really important, that is going to be... that's huge for the borough. And we are already starting to see people coming forward with the idea of Cross Rail in the future...

BR: And there is one here right now?

MA: There will be, there is one being built at the moment. When you go past with the DLR you will be able to see kind of concrete works. That's going to be Cross Rail station.

BR: And when is it going to be finished?

MA: I think it is 2018 it's due to open. I think if you came over in 2020 Cross Rail will be working, some of Minoco Wharf... the first phase will have been built and hopefully the second phase will have been started. Barrier Park East development will have been finished and I like to

think... assume to think that ABP gets permission and Silvertown Quays gets permission, I think you'd see that at least the first phase is built. And I think around Gallions Reach, I think some development will be around there... I think it will be a completely different place. You'll still have the open parts, but I think that there will be a lot more development and once development gets started, it starts to going to roll and you'll get people in the area, you'll increase the profile of the area, the prices will go up. I mean, what I've seen the apartments in the first phase of Minoco Wharf is what we are going for. But is it being built in an area that is being desolate at the moment, it is being ridiculous... but I mean, it has a view at the Thames, but it's quite far of London... So I think it will become a completely different place, but at the same time I still think you'll have quite a bit industrial. Have you been on the cable car yet?

BR: Yes...

MA: You saw all the industrial beneath?

BR: Yeah.

MA: I think a lot of that will still be there.

BR: And what about this sugar factory for example?

MA: I think... I don't know too much about that, but again I think... it is still going to be a mix. You will still have the high end and essential, mixed-uses, offices and you will still have this industrial which is fun and it is part of the history of the docks. And eventually one day it will all be gone, in a period of time, but I don't know when that will be. Oh and there is one more thing... there is the Silvertown crossing, which is meant to come through... here...

[**MA** points at map]

MA: Yeah, it is going to be here I think. And that is proposed. Nothing has been coming in yet, but that's proposed to start working in 2018. I'm not sure how they are going for commission

yet, but that's a road tunnel that they are going to propose and that is going to pop out just around the Crystal. And then all that industrial development there will be gone, in 2018... and euhm... I think that connection will also help.

BR: Alright, so it is really depending on transport linkages actually then.

MA: I think transport linkages is a massive part yeah. And the city airport and the ExCel will help as well.

BR: Yeah, I think that's it, well thanks so much. Looking forward to see those contacts.

Interview file: 4	
Organisation: Greater London Authority	Interviewees: Development manager housing & Strategic manager climate change
Date: 29 th of May 2014	Time: 13:00 – 15:
Duration: 102 minutes	Type: Face to face

Britta Restemeyer (BR): That is how I would actually like to start, like briefly introduce yourself and what your role is in the GLA and then actually also in the redevelopment project.

██████████ (PC): ████████, do you want to go first?

██████████ (AN): Okay, thank you. So okay, my name is ██████████, and my official title is policy and programme manager for resilience and quality of life. Which basically is a very long way of saying: my job is to manage a team to basically try and make sure we manage natural hazards in London in a way that we keep London safe before we actually have to experience our super storm Sandy or our Copenhagen cloudburst or whatever. So I am actually in charge of a number of issues, so air quality, climate hazards, water resources and green infrastructure. But from your perspective my key thing is to try and make London safe and to work with key stakeholders to understand how they interpret safe, what are the elements to bring together to make ‘safe’ and to try and understand what is it that the Mayor can uniquely do given that we don’t have masses of powers and budgets like other Mayors do. So what are our abilities to bring people together, bang heads together, talk up things, embarrass government and that sort of thing. So without actually having any real teeth how can we make stuff happen.

BR: Alright, well very interesting then.

PC: Is it worth saying how it relates to the sort of other governmental bodies that you’re closely working with? So... how the GLA works...

AN: Okay so yes. So the GLA is an experiment, seems to be surviving. Basically we were set up in the year 2000 to basically test regional government in London. We've had regional governments in various periods in London and there is governments who got rid of it and then realise it is too big and complex, and brought it back again and currently we're in love with it, which is good. I think the government is finally realising London is effectively almost a country on its own... you know, we have an economy larger than many other cit... euh other countries. And we compete not with other countries, but directly with other cities, like New York and Berlin and Tokyo and so on. So the GLA is comprised of the Greater London Authority, which is everyone in this building, so that is the Mayor, an independent assemble, and all the people in city hall, you have officers who worked at both; the Transport for London, which is the tube, rail, busses, taxi licensing et cetera; the Met Police, so the Metropolitan Police; and then we have various sort of off shoots of it, like the Olympic Development Organisation, so basically this is about the legacy of the Olympic Games. Did I miss anyone?

PC: No, no

AN: That's pretty much all of them. We're unusual in the fact that prior to this government, every one of the nine regions had a regional government but the last government got rid of them all and we're the last.

BR: Because of this Localism Act?

AN: Localism Act, yes exactly. They decided that the best way to improve strategic thinking is to get rid of the people who have it. Now you just have national and local, which is great for London, because it enables us to argue things more coherently, and it is bad for the rest of the country. And essentially what we do is, our role is to implement the Mayor's vision of making London the best big city in the world. So our key challenges are: we are facing a population growth of potentially three more million people in the next twenty to thirty years, the fact that most of our infrastructure is, could be in a museum if it was in America or Australia, and the fact that we are, we struggle to how is our existing population, we are really going to struggle to provide the housing and the infrastructure for this new growth. So we've got big ambitions how

to make London more sustainable through absorbing this growth. But that means some major scale rethinking of how we do what we do.

BR: Yeah...

AN: So and that is probably...

PC: That's excellent. So I suppose what's of value in the setting in context returns of the Royal Docks in how it features as a vital part of London's ambition and indeed future growth and includes obviously jobs and homes and the capacity for which London has to live within GLA, Greater London Authority boundaries to accommodate all of this. There are a number of leavers, of one of which is planning, the London Plan quite clearly stimulates a number of the associated number of geographical areas, known as opportunity areas where we believe London can accommodate some of this growth, and the Royal Docks... you'd be unsurprised if you hear it, is one of those key areas. Another leaver would be that we're working closely all over the authorities to, by virtue of new Localism Acts and the powers that the Mayor has in terms of funding grant delivery of homes for London in the region of London, through affordable housing schemes and a number of other aspects around which we now control. So we're able to work with housing providers who will provide affordable housing provision on sites, so we'll be able to work closely with our boroughs to ensure that the investment is distributed across London boroughs. And then I suppose further most importantly for the Royal Docks there is a considerable aspect of land... and assets that the Mayor, under again the Localism Act, which formerly [or formally] is part of the Regional Development Agency, which I was a part of, a substantial amount of land [??] in the East of London but predominantly around the estate of the Royal Docks.

BR: Does this map indicate which...

PC: So this map indicates yeah, the blue-hatched areas is the key development sites around which we are focussed on in terms of our delivery. However the estate extends beyond there, in fact...

BR: And this is all GLA owned land?

PC: Indeed, so the Mayor owns the freehold of this land and I can send you a little [??] I don't actually have got it with me. But to first indicate the scale of this as an opportunity, this is an helpful drawing which I think you can find in the vision documents with the links I've send you. This is essentially from Marble Arch to Mile end, so it's four kilometres of water space. And this essentially, in geographical terms, could accommodate a number of different places. The Royal Docks is a bit of a sort of unfortunate title, it helps us in lobbying and sort of focus of minds and it part of an aspect around which...

AN: Everything with the word 'Royal' in front of it goes well.

[Laughter]

PC: It could brand it, but none the less you know... this is a place has had a long charted history of decline through the 80's, as we experience through many cities around the world. Containerisation shifting influences of trading industry out, into the estuary, in this instance in regard to London where bigger facilities are available and the eventual closure of Port London Authority and handing this land over to London Dockland Development Corporation, who subsequently did some things, around periods of prosperity, around periods of growth let's call it, so the development cycles produce some material outcomes of that in terms of development from here [points at map], literally from st. Catherines Dock, through Belvedere Dock, through a number of the other docklands, stretching far out into the East, out to Royal Docks. The Royal Docks is always one of the last, so while we can see quite a considerable change in Canary Wharf and around the Isle of Dogs, including a number of insolvencies, bankruptcies and attempts to get this thing happening. So there is quite considerable growth in the financial services. This [points at map] has never really... I think it would be fair to say, would have had the same effect here, but also principally because there has never been a sort of employment led regeneration, economic regeneration strategy for this area that has helped it to... and it has always been somewhat further down the development of London's general growth to this

direction. So Stratford makes a significant change in terms of how investments spread eastward into the borough of Newham, which is predominantly... of which all the docks sit in. And obviously the Olympic park... the Queen Elisabeth Olympic park is split between four boroughs, but essentially constitutes quite a considerable bit to Newham as well, and Stratford, the town centre which is another area of commercial development which can be direct competition with all these other places of growth. Not to discount all the other number of places of growth in central London like King's Cross, Miles Court and Barking Riverside. So the Royal Docks seems to sit like an enormous opportunity but is sort of subject to the fact that, whilst Hamburg has focussed its efforts in delivering...

BR: Oh great

PC: So a little more about the ownership...

AN: Oh yeah

BR: Yeah, very useful

PC: It's a patchwork of ownership but... So yes, so I was saying Hamburg always strikes me that the, not only does it retain its industry and retains its rational as a port town and it has shipping containing a fundamental part of its make-up. The docks spaces is very much about Hamburg's growth, whereas London, so many different areas of London constitute this opportunity to growth, that the order in which is all happening will be arguably... it is much more competitive and open market to some extent. But non the less, there is efforts to bring the Royal Docks into a clear and crisp development strategy in terms of what happens when and how. This merely was an effort to both provide a vision that with the Mayor of Newham and the Mayor of London, both in accordance with an agreed set of templates of what was... which we signed up to. Very high level, but generally setting up the ambition in this area in an attempt to market to, principally to key sites in this area, which we can talk a little more about or I can provide details later, but Royal Albert Dock and Silvertown Quays where two areas which prior to the Olympics we were looking to take to the market through a competitive procurement or a

restricted OJEU procurement process and, you know, we need to speak about why this area was going to be critically hung on these developments, and what would happen. And also, and I haven't really quite covered it in terms of the economic regeneration strategy for the area or the LDDC and I didn't care to mention that the English partnerships who took on from the LDDC, the London Development Agency took over from the English partnerships and then subsequently us where taking over from the LDA, have subsequently achieved in the area. The establishment of an international, what is now known as the international convention centre, or ExCel, is an exhibition space, which you can see the scale is quite enormous and it had an extension prior to the Olympics, it is now owned by the Abu Dhabi family. The constitution of the actual delivery of the Thames Barrier Park, which is now fourteen years old, a wonderful asset and a landmark and a key visitor attraction to the area and also produce some, the basis around which homes are currently being developed...

BR: Yeah, we've been here yesterday.

PC: Excellent

BR: So we saw all these... yeah

PC: This was a former chemical plant, so this was like real, very fertile, rich let's say industrial area, which for the sake of contamination, these issues had to been dealt with, a lot of investments have been poured in to make that small area work and then it's sad to say, but you know that was the nature of the time, clearing much of these sites in preparation for development. Warehouses and such, except for ten sort of listed cranes, a couple of warehouses and the ExCel estate and a few other treasures like Millennium Mills, which isn't listed but non the less, but it will be part of future development...

ML: It is still heritage...

PC: It's a fabric of types and it should be regarded as important for the future of this area, so yeah. There is probably a lot more to say... yeah and also City Airport, you know there is a rich

history actually, even though it doesn't feel like it's got very far yet and it will take another thirty years to even start to define itself as a place...

AN: The funny thing is, they didn't want to bomb this area. The Germans, they didn't want to bomb this area, because they used to fly across the Channel, they'd follow the Thames up at night seeing the moon reflected in it, and there is a church down here that was their signal of when they were going to get near London, so they purposely didn't bomb this area. So they needed this place to understand where they were, so don't drop it too early and you know, bomb a salt marsh.

PC: They did manage to bomb quite a lot...

[Laughter]

PC: Anyway, I mean, it's a very important area for industry from the early nineteenth century until the twentieth century, and it still has elements of industry there. Tate and Lyle Golden Syrup Factory, that's a [?? 14:25] part, all constitute to the employment area as much as a growth area. University of East London and then a somewhat... a somewhat delayed... staggered? Staggered... staggered attempt to bring forward a business park on Royal Albert Dock, which Newham Dockside the building, the office building there had been...

BR: Is it now the London Borough of Newham?

PC: It is now London Borough of Newham, obviously which after a few years laid empty it became their HQ, and that is good because now they have a large focus on what's happening down here rather than ignoring it. Euhm...

BR: May I ask a question? What are these [points at map] kind of stars?

PC: So, just very quickly, just in terms of the Royal Docks we've talked about the area, what we did is actually look at the area as a considerable part of the geography of East London and

acknowledging the fact that it's made up out of a number of places. Whether we draw them as a red line as a sort of planning strokes sort of guidance for the development of partners to understand which areas are which, or whether we have indicated the emergency areas which have to be regarded as local centres. So there's a North Woolwich local centre, there is Gallions... Royal Albert Basin local centre, West Silvertown, Royal Victoria, Custom House, around the Cross Rail stations, and arguably there are some smaller locations which are equally important for points of destination. There is also Canning Town and a whole area of regeneration that is happening here, which is generate about 10.000 homes, it's all on Newham or council owned land and it's a program of redevelopment of existing estates, which were post-war because of the bombing that had happened around here. And also, to the South you should recognize potentially that we have Greenwich peninsula, that is patched blue and that is part of Mayor of London's freehold and the land is in current partnership with a company called 'Night Dragon' and again is delivering up to, it's a good number 10.000 homes. And obviously they are subject to considerably investments in terms of delivering the Millennium Dome, the Millennium Experience, and and I have mentioned ExCel which is around 2.000, the park, City... excuse me, the University of East London and just after that the City Airport. Well, recent periods have seen investments in Barrier Park East, which is about 700 to 800 residential homes, the mobilisation of certain sites to the market including these two, the delivery of Siemens, an exhibition centre for the technology, which you may have seen.

BR: The Crystal, yeah

PC: And the completion of the wonderful transport infrastructure, London would fall apart without it and...

[Laughter]

PC: Which... essentially proves the, you know, from an infrastructure perspective we don't... we look to, invest in infrastructure prior to development, I think that we recognize that is something the continent does that very well, and well we've done it here and brought forward infrastructure to enable the link. And now we need to look at the wider development

opportunities of which conveniently the floating village and the accelerated development that's happening on the other side with 'Night Dragon', now a key development partner on that side, which is a change but let's not get into detail about that. It is illustrating the point that this is actually drawing both an attraction to the area, and on a beautiful day as maybe today is, on a half term or on a Saturday it is extremely busy, it reaches a sort of totals of... expected round of totals of 30.000 in a day, 2.000 an hour. And you know, during the slightly quieter periods it has been criticized for not producing a certain number of people a day. But I think it is part of this broader area of if you like... connecting the O2 and the ExCel centre and actually in some respect gained more rational in thinking about why this area of water as an important part of play in connecting your route along the dock edge, from Siemens which is now a major part as a visitor attraction experience euhm... ExCel and the O2 connected by the cable car, but also the route that is off this map, which is useful... which is up the Lea Valley, along something called, or previously called the 'Fatwalk', but now subsequently retitled the 'Leaway', providing a nice river walk up to the Olympic park. So joining some of these key development areas to get a coordinated public investment through a number of programmes, funds, including cycle ways, former investment in public realm is something we call the 'Green grid' have tied all these bits together, which are fundamentally important not least because the docks are so severed by its own waterways, but also the development sites itself are big and expensive and at the moment it is hard to walk around in the areas without the aid of at least the DLR. I think I've summed that up.

BR: Well maybe...

PC: Probably. There is a lot more to say, but I think that is a start.

BR: Yes, well very interesting. It gives us a really good idea of the area, and we actually walked around the whole area so we now kind of now what it looks like. You said, you are responsible for strategic thinking, but maybe you can explain a little bit more in detail what is now the role of the GLA in this process. You own the land and everything.

PC: So my role is, fundamentally, I work within the Housing Land directorate. We are afforded the responsibility of bringing forward land and also looking for ways to invest in affordable homes across London. From a land perspective, I work within a strategic projects and property team under which we have a number of offices who are involved in delivering each of these sites. I have a long-standing relationship from design for London through to the London Development Agency, and now in this kind of new role. I have a background in architecture and urbanism so I sort of making my way through a transition into development, disposal and understanding the relationship that we hold with our development partners as we proceed to take these sites to the market. And those are your questions [pointing at the interview guide], I try to keep to those. I mean the motives, I think, are already covered in developing the docks. It is very much about not just providing homes and opportunities, but in accordance with the Mayor of Newham and the Mayor of London's view: jobs and growth. There are a number of associated partners now appointed to these developments which have all come through a public procurement process. So with these two sites [points at map] we have gone through an OJEU, which you will be familiar with. A published OJEU: the European procedure for going through quite a lengthy open discussion with all partners that might be interested. That took about close to 12 months to conclude. So from late 2011 to where we are now, these two sites [points at map] have both joined the Mayor in signing a development agreement in early spring of last year, and now subsequently a year after both submitting planning applications.

BR: So they are already concrete?

PC: they are relatively concrete, and both of these have, you know we have formulated a business plan and rationale, although they both, as I pointed out in terms of the context of London, there is a lot of competition and of course this area [points at map] really has to prove its rationale for this type of development you could say the speculative end of the market. This one [points at map] is led by a company called ABP, which are a Chinese investor so I won't give too much detail, but essentially for a pan Asian business park, which will secure or occupy this from that marketplace and bring them in a UK HQ basis to this area. Of course city airport becomes a constituent part of getting to other European destinations quite quickly so that is very good. And in Silvertown partnership as a consortium, they are essentially presenting their

proposal as some part of a brand pavilion experience. These brand pavilions might provide you similar experiences seen as currently at the Crystal, where a large manufacturer through to the level of consumer retail brand will want to display the innovative and the sort of research and development that they are doing and what they want to offer their consumers through means of a exhibition space rather than say a pure retail space. It is really about going to a catwalk to see whatever fashion label might be associated with that space, and very much recognizing that as the home of a number of key brands. I mean it is something that has been fairly untested as an agglomeration, but it works well in disparate locations. 'Avestra', 'BMW', you know a number of hefty industrial brands will look at how they are going to exhibit their products, particularly when they are not easily presentable on the internet. Or it is using the Internet as a driver to enable people to purchase those products once they have experienced them on site. We've moved away a little from that particular process of procurement. So we now have something called 'The London Development Panel', which is a make-up of 25 key development partners who are established and pre-procured through OJEU. So you can see the process starts with an OJEU, but essentially assigns a speculative brief that went from a hypothetical scenario. We tested all of the development partners that submitted entry to this framework, and we have now pre-procured 25 well-known and well-established development partners and registered providers and contractors. So it is a mix that will now be on the call-off for us to deliver predominantly residential led schemes. The reason I tell you this detail, principally because we have a number of developments on site that are now out to the London Development Panel, I can share details if you want on who is on that panel, and depending on the brief, and the call-off, and the specification, we should have a consistent way of reaching our key partners to deliver sites with a public private relationship. And we have, not only gone through the LDP process with the floating village, we have also gone through one with a small site here [points at map] called 'Pontoon Dock', and recently Silvertown way to test, and a number of other sites across London, the feasibility of delivery.

AN: We are really bad at building, in the UK, of lots of homes. So we need to build, if we are going to meet this population demand, about at least 42.000 homes, possibly 47.000, maybe even 49.000 homes a year. In our best year ever, we built 24.000. So we are way, way off where we need to be.

BR: For London or the UK?

AN: Yes, this is in London, a London figure. Developers will tell you it is a complexity of the planning system, we'll tell you developers pay too much for their land because they think we will get a deal with them and do deals and then build a lower environmental standards, or less affordable housing, local authorities say we don't want these kind of densities. So, part of this process is to say is how can we accelerate this, because we have a quarter of a million families that live in overcrowded housing today. We have house prices of 15 times the average salary, while the bank will lend you four and a half times your salary. So you know, we have got a lot of London property, central London is becoming a global currency reserve, where people buy a property at ten, twenty, thirty, seventy million pound flat and just might use it once a year, because it is better to own that than to own gold. So we are in this crazy circus where, if we are not careful, we will end up with no one who is able, under, earning less than 60,000 pound per year able to own any property here. And that will make the city unsustainable, so we need to find a way to create high quality mixed development, mixed tenure and affordability spaces. And when you have to face those kinds of figures, you got to say, well we can't just leave it to the market to develop it, we have to intervene in a constructive way. Having a conservative government they are very free market oriented.

PC: Yes that is right. But I think, certainly about, if we focus on the practical elements of supply, what we have to do is try to use the market that is there to a certain extent to diversify, and encourage, and deliver what we can on the basis of our targets. The land is an element of that, which, there are a number of aspects around grant funding.

BR: But then I understand it correctly that now the state plays a much bigger role in this redevelopment than like the first Docklands with the London Docklands Development Cooperation, because that was kind of a new...

AN: Well that was really about Canary Warf and there were dragons if you went further East.

BR: But there the state really pulled out of it and gave money and let the market kind of do it right?

PC: Yes, I suppose. I don't know enough really in detail. I mean, it is fair to say that there was an enterprise zone and that provided physical incentives for relocation of this part [points at map] of London, and of course the building the Jubilo. The jubilee was a significant investment. In so far as trying to tackle that, the cross rail causes a community and construction levy that starts to bring in a sort of planning contributions from developers to pay subsequent parts to the overall total of what is required to deliver cross rail. So, we are getting more inventive about bringing infrastructure as part of enabling of development areas such as this. But you know, considerable investment has gone in DLR, considerable investment has gone in to roads, road schemes and yet still things are still slow to kick off over the last 20 to 30 years. But we are in resurgence at the moment and things are looking positive enough to at least get us this far, but we have some critical targets ahead in the next few months to make sure these sites start to deliver on their promises, get their planning consent, which is around July in the case of this [points at map] and Royal Albert Basin, and then probably later around Autumn for Silvertown Quays at the moment.

BR: May I ask a question, about the, because you had something about the affordability and it should be for different groups, where is it more for high end and where is it more for middle class or I don't know how you want to call this. Can you say that or is it all mixed like...

AN: I let you answer this one [REDACTED].

PC: Thanks. Yes we have target to achieve of a mix of affordable housing on the basis that is tested against the viability of individual schemes. So, the affordable housing is usually around 35 to 40 percent.

BR: Alright so every area...

PC: Every development will have that as a starting point and a condition of their planning. However, unfortunately, as [REDACTED] already eloquently put, there is a lot of tensions involved in the development. And often the affordable, which can be a number of different things, so we typically at the moment say 60/40 split; 60 percent affordable housing and 40 percent constitutes as part of an intermediate sort of offer. So that can be a shared ownership or intermediate rent, or intermediate rent and shared ownership or affordable rent. And so some of those discounted products obviously that comes off of the developer's profits to some extent. And or if they were an equivalence to, you know, making private market sell products out of those units.

AN: We are having a very interesting social discourse in the UK at the moment about; Is it better to have mixed communities where you have poor people living in rich areas, or actually if the value of an affordable flat in a rich area is an insane amount of money, why not build five affordable units somewhere else. And it's a big social discourse at the moment. You know, do you want to have rich and poor ghettos, or do you want to have fewer affordable homes for the amount that the public money is buying?

PC: So some boroughs take it upon themselves to consider off-site provision, a more favourable approach potentially, or we will accept the part of the viability of the scheme. We will provide them more money in their coffers to essentially go away and build affordable housing from a section 106 provision. That is part of that.

BR: And one other question would be when all these developments take place. That will definitely have an impact on the already existing neighbourhoods I assume. How is dealt with the existing properties?

PC: So I mean, the Royal Docks is quite a unique example of a place without very many people in terms of population. I think it has approximately around 10,000 people, I don't know. It has a small population by comparison to its size I think that is at least fair to say. And depending on what you call the Royal Docks as an opportunity area is slightly bigger of including of Beckton, which is obviously heavily residentially populated. But North Woolwich and Silvertown are very small, if not incidental to some people, communities that sit just adjacent to the airport and

adjacent to some heavy industry, and kind of in this narrow corridor, which, in terms of flood water, we can talk about in some detail. But essentially, you know, much of about development in this area is about bringing forward development contributions that will strategically add to the coordinated investment of this area. All that is in theory, it is what is meant to occur. So, development contributions from the airport's last expansion would have been directly related to a community trust fund of approximately say a million pound, which would be equally spend across those areas that are inflicted by noise or you know. So there are conditions with any development to ensure that local investment is also reached. City airport, to take that example again, will have a strategy around working with the Newham council and the workplace, the Newham workplace it is called, to get people into work, so providing jobs. But I think it's, although I am probably biased in thinking it is less about economic regeneration, which off course it is, fundamentally North Woolwich proves that. You can pour any amount of physical investment into that area, but unfortunately it is not sustainable as a place, because it got a small population, the amenities are sort of stretched and displaced by virtue of rebuilding since post war and has not been ever rationalised to relate to its potential future as part of a growing area around the Royal Docks. And equally, I think, the connections between places are of real importance so what we try to set out in 'the Royal Docks Spatial Principles' is about the importance of...

BR: Is this all online?

PC: Yes, and I have sent it to you, but I can send it again.

BR: Because I remembered 'The Development Parameters'.

PC: OK, so this is really about the appreciation of the urban strategy, if you like, for the area. Appreciation of existing assets. Looking at the scale of developments, some quite good examples, 75 hectares of developments area in the Royal Docks compared to only 55 in Canary Warf. Could be a matter of comparison, so it could be contested. But anyway, it's big. Here is 'Millennium Mills' all nicely dressed up and looking good, its some inheritance. Anyway,

essentially, I think, what is fundamental about the scale of the area is it needs quite a lot of attention to the links between the places.

BR: Exactly.

PC: And, you know, what would otherwise happen with these large industrial sites; there big, they require their own infrastructure and lay out, there are big fairly sizeable roads running between two sites that are adjacent to one another. But the natural thing for any developer to do to protect its potential future market place interest in what its selling as a development is to say ‘well there is a wonderful centre in the middle of it and say, you know, effectively we want to promote this as the new heart of our development’. And whereas you want connectivity with the local and ensuring things like the urban street pattern or a line to give you a sense of integration with the existing areas where communities are part of the wider regeneration.

BR: And are there already ideas how to do this integration?

PC: Yes, so there is quite a bit in terms of just mapping out the key routes. And then there is quite a lot of thinking that I am working on presently, which is going to get complicated and won’t get explained in any level of detail for you without taking too much time. But, essentially, because there are all these elements of contribution from developers through what is called ‘Section 106’, which is a planning requirement for any development partner, what is called ‘CIL’, which is a local CIL for community infrastructure levy, so for community, for boroughs to set out what their priorities are in CIL contributions. Then there is the Mayor’s CIL, which we talked about in terms of cross rail. And then, subsequently, because we are in an area of what is known as an ‘Enterprise Zone’, similar but not nearly as good as the incentives provided arguable for the Isle of Dogs. There are certain sites that will uplift, or create to the local authority, you know, in our instance, in the Enterprise Zone in this part of the world, in the UK excuse me, London has a ‘London Enterprise Panel’, which is head-chaired by the Mayor Boris, who will then subsequently take out the business raised brought in from the site as they occupy through commercial businesses and other things that are non-residential, and look to use that money to reinvest it across London. Arguable, obviously some of the investment should go here

first, because it would help to accelerate the development, which is all part of why it is an Enterprise Zone. Arguable, that has not been fully established, because what we are presently doing is looking section 106 contributions, CIL contributions, their business rate uplift, project it over a number of 25 years, because that is the extent of an Enterprise Zone, and then subsequently, a new point 'land receipt' [?? 38:48] that we receive from the development partners and seeing how, collectively, how these things publicly, the income that the public sector gets, can be used to help developers regenerate the wider area. Hold me to that, because we are building a business case, and you know, there are a lot of political decisions involved in this and it is very difficult and sensitive to get to an agreement where we think TFL should pay for all the transport, when we got money coming from another perspective which is actually earmarked 'repay our Olympic Debt', because it costs...

BR: It is complex.

PC: It is a step in the right direction, and it gets, in terms of your question about cooperation, in terms of public sector cooperation, to a large extent that is building a framework for how we can try to deliver our long list of projects that need to happen. From DLR extensions to new DLR trains, to crossings, local movement, and enhancements in all other shapes and form like community and restructure.

BR: Alright, well thanks. I will give you a break and I will go to the questions on flood risk management, which I guess [REDACTED] can answer maybe.

AN: Some of them.

BR: Well we looked at the Thames Estuary 2100 Plan.

AN: Yes.

BR: And there it says, well there is this quote: *"There are extensive areas of redevelopment planned in this policy unit including much of the area to the south of the Royal Docks. This*

provides opportunities to improve flood risk management arrangements, including floodplain management, to achieve safer floodplains, and defences that enhance the riverfront environment.” So how is flood risk actually addressed within the current plans for the Royal Docks?

AN: I can talk about in a general level. So the TE 2100 plan is basically a 100-year strategy of how we protect ourselves against tidal flood risk. And what it did was it looked at the whole river from the tidal limit in Teddington and West London all away out to the sea, and it basically tried to identify a number of character areas where it says: ‘These areas we will defend against climate change and therefore increase, these ones we will maintain in line with climate change, and these ones we will basically accept some decrease in risk implying there will be flood risk in the future’. This area [points at map] is an area, I guess with most of London, where we basically going to defend, and it has a variable flood risk, because some of it is quite high. So this [points at map] side is practically at the same height as the flood defences, and down here you are several meters below the level of the flood defences. So obviously your approach, and you have got the Thames barrier here so it is quite unusual, because it sits both sides of the Thames barrier. So if you shut the Thames barrier, it is ironic that all the land that is at the same height of the flood defences is actually protected by the Thames barrier and everything that is not protected, because when they shut this the water builds up behind it, gets deeper and deeper should there be any problem. So the main policy area, the main policy approach is about increasing the flood defence height along here [points at map] where opportunities arise, and making sure what we call the residual risk, so what would happen if that ever failed, limited risk of life and loss of infrastructure. So obviously we have a big tunnel going underneath the river here [points at map] that will nicely drain all the water away. And we are proposing another one. So a lot of it is about, when we put new developments in here, making sure, normally we would say ‘Don’t develop in areas of flood risk, unless there is a strategy reason to do so’ and quite clearly 3 million people is a strong enough strategic reason to do so, and the fact there is already existing development there means that any new development would have to go in way that make it flood resilient. So you would not have anyone living on the ground floor. We will have a policy in the London Plan about trying to push for being able to survive on its own for 24 hours. So making sure that all your lift gear, all your electrics, your water pumps, your sewage pumps aren’t all in

the basement. So when they get flooded you can't turn the light on or flush a toilet or pump any water. And basically, yes, it is about as the area gets redeveloped, making sure that we put in, we increase our flood resilience by making things less and less flood dependent, flood risky.

BR: Ok, so put the heating up, those kinds of things.

AN: yes, exactly that.

BR: So it will be in the planning conditions, or it will be in the construction...

AN: Well yes. I mean basically, we have a national planning policy framework that sets out what you need to do and we will review the planning applications to make sure that they are putting those in there and a guy in my team looks in every major planning application and we make sure that those things are in there, and if not we liaise with the planning team.

BR: This national policy framework is the follow up of the PPS25 right?

AN: It replaced all we had, so we had many, many, many documents that we had to follow, and the government decided that we are going to simplify it because they thought this complexity was slowing down development, even though developers seem to manage any way. So they had a big bonfire of policies, and we've ended up with a slim lined document that actually is not bad, and it has got some much thinner supporting documents of which PPS25, I forgot what they called now, it exists mainly, because we have had lots of floods. Since they published it they have not felt they can get rid of it yet. So our main issue here is about protecting the front line here [points at map], making sure we reduce the residual risk in the remaining areas, looking at all opportunities when we do develop along the waterfront to look at setting back development from the water front so we can get to the primary defences and be able to increase their height in the future, because, during the 80's, which you can see if you walk along here [points at map], we wanted to build as close to, and if possibly overhanging the water, which means it is very expensive to get to the flood defence stuff. So what we want to emulate is what you see along here [points at map], which is what we call retired flood defences where there go back in a series

of steps. They are much cheaper than putting in pile driven steel, they are more sustainable because you can get to them from both sides, and they are also more sustainable because they provide this tiered habitat so you don't end up with this sterile metal wall basically. You provide what we call a 'marginal habitat for species'. So it is a win, win, win: a cheaper, more attractive, more sustainable, happy days.

BR: Also here [points at map] it is kind of set back a little bit from the...

PC: Well, the immediate retaining wall isn't though. It is very fixed between that so in terms of development you still got things like the 'Thames path' and walking routes that...

AN: There is a path that lies, nationally protected all the way down, both sides of the Thames.

BR: Yes, I walked that.

AN: So, in some areas it is sort of pinched up in front of these, I am sorry, along here [points at map] in front of the industrial units so it will be an option to just try and look it at and can we get that back in.

BR: Because yes, at the moment you cannot walk here [points at map]. I tried that and I had to walk all the way here to Woolwich ferry, and then I tried to walk here to go to the visitation centre.

AN: You can walk all this [points at map], you can walk all that [points at map] quite happily. We have these things called safeguarded wharfs as well, which is a planning policy to try and protect strategically important wharfs. You know, aggregate wharfs. What we are starting to see is that these sites are becoming very valuable. And there is a lot of pressure to redevelop them, but if you don't have access to bring your aggregates in, or you lose a valuable land use that you never get back again. So we designate a number of safe guarded walls, and there are a couple here [points at map]. So, and they are bitterly contested.

PC: 'Cause they're bought up by developments, development partners or developers.

AN: Or what they do is they buy up the land next to it, they build their luxury homes and they say: 'It's really noisy next door, why can't you shut the wharf down?' And it's like, the wharf has been there for a hundred years, you've been there for a hundred months. But you know it's about that, how do you design high quality housing next to a busy industrial site?

PC: We've done quite successfully in Millennium village down in the Greenwich Peninsula where it's quite a charming river site there are provisions...

AN: The docks are maintained they are, the water levels are pumped so there is a big pumping station there and a big pumping station up here on this roundabout, isn't it?

PC: Yes there are...

AN: So that the water levels are, maintained. And obviously we do bring boats into the King George the Fifth gates, there we are, and we come in there and we have big like, we have a really nasty weapons arms sale here. So where basically massive manufacturers ...

PC: We also have a boat show, lots of sun seekers coming, war...

AN: Yeah we have big boat shows, they bring in war ships and yes... I swam in there...

PC: Lots of different events in the 'ExCel' and [REDACTED] drunk the water quite extensively, tells good stories about that. Yes...

AN: So does that give you a basic synopsis of it as a [?? 48:08] scale?

BR: Yes, maybe one question...

PC: Cause the water at that basis is not strategic used as a matter of, it's consistent, you know, the water level needs to be consistent. If you drain the water out the wharfs fall in, if we you know, so it's never a ...

BR: Always on the same water level.

PC: It maintains a lot of water so that's ...

AN: Yes, I mean, it is enormous but we you know they did originally look at, could you if you had really big tidal surge coming down the Thames, could you, you know, you have generally about 36 hours notice that it's coming on its way, would it be worth draining the docks and then storing the water in here, compared to the North Sea, it's just limitless ...

PC: There is an environment agency, regulated, the Environment Agency mentioned is a national body that also works to determine, well not to determine what the planning application offer, which [REDACTED] and his team member and the local authority will establish whether they're suitably meeting all the relevant policy in terms of flood risk. Just on the Environment Agency's defence there is a sort of large wall that actually protects the docks, that sort of surface water.

BR: I'm sorry what did you say?

PC: A large moving barrier that protects surges of water coming in, so it's ...

AN: Though we did have a big tank that came in and parked up here, and was there for about a week and someone went where is everybody? They realized that the security wasn't so good. So basically, they brought their ship in, parked it there under approval, and then everyone jumped ship. And so, they are a lot more cagy about that now. What else can I tell you about it on flood risk? On a surface water flood risk there is also big issues, because we have a combined sewer. So most of London, central London, has got a combined sewer so the foul water from the toilets and showers goes in the same pipe as the drain water from the rain from the roads and the roofs. That system is getting full. It was designed for a population a quarter of today with a lot less

development., so a real problem. So we have got a general, we try to push towards a policy of wherever possible, capture and use the rain water that falls on you, your roof, because we don't have enough of it. If not, store it, well if not discharge it in to like the docks or the Thames. Store it and then gradually let it go into a river course or something and store it and put it into the combined sewer.

BR: Alright.

AN: So we are doing a study at the moment to try and split London into its eight drainage catchments. And for each catchment look how much room is left today. So how much water headroom have we got between the top of the pipe and it flowing on to the streets, and then apply population change. So more people producing more sewage, more run-off because of developments having lost more permeable land, and climate change. And basically see for each of the eight catchments when does the system go bust. So we have got some catchments where two millimetres of rain and the system is full. And, so part of the challenge is to now identify where are, if we track it like red to green, are catchments where we got real capacity problems and how can we deal with it. So we will say: 'In this area we now the drains have got that much space left, and we now that climate change is going to bring this and development is going to bring that, then we have got to deal with that much water. What is the most sustainable way of doing it?' And is it going to be about having green infrastructure to absorb and hold that water? Is it about discharging it into the Thames? Is it about using it and treating it locally for non-potable uses? Et cetera.

BR: So 'SUDS' will also...

AN: So 'SUDS' will be part of it, rainwater harvesting, part of it I hope will be water efficiency. If you produce, use less water you produce less sewage so you are freeing up more room in the drains, in the sewers. So it is that approach, so it about trying to have that systematic approach. Because before, our general approach to green infrastructure is we will plan it, and have big vision for it, but then it is all opportunistic. It comes down to well how much affordable housing do we want, what do we want, photo volte panels on the roof or, and it is trying to say: 'Right,

within this area you need to deliver this much, and if you don't, then you can either accept an increase in flood risk, or you are going to have to accept a more expensive grey infrastructure solution' so digging a great big tunnel or something like that.

BR: Alright, one question I have is that, well you explained how to build resilience and resistance also, that is with the walls I guess, but what about, it also says here in the Thames Estuary Plan 'Priority evacuation of, or take refuge', like that is what it says, but most...

AN: Well...

BR: What can I understand...

AN: We are not great at that. Before we had the Thames barrier, we used to have regular flood alerts and people knew what to do. There is a story that the Environment Agency tell that they ask most Londoners now what they would do if there was a flood alert and most people say they go to the tube. So, that might just be a good pub story, I have not seen a peer reviewed quote on that one. But certainly what we are starting to do in some areas is develop community flood plans. So we say to the community: 'Right, you live at flood risk, and you as a community can do certain things yourselves to manage your risk. Because, you know, excuse me for swearing, but when the shit hits the fan, the borough is going to be worried about the most critical assets and the most vulnerable people, they are not going to be worried about everyone. So our job is to help you have your own plan. So you know, you tell us what is locally important to you and we will work with you to manage the risk to that, but you have got a job to manage the rest of it, or to tell us how we can help you manage the rest of that'. And about having a liaison between the emergency planners and the boroughs and the community leads. So we have got one in South London in Purley, where they have six flood wardens who are members of the community, who are, talk to the community and, you know, they know that Misses Miggans aged 85 lives in a basement flat is their number one concern. So, if there is an extreme weather alert, and they say your area is going to get some heavy rainfall, they go check she is OK. They know to check on her when the water starts to rise, they know the shop next door and they will go in and help to

move their stock and so on. So you start to get this community response, but these are early pilots.

BR: Where is this?

AN: It is called 'Purley', in Croydon. So we are trying to...

BR: you write it like a pearl, like...

AN: P U R L E Y

BR: Alright.

AN: So that is what we, we want to do more of those.

BR: Also here in the docks?

AN: Well, we, the boroughs, local boroughs have responsibility for managing surface water flood risk, so from heavy rainfall. The Environment Agency has a responsibility for tidal and rivers. So it is about those two working together to identify where they have communities at high risk, and where this is approach is best placed. So under the European floods directive, every one has got to produce flood risk strategies by 2015, and we see part of that process about the borough and the Environment Agency working with their community and saying: 'Right, you are at high risk and there is no easy cheap solution we can deliver and therefore you are a good community to do this.

PC: So part of that strategy came out of developing a core strategy for the area. So each local borough has to produce a local development framework. So Newham have done with assessment with specialist zonal areas to establish which of these areas in the docks, or across the whole borough are most at risk. And I suppose the next part of the strategy would be to deploy that type of thinking. I've only experienced one conversation in North Woolwich where, as [REDACTED] has

described, the residual risk is quite acute when, you know. The extent of the walls of which the built up here and the extent of the backwater that will be part of the barriers protection means that this area is at considerable risk at very quick rate of flooding, because...

AN: Like Hollywood movie style.

PC: So it is also, you have to imagine the typography of this area. The docks aren't built into the ground; they are built above the ground, in part. So they were part trenched, and part built up. So the levels here [points at map] are higher than they are in the middle, and they are certainly, you know, with the protection around the bridge, there is essentially a channel which North Woolwich and Silvertown sit in. So when we were looking at ten small development sites which remain as bomb sites that have yet to be developed, although a lot of the mess around here or the experiment around here are post war and quite modernist in their approach, which is great but some of it doesn't really join the street patterns but nonetheless, when we are looking at these ten sites, one of the considerations was to do a wider planning strategy to enable us to take ten local authority sites to develop a small number of homes to help North Woolwich grow its population, and the issue was that every site would have to develop its own risk strategy if it were left to their own devices, or we look at one larger scale, though when you get into larger scale you are starting to trigger certain requirements from the planning site to acquire an environmental impact assessment and things that actually, you know, quite a lot of additional work on the developer or the partner, public sector or landowner to do that in advance of taking the sites to market. So I mean, when we start talking about the sites in the way in which we can treat them, of course there is a lot of front doors at ground level with a lot of residential premises at ground level across this whole area. So it seems a miss to start placing developments, you know, a story or half a story higher than the ground treatment of any other neighbouring premises. Cause it sort of creates the situation of them and us. You know, the new developments in the area really not looking cohesive in the way that they are fashioned around the existing street patterns of Victoria two up and two down free to 1970s, you know, developments. So I think there was an arrangement there to suggest at that time, but it was never taken forward. And I think there are grounds from here to start thinking about alarm systems, about community care that will enable them to take some ownership of that issue and to start looking at it comprehensively. And that

would enable those developments then to come out through that process with a clearer few of how they will be developed. And I think, you know, more emphasis on delivering will probably trigger more interest in how to manage that as well as the own responsibility the borough has to the existing people that are on there. But hopefully, those things will progress having had other ways, just to say that Barrier Park East is equally in an area new development, in an area where there is, there was ground floor conditions similar no residential ground floor or commercial frontage which is great from the development of the new high street but again there were risks associated to delivery of that development as was in all of this area as well. The defences are arguable better there, but I know from planning applications and examining that I am sure, again [REDACTED] planning colleague in terms of feeding in on that project will have considered again, terraces at the front river edge, swails in the streets, drainage and mitigation to deal with some of the issues that [REDACTED] has raised.

BR: But then it is mainly the London borough, like the borough of Newham that is also responsible for doing this kind of things and also the Environment Agency?

AN: Well, we get to comment on big developments. So more than nine stories tall adjacent to the river, more than a 100.000 square feet of residential and something of 100.000 square feet commercial or more than a certain number of 100 of units residential.

BR: Alright.

AN: And we get copied into then when they go into the local authority and the Mayor has certain time within which, basically comment on them. We can, if something goes again we don't like, we can call it in and overrule it. Generally we try and work with the borough to make sure we don't end up in the position where we arguing between ourselves on that, but they do sometimes happen.

BR: But, who would be then a good person to contact from the borough maybe? And from the Environment Agency?

PC: The Environment Agency I can probably provide you with a contact. Jennifer was, Jennifer Schofield, but David...

AN: Hobbs.

PC: Yes, good. David Hobbs. And then for the borough that will, to be honest, certainly do speak to someone perhaps like Deirdre Armsby who is a senior sort of policy maker. You may find someone like Chris Gascoigne and (?? 1:01:46) lets send (?? 1:01:48) an e-mail afterwards, but I think, yes, they may give you a straight answer which is: 'We don't know in terms of each individual site', but they might give you some general guidance.

BR: Yes, that would be nice.

PC: They sort of relay on the Environment Agency, and the Enviroment Agency sort of relies on the council more really to determine their, as you say, it is becoming more about the locality and the local authority to determine what's appropriate for their area and how they are going to make up the allocation which...

AN: Essentially we have, I should have said that, we have the 'London Plan', which is the strategic spatial development strategy. And each borough has to use a local development framework, which should be in what was called 'general conformity' with our London Plan. And we have boroughs we have higher confidence that will do the right thing, and we have boroughs who have lower confidence and those that we have lower we put a little bit more effort in, well we put even more effort in. But we do make sure A: their strategic plans are the same as ours, and B: On major opportunities that they are applying that policy well. So yes, and Newham are one of the better ones.

BR: Alright, OK, I think we are running a bit out of time. I think Myrthe is going to and...

ML: Of course, but I was curious about our stakeholder map we made. Maybe we could touch upon that before. Because we made a stakeholder map that we have identified about who are

involved in the redevelopment, and we were wondering whether we would might forget some stakeholders, or whether there are specific relationships between them, and for me might as well be interesting, are there universities involved with the development of flood resilience and floating villages in my case?

PC: The floating villages is an exceptional case that's in early inception, so there is no, I mean I can get in to the relationship of the minimal number of people involved at the moment, but there is room for growth in that, but lets deal with the generality. So I don't know, the Royal Docks in a whole, yes you have got some names there [looking at stakeholder map] but I think, well we've got private sector and public sector...

ML: Yes, exactly.

BR: And then transport

PC: [?? 1:04:03] is strictly under here somewhere. So yes, the Mayor of London sort of is, captures Greater London Authority and DLR, London TFL, and to some extent cross rail. Environment Agency is more central government. I mean it would be kind of like moving these bits around. The Royal Docks Management Authority are a management authority who, on behave of us, the landowner, have a certain leasehold in the water and a agreement by lease to ensure protection of and the water levels and all the various other things that are a part of the infrastructure around this whole area are maintained. But they take a cut of service charge is provided by something that is set up by ODDC from all the individual land owners or leaseholders, who 'cause they relate to us a freeholder still in many instances like ExCel, and city airport, UEL, to some extent any percentage of ownership in the area that is deemed to be service charge sit on a board that, well, sit as part of a surface charge payees and relate to a board which is held accountable to all the bodies. So essentially lot of the key stakeholders sit on the board of RoDMA, including our own, and yes, including University East London in some respects as a sort of both a board member and externally in the kind of area of academia and interest. So that hangs together quite a lot of the existing stakeholders in the area.

AN: So then, they do the PLA's job on the Docks do they?

PC: Essentially.

BR: We tried to contact them, and it was kind of difficult.

ML: Well we haven't succeeded at all.

PC: So in terms of the floating village we are working quite closely with them principally because they have a long lease on the water.

ML: Exactly, that is why they are important for me.

PC: Great, so I can provide you the contact details of Mike Luddy.

ML: Yes, that would be wonderful.

PC: Sure. Otherwise, you know, we are working very closely so more less why we say it is probably similar if not the same as what Mike will say, but Mike's coming in it at a very different perspective. So the RoDMA position is, he is accountable for the board members, they pay a service charge, unsurprisingly the service charge is of great debate and contention and what they ideally would like to see is a reduced service charge across the area. In turn, RoDMA needs to find ways to make revenue and finance, and deal with the fact that actually it is accountable to all stakeholders including us as the landowner to ensure that the infrastructure upkeep of what they inherited and what they will eventually, not in perpetuity, but eventually give that back to us as landowner, or other mechanisms for the Mayor to exit this area, which we haven't probably the time to go into. So, that is actually quite a useful way to say: 'RoDMA, working with us as the London Development Agency, now GLA, looked at the water space in its entirety and said: "Well out of all the assets we have including the water, put it principally, what is it we can do with this entire estate that would provide a whole suite of options, merely options,

that would begin to generate an income for RoDMA and ultimately produce that service charge towards some sort of self-sufficiency?””

ML: And I suppose the community might be an idea...

PC: So part of, yes, exactly. So there was quite a lot of floating material from here to here as...

AN: There is quite a lot floating in the Docks, having swum in it.

PC: Lots of floaters of every description. So as boats come in and out though, there are some stakeholder requirements. ExCel has a zone of interest into the water, which means they can [?? 1:07:44] things like the boat show or the arms trade fair which is a popular one. And, you know, then there is rowing lanes here, which essentially, this whole thing is extended to make it an Olympic length. And there is a good lease which the regatta centre, which is part of an LDDC former investment that brings rowers to the area, which is largely good for activity, but at the same time you so often with rowing lanes how else does it the activity in the way that you would not necessarily generate new revenue from it, which you won't. So putting cruise liners down here for the Olympics was a very small moment of opportunity from which to do that. This [points at map] space is interesting, it is largely unused, but there were jet ski clubs and things that didn't really take off. It is quite sparse, it's remote, you know, there are all sorts of issues that won't get summarized particularly well.

AN: It is under the flight path.

PC: It is under the flight path, for a jet skier I am surprising that wasn't a problem. When you are shouting to your mate, I don't know. So, you know, the flight path, incidentally part of the airport's approach, both sides of the airport are protected by public safety zone, which is a cone, quick illustration [Starts drawing].

AN: Did you fly into...

ML: Well, not on the London City Airport. What we have seen are airplanes landing and ...

BR: Yes I've never been so close...

AN: Well next time you come, fly in 'cause it is quite impressive.

BR: Yes.

AN: And it is quite cheap as well. If you book in advance it is as cheap as flying, definitely cheaper than going to Heathrow and spend the money getting into London.

PC: This will give you, so in here [Shows drawing] in principle, there were quite a few constraints, of which the public safety zone, noise, disruption, development that hasn't yet happened so, you know, dock frontage that is inactive presently presents a barrier to getting access to the water, development partners that aren't yet on board and generating their own commercial income. So we have got up to 40.000 people that can attend anyone event at ExCel, but you know that is in peaks. People then descent and then, you know, disappear, so they don't necessarily hang around, al those sorts of issues about, generally, absorption and keeping the economy working on the basis of some of these big sort of landmark tenants. City airport generates some of 9.000 people in terms of flight numbers a week. University has like 10.000 students on campus. There is a lot of these key focal points where people come and go, it is quite transit. Nonetheless, what we tried to formulate in the master plan, working with RoDMA, RoDMA take a leading lead on this, was to establish a whole series of options as I described, and one of the key options was for a floating village. And the scale of that was part of coconscious discussion with Newham as being the eventual planning authority which we designated it acceptable determining the unacceptable depending on the views of local councillors and planning officers who take a professional role in determining the merits of the scheme. So we worked hand in hand then initially to develop a brief that came of the back of an initial concept, and the concept explored from sort of 50 to 500 homes in this area. We felt it appropriate to an un-established, untried and untested scheme, to start with a pilot, essentially something that would determine whether this is viable. And the best way for us is a public sector, arguable in a

market led approach is to test this for the LDP panel, it is the London Development Panel, to go out to our residential developers who have the experience, the knowhow, the contractibility, the financial access to finance, the ability to search for partners so we brought a briefing document together which said: There is the site, red outlined. OK, so this isn't done in the UK particularly in this scale before, hence the biggest, arguable it is not enormous...'

AN: Wouldn't take a lot to be the biggest.

PC: There is lots of background about what is happening. Here [showing brief] is our concept picture, and then, you know OK, so there is lots of different organisations out there that do this, and unsurprisingly a lot of them are Dutch or German. And then lots of examples of places in the United States and, you know, but essentially our home grown aspects 'Baca architects' being one of one of experience set of specialist architects who know about working with water, which is good, why it need to feed of some of that international European experience, and so those teams have now... Sorry, we went to London Development Panel with this brief, accompanied by RoDMA as part of the negotiation of surrendering part of their land, but in return receiving some income, which they could then offset against, and look at the commercial income of this as a scheme, because ultimately while we're saying '50 units is a good place to start', we're also saying 'equivalent, if not...' Actually on the ODP we had to say 'at least less than the same floor space, because it is residential led', but we're saying commercial retail or 'Lidos', cinemas, anything that floats, anything that will bring in this doesn't have to be enormous, it doesn't have to be landmark type, you know, it can be just the fact that it is a well designed, coherent and accessible place that people will want to be, and will that dwell time that we are so desperately trying to gain from the people who come to ExCel who don't stay, or who go to the Emirates Airline, get off and haven't a clue what to do because, where do you go when you arrive? We think this will be a generator, or game changer, it will be something that enables place shaping and place making to occur through this development. So, were not seeing this as an opportunity to address a land [?? 1:13:56] income, we are seeing this an opportunity to very much use the asset as an opportunity to get people more engaged with the water space. I think there is an, other than when you are swimming a triathlon, depending on the condition of the water, there aren't a lot of opportunities to actually engage on the water. So it is a very sterile place in many respects.

There is a water sports centre, there is a regatta centre I already remarked on, but ultimately this area doesn't currently have a great deal of activity. So we think, you know, even the difference between water level and dock height seemingly separates people consciously from experiencing being in the water. As soon you go on a boat you realise how big that water is as well and what views it affords. I think it is really important to provide that infrastructure of people to get on to the water much in the way done in HafenCity successfully. But in some way we need to find a way to sort of deliver that through commercial viabi... feasible, commercially feasible ways. I need to go very shortly, but...

BR: Ok.

PC: I have people to collect at three o'clock.

ML: Well, I'm curious still about these floating communities, because obviously last year it has been in the media and its being branded quite a bit by the Mayor of London, and I am seeing here [points at map] like a timeline, about 2016 I'm not sure whether that...

PC: Aspirationally.

ML: Aspirationally.

AN: If not ambitious.

PC: Yes, through the, so I probably describe a little bit or enough of the process. So we've gone to the London Development Panel asking our 25 development panel members to determine whether they want to submit a tender for this. We've had two expressions of interest. So a year on, we've now got two shortlisted partners who are in the process of going through an evaluation process with us to determine their best proposal, looking at both a mixture of the quality of the scheme, the commercial aspects of the scheme, the deliverability, and the financial aspect of their offer. So that's happening. We're having interviews presently. There is very limited amount of that I can give you in terms of information of what they submitted. But what we can say is of

course how about this process we hope, as is part of the intention, to determine our delivery partner, but there will be a number of months while we determine the finer details of the development agreement, test the business plan with the commercial product, and look to assess how they will deliver it. And there are a number of stakeholders as you can see, and essentially clients that, within RoDMA and ourselves that will have number of interest and demands that we would hope that they would meet, and it is going to be, you know, testing a new product that has to be mortgageable, it has to sit within dock beds so it is not like a floating boat. It has to be a floating home with a mortgageable, and that is really important from a finance perspective. The individual needs to be able to take out a mortgage on the property buy, the property in the market place, and, you know, subsequently there is an element of which you can say: 'Well, there is opportunities to customize each of the developments to determine the specific market interest'. That makes it even more potentially desirable, but of course you've got that split and balance of interest about who you marketing this product to. That is down to the developer to determine and to ensure that the viability of the scheme will work.

ML: So that is now the most important thing, that you have to wait what the plans of the two tender, the bids are really?

PC: We are currently assessing those and we should finish our assessment in summer, then we'll be probably not that long after announcing our preferred development partner. That means to say that we'll selected someone who we prefer to be with, doesn't rule out any changes. But then by probably autumn we would of sign a conformation of a development agreement, and we will expect that development partner as part of the brief to start to look to those time scales to get on the job of setting out their planning, get on the job of setting out how they detailed the design of the work, the wider regeneration efforts, because we are talking about very much creating a place. Meanwhile activity, things that will enable local communities to take a hand in the creation of something here will be vitally important to its success I think. So I think, you know, they've got some work to do, but you know a planning application hopefully will lead them to deliver something in and around the beginning of 2016, not least because it's a [?? 1:18:28] term, and that's excellent news if we can say: 'Well at least we've made exceptional progress since our announcement last March'.

ML: Yes, exactly.

PC: Is that all, I mean you can do some specific questions for me and I probably be in a better position to answer them come the end of that evaluation process, and of course, I can notify you when we make our press announcement.

ML: That would be wonderful.

PC: Then you kind of got that, and then, you know, not just had a call from the ‘Times’ this weekend about images, and of course I can only send them the one image...

ML: That you already have.

AN: The key problem is going to be is that the British mortgage market is incredibly conservative. They really struggle with non-usual buildings. So build your own stuff, that sort of thing is all really difficult to get an affordable mortgage. So that’s going to be critical, and our insurance sector, we are in a transition period now where it used to be, all homes if they were well protected they get affordable insurance, we are now moving to a bit where it is going to be more of a partially free market, partially a reinsured market where, if you are at high flood risk, you will be put... Any home built at high flood risk after 2009 won’t be at the mercy of the market. Anything built before 2009 with a high flood risk will go into a reinsurance pool, which will be subsidised partly by everyone else, and partly by the insurance companies, and then everyone else would be able to get competitive insurance. So this one will be interesting to see where they place it, because basically ...

ML: OK, so it’s also like a terra incognita, they just don’t know what’s going to happen with, like, insurance.

AN: It would be fun to see. I mean, theoretically...

PC: Does it float? Worst case. You just going to move around a bit.

(Laughter)

AN: But you know, the docks don't go up and down. They are not tidal. They do go up and down a little bit. They do try and regulate the water flow through so it doesn't go...

PC: Archimedes' principle. I sound intelligent.

(Laughter)

PC: Essentially these are coils and piles that are driven to the dock bed.

ML: They have the ability to go up and down.

PC: Which will make you a little bit seasick probably.

AN: In theory they should move.

PC: Don't move, in a very margin.

ML: Makes it easier.

AN: Yes.

PC: Yes.

AN: the utilities don't have to articulate quite so much.

PC: There was another scheme in Serpentine, its called Serpentine... It is in Serpentine. And it was a scheme that they tried to bring forward its on the river's edge. It's in a sort of marsh stroke

ecologically important space as it was determined by the planning application refusal by the borough but equally by the Mayor. So its been tested, but in those conditions it was equally difficult and it was quite overdeveloped arguably by comparison to what I think we are looking for here. You know, they were larger scaled, but it wasn't necessarily floating. So yes, if you want to send me that (pointing at stakeholder map) in some shape or form I can try to move it about.

ML: That would be great.

PC: Sure.


BR: And it would be great if you can look at those contacts from the Environmental Agency and maybe send us an e-mail.

PC: Yes.

BR: Well, thanks a lot, it was really great.

ML: Very informative.

BR: Yes, lots of information. And I will definitely get back to you, maybe then in September.

[ leaves the interview]

AN: Anything else you want from me?

BR: I think Mena, your part would be very interesting.

AN: I can do about, 10 maybe 15 minutes.

MK: That's great, because I'm primarily focussing on the role of citizens in flood risk management. We did touch upon it a bit discussing the flood communities, but I'm wondering to what extent are citizens going to be involved in flood risk management in the Royal Docks? Do you have an idea?

AN: Well, I would like to think that the local authority will engage and make them aware. We are a bit weird in England in that; we don't like to tell people that are bad for them. So for a country that is very focussed on the weather we don't really talk about it a lot. And one of the things I struggle with in my job is how do you raise awareness and capacity and concern in the community who are at flood risk if they haven't experienced it, because generally, they are well 'we've not flooded so your lying to me', or 'No its your job to do this so you come back and tell us when you got a solution'. There was a study done by the University of Edinburgh I think it was, which says that your average Brit has got the be flooded between five and seven times before they do think they have to anything themselves. First time it is God, then it is the Environment Agency, then the local authority, and then it's their neighbours or something like that. So, you know, we are remarkably selectively oblivious to things that are bad for us. So really, this is, my job is to maintain, look at it strategically what is important for London. So I run a project called 'Drain London', which is about surface water flood risk. We map surface wat... flood water flood risk across the whole of London, we identify hot spots within each borough where there are of issues bigger than the borough can manage. So strategic transport infrastructure, emergency infrastructure that sort of stuff, and that's our level of interest. So we would work with the borough to support them if necessary, but really this (pointing at Royal Docks) sort of level is the borough's responsibility unless it affected cross rail, or it affected city airport, or it affected a regional hospital or something like that. So what we do is, we try to make sure our strategic planning policy is supportive of enabling stuff to happen on a local level, and we try and do... So we did a range of community flood plans. So we did one in Purley, we did one in Redbridge further up about here, and we did one over across the river down there. Basically it was about trying to understand how do you approach a community and get them to give a damn about something they prefer not to think about. So what we learned from that was that if they haven't flooded, you got to sell them the benefits. Don't go and talk to them about flood risk, you need to go in and up skill, identify and up skill local champions. Because if I turn

up with lots of information and I say: 'I am the authority on this, tell me what you think about it'. And they will be like: 'Well we thought about it and we know nothing'. They just run away. So the idea is invest in building their capacity, let them have their champions who are well informed and they can look up to and they feel broker on their side, and then you go and talk to them about it, but you talk about the positives of it. So you don't go in and say: 'I want to talk about flood risk', you go in there in say: 'I want to talk to you about your community issues, and I also want to talk about how we are going to make your place even nicer to live in, and greener, and better connected and so on', and then you start to bring in the flood risk thing. Because if someone hasn't experienced flooding, turning up and saying... it is like 'Right I want to talk to you about cancer', and you are like 'Well I don't smoke', 'But I want to talk to you cancer, tell me...'. You know, and it is, doors go down, they don't listen to you, you don't have a constructive relationship with them. So that is our, that is what we are trying to do at the moment. But we are trying to balance that with the role of actually; our job is with the whole of London not to pick out certain communities. So we did a number of pilots, we shared that information with the boroughs, we've got a little bit of money that we can help them with if necessary, but basically its for the local authorities to deal with.

MK: And do you have a monitoring role in ensuring that the local borough is doing their job in raising the capacities?

AN: Not really, no. We are interested in it, because obviously, you know, if you want to, like say, risk is a combination of probability of something happening and the exposure, and exposure is based upon your vulnerability and your adaptive capacity. Sorry, its probability and exposure, vulnerability and adaptive capacity form the vulnerability and exposure element. So we are interested in understanding where have we've got a combination of what I call 'triple jeopardies', so you've got a high risk, a high probability of something happening, a high vulnerability and a low adaptive capacity, because that would then say strategically you've got more reason to focus on this community here, than some other community somewhere else. So we are trying to try and map that.

BR: How do you assess then the adaptive capacity?

AN: Well that is the difficult bit, because you know, every, it is very easy to stereotype. So you could say: 'Well, communities on low income with high unemployment', but then you had the heat wave in California, it's the low income neighbourhoods that pull together, and it is the rich elderly lady living in her massive home who has no societal contact who is actually at risk. So what we've learned is that it is very difficult to do that, and, you know, a lot of our socio-economic data is at what we call 'lower super output area' so its about 5.000 homes. So you just end up, when you try and plot it, you just end up with this blizzard of colours and you can't say with any confidence 'Oeh that one's a more risky area', unless you would've say if you do get into the details 'Ah that's because there is an old person's home there', or something. So it is very difficult. So basically what we are trying to do is work with the boroughs to identify these and help them do it.

BR: So you do assess kind of also social networks and social ties?

AN: We started to look at it, but that does take a really in-depth data. We just don't do it in the UK. I've been working with colleagues in New York and they have very strong community networks, and they've got this data and they're robust and they're self-sustaining. In the UK, we don't have that kind of network, and when you do have them, they are unrepresentative. So if you do have a strong vibrant community, then actually you probably, and you got data on them, then you probably don't need to worry about them, because they have that community network.

MK: But, so, trying to create those social networks is not really a topic of doing?

AN: It's something you should do anyway. Particularly where you've got seismic change on the landscape. You've got to make sure that you lift up the existing communities rather than just build around them. And therefore you would do, I would say, you would build in the flood risk as part of the wider community engagement. But, I can't think of, you know, other then these pilots, I can't think of anywhere else where we specially gone in to talk about flood risk. Now I think in developing these local flood risk strategies, the boroughs are going to have to do it more, they've got to start to identify where they've got communities at risk, where they can do stuff

and where they can't do stuff. They've got to identify what are they going to do about the risk in a soft sense, so community empowerment, that sort of thing.

MK: OK, that is quite clear.

BR: Yes.

AN: I wish there was a killer dataset about it. For heat waves, for example, we've been trying for four years now to create this triple jeopardy map of where we've got high risk, bad buildings, vulnerable people, so we can say: 'Alright, lets focus on these areas, because we can't focus on the whole of London'. But, yes...

BR: it is difficult to assess.

MK: It is even more difficult if you are aiming for mixed-use development. If you have high incomes and low incomes...

AN: Well its, yes, except for... You know, I would differ slightly with [REDACTED]. I do not think if we are building new development in, you should put in any more residential on the ground floor, even if you are contrasting the new and the existing development, you are just going to be putting more people at risk. So found those shops and all those other sorts of restaurants at ground level, we should not be putting people on the ground level when you've got four meters of difference.

BR: But is it going to happen, like, or... I understood that that ground levels always going to be...

AN: Well, [REDACTED] was saying that there was an on-going argument between whether there should be residential on the ground floor or not because it created too much of a difference between the new and the existing.

BR: Yes.

AN: so they were thinking about things like alarms and so one. Frankly, I don't think that works. If you have a blow out here [points at map], you know, you are going to have several cubic meters of water a second coming over the top there and that will just throw them against homes and flatten them. The alarm is going to be no use. That is not a resilience measure.

BR: Alright. Well, so we will see what comes out of it. I think we are all...

AN: Any other questions?

MK: Well, then I am curious, what do you think are resilient measures?

AN: For this area (pointing at Royal Docks)?

MK: For this area (pointing at Royal Docks).

AN: Well, not putting vulnerable land uses on ground floor, making sure you've got safe access even when they are flooded, making sure that each building has got survivability for at least 24 hours. Because what we found up on the Lea valley up here, when they had some floods was actually, the buildings themselves were fine. But because you had elderly people in that tower block with no water and no sewerage, we had to take them out and we actually did more harm taking them out than we did if we left in the building. So better to make the building able to survive without having power, so it should have back up generator, back up sewage capacity for at least 24 hours. I would argue, you know, some kind of community response would be ideal. So having a core community capacity to respond to it, because it is the socially isolated people who are most at risk, irrespective of income and so one. So something like that is good. I mean, we can talk about muster points and things like that, but the thing with London is we have such a huge turnover of people that, and particularly in some of these rapidly regenerating areas, is how do you keep that knowledge there? So you know, when the alarm goes it means that there is going to be flood and therefore you should do the following things. There is no, it is very

difficult to keep a core knowledge in that community. And I would of thought, something on that line is going to be a challenge, because whilst you might move in and you have that nice little handbook that says ‘Welcome to your new flood resilient home, these are the things...’ you will be like: ‘where is the microwave manual, I want to defrost my spaghetti Bolognese or something’. So, you know, that is partly where I think the flood wardens come in, if you can create it. They would be the pool to keep this knowledge going and add to it.

MK: Good.

AN: I am sorry we don’t have easy answers on this one.

MK: No, but I am satisfied...

AN: You know, you could argue maybe we should build polders. You know, that would... so we could start to segment the water and so on. I think the challenge in there is you’ve already got a fractured community. So how would you create polders in a way that unifies a community, rather than create further lines of severance, which the transport infrastructure already does. And, you know, I would have thought in time, some of this, you’ve seen it, it is incredibly low density. It is not great housing from an environmental quality, it is not great from a social quality, but there is a hard community who live there because you know, they are still there.

BR: And they are there probably for a long time.

AN: So I think the regeneration of the area is going to... But I don’t think poldering is going to work.

MK: and the final question, what do you think are the biggest challenges and pitfalls for the docks in general?

AN: Well the interesting one is always going to be the airport. You know it both makes and brakes it as a location, doesn’t it.

BR: Yes.

ML: Yes.

BR: That is what we said yesterday.

AN: It's, you know, we have a chronic problem with airport capacity in London, you might of seen al the debates on estuary airports and getting rid of Heathrow et cetera.

BR: Boris Island.

AN: This is very important to Canary Warf, and I don't see anyone actively campaigning to get rid of it, but as it get busier and busier there are going to be issues around how you can have this high density housing with essentially a large airport right in the middle of it.

BR: That is also going to be extended as we heard.

AN: Yes. I think small planes... the planes will get more efficient, they will become quieter and so on, but there is only so much you can do with it. And if you fly you almost fly between the towers of Canary Warf and then you line up and you wiggle all the way down to land here, with the reverse thrusters on full because it only got a short runway. I worked for a long time, had offices in here [points at map], and its, you know, it fairly bleak the docks as well. You know, on a winter's day, the wind whistles through here, it is a bit of a wind tunnel... What else, I think part of our challenge is also going to be getting good investment in here. So this Asian Business Park, some of the deals we had to do to secure it, we ended up with environmental standards that I wouldn't, you know. I don't think they are as high as we normally want. And you could argue...

BR: Like for example?

AN: Well I think just like, they each want their own individual front door along here. There is a lot of Feng Shui about the design of the lay out and so one, which is completely countered to sort of normal town planning approaches and so on. So, you know, there are the developers there, and this is hopefully what is going to start to gel and catalyse the development there, but part of that trade off was we had to take a hit on some the environmental standards so perhaps some of them are not quite as good as we would like, particularly when you say: 'this is public land we should be pushing for the highest possible standards, rather than accepting a compromise'.

BR: But is it difficult then to find investors then for the area?

AN: At the moment yes, because we've got so many other big sites that are going. You know, if you look at Vauxhall down by Battersea Power Station, we are putting in 22.000 jobs there. American embassy is the... the Dutch embassy is now moving there, you just sold your building, well you are trying to sell your building for 135 million pounds. I mean, this site (pointing at Royal Docks), is competing with that (Pointing at Vauxhall), and when you see the students arrive here, and they think they are coming to the University of East London and they can sort of see what they think of as London on the horizon, it is still, you know, there is that sort of aspect of this just doesn't quite feel like London yet.

ML: It feels far away.

AN: And that is why you have to accept things like this (pointing at ABP) to get it started. And then in 10 years time that will be a very valuable bit of land and it will be redeveloped and we'll put...

ML: You are talking about this competition as a major factor for investments yes or no, but what about the crisis, does that have a major impact on developments?

AN: You mean the economic crisis?

ML: Yes.

AN: It did for a bit, but not much in London. We basically slowed things down, but it never stopped, but the prices now are just going... [making hand gesture], not so fast on some of the office, tall office blocks, because we sort of, during the crisis we had a moment of saturation, so you know people like even the 'Shard' for a while was like 'Oh we are only 60 percent full', now it is taking off again and they built a tower block opposite. So we are starting to get back that confidence and I think London will keep going, but you know they want to be near Google campus, they want to be in the square mile of Canary Warf, they want to be in the Royal Docks, they don't quite yet want to be here, and that is why we have these competitions to try and stimulate the excitement about it.

BR: Maybe then the last question, what is your time perspective of the whole project, like, when do you think...

AN: That's one for [REDACTED]. I think if we are serious about building 42.000 homes a year we are going to have to build out a lot quicker. And we are under considerable pressure to release all of our public land. You know, the Mayor made a commitment that 'I will turn over land owned by us turn it into housing development' at a rate, I can't remember what it was hectares a year. So I think some of these things will have to move pretty quickly, and that can be one of the challenges.

BR: Then you have to make a compromise, like you said here (pointing at ABP).

AN: Yes. And there is a danger when you set a precedence, you know, you can only ever build bigger, you can never go back to a lower standard of development, to a lower standard of density. So whatever we say here, the next thing that buys it out is going to be bigger, taller. So there is... trying to make sure that we don't create... because one of the challenges is, that it is not a human scale development yet.

BR: No.

AN: and if this is replicated down here, it could be pretty miserable.

BR: Yes. Well, thanks a lot.

MK: Yes.

BR: you provided us with lots of insights.

AN: My pleasure.

Interview file: 5	
Interviewee: Resident, builder and flood protection officer HafenCity	
Date: 2 nd of June 2014	Time: 14:00 – 14:30
Duration: 25 minutes	Type: Face to face

Britta Restemeyer (BR): Sie wohnen hier in der HafenCity, ist das richtig?

██████████ (HL): Ja, ich wohne hier und habe ein Büro hier in der HafenCity. Wir haben diese Gebäude hier 2007 gebaut. Und, ehm, ja, am 1.1.2008 wurden die Wohnungen hier dann bezogen, also Büro und Wohnung. Ja, meine Wohnung ist da oben, und mein Büro ist hier unten im Erdgeschoss. Und da sind wir eingezogen und joa, ist schon spannend. Spannende Geschichte gewesen.

BR: Und warum haben Sie sich entschieden dann selbst hier auch einzuziehen?

HL: Die Lage einfach. Also, arbeiten am Wasser fördert zu mindestens 25% die Leistungsfähigkeit der Mitarbeiter und das macht sich einfach bemerkbar. Wo gibts nen schöneren Standort als hier am Kaiserkai, gerade hier, unverbaubarer Blick, Blick auf die Elbe, Blick auf die Kreuzfahrtschiffe. Ist auch grad wieder eins gekommen, heute morgen. Deswegen, das ist schon bevorzugte Lage.

BR: Wird das nicht mehr bebaut? [Zeigt auf das Stück Land auf der anderen Seite des Wassers]

HL: Die Spitze bleibt frei, 98m bleiben frei vom Strandkai. Und daneben kommen auch nochmal 500 Wohnungen drauf, das geht nächstes Jahr los. Und die werden das gleiche Prinzip, also das Polderprinzip, auch wieder anwenden [...].

BR: Und sie sind aber auch Bauunternehmer, richtig?

HL: Ich bin privater Bauherr, ja, genau.

BR: Und wieviel haben Sie hier in der HafenCity entwickelt?

HL: Das sind hier 2500qm. [Kurze Pause] Von der Entwicklung praktisch, von der Projektierung, also, das Thema HafenCity beschäftigt mich seit 1997. Damals hat der damalige Bürgermeister Vorschgerau das Projekt im Überseeclub vorgestellt. Kennen Sie den Überseeclub? Das ist in Hamburg so'ne Institution der Geschäftsleute, Kaufleute, und dort hat er das erste Mal im Mai 1997 vorgestellt, dass die ehemaligen Gewerbeflächen und Hafenflächen werden zu Wohnflächen, zu einem neuen innerstädtischen Quartier. Und das war 1997, und seitdem bin ich infiziert mit dem Thema HafenCity.

BR: Ok, seit 1997 schon?

HL: Ja.

BR: Und dann auch an der Planung beteiligt gewesen?

HL: Bei der Auswahl des Grundstücks, sag ich mal, damals war es ja um einiges leichter. Da konnten sie ja auswählen, welches Grundstück sie kriegen wollen. Jetzt wird es Ihnen ja zugeteilt. Sie müssen sich bewerben und ja, umfangreiche Verfahren und, das dauert ewig und drei Tage. Heute hier bauen ist schwierig. das können nur die ganz Großen.

BR: OK. Das heißt jetzt bauen Sie hier nicht mehr.

HL: Nee, in der HafenCity nicht mehr, nee.

BR: Ok, ich glaube, das reicht erstmal als Hintergrund. Ehm, ja, die HafenCity liegt ja außerhalb der Deichlinie. Deswegen wurde hier ein besonderes Hochwasserschutzkonzept realisiert, nämlich die Idee der städtischen Warften. Warum hat man sich Ihrer Meinung nach die Stadt für diese Lösung entschieden?

HL: Weil, in Neumühlen ist es ja auch schon praktiziert worden. Neumühlen an der Elbe. Sie kennen's?

BR: Ja, ich habe in Hamburg gewohnt.

HL: Und ich denke, dass hat sich dann einfach bewährt. Quasi hinter der Warftwand ist dann die Tiefgarage und die Abstellräume und die Tiefgarage für die Autos, und die Straße ist auf dem flutschuttsicheren Niveau von 7,80m oder 8,10m und deswegen ist das einfach ne vernünftige Lösung Die Autos sind weg, stehen nicht im Straßenraum, sondern sind weg geparkt, also ne vernünftige Geschichte.

BR: Ok, was davon [vom Hochwasserschutzkonzept] hat denn die Stadt übernommen an Kosten und Verantwortung, und was liegt in der Hand der privaten Akteure?

HL: Die Kosten sag ich mal, ist ja komplett bei den privaten gewesen, der ganze Bau. Die ganzen Polder und so, das haben die Privaten bezahlt.

BR: Und die Stadt hat nur sozusagen alles auf ein gewisses Niveau aufgeschüttet und natürlich die Straßen gebaut?

HL: Genau, genau, genau. Die ganze Infrastruktur ist die Stadt, und alles andere, die Gebäude und so, haben die Privaten gemacht.

BR: Wie ist das aufgenommen worden bei den Leuten, die dann hier gebaut haben, so wie Sie?

HL: Ist halt so, ist so.

BR: Also hat nicht ne abschreckende Wirkung oder so?

HL: Nö, nee.

BR: Muss man dann in sein Konzept wahrscheinlich einbauen, dass es dann trotzdem noch profitabel ist?

HL: Richtig, genau. Das ist kein Nachteil.

BR: Ok. Wir hatten jetzt die Stadt und die privaten Entwickler und Bewohner, wer sind noch wichtige Akteure im Hochwasserschutz der HafenCity?

HL: Ich sage mal die **HPA** ist ja ganz wichtig, die Hamburg Port Authority, ist ja auch entscheidend und dann das Bundesamt für Seeschifffahrt und Hydrographie [BSH], weil mit denen haben wir ne Hochwasser-Hotline. Da werden wir also informiert, wenn ne Sturmflut kommt. Ein Liveticker praktisch, dass es dann rechtzeitig, dass die Tore dann geschlossen werden. Deswegen haben wir uns ja auch hier [Kaiserperle] getroffen, weil hier dann das Tor ist und das wird dann zugeschoben. Und deswegen ist die Kaiserperle zu dann.

BR: Ja, ich kenne die Tore ein bisschen. Aber wie werden Sie dann genau informiert?

HL: Ja, SMS, Email und Anruf. Drei Mal.

BR: Und das geht dann an direkt an die Flutschutzbeauftragten, also Sie dann?

HL: Ja, genau. Also, nicht an mich, ich hab das delegiert an unseren Hausmeister, der ist 24h erreichbar und der hat ne Hotline, und dann ist er 24h erreichbar und kann dann auch praktisch agieren und die Tore dicht tun.

BR: Okay, und wie oft ist das schon passiert, also dass Sie die Tore schließen mussten?

HL: Die letzten sieben Jahre, ehm, wie hatten ja jetzt die große Sturmflut, im Dez. 2013, zweithöchste Sturmflut seit Menschengedenken, also nicht ganz so hoch wie 1976 3. Januar, deutlicher höher als 1962, als damals 260 Menschen starben und das, ehm, war schon beeindruckend.

BR: Ich war kurz davor her zu kommen tatsächlich, um es mir mal anzugucken [lacht].

HL: [lacht] Das war also schon, da war nicht mehr viel Luft, mus man ganz ehrlich sagen. Es war schon deutlich, 150m unter der Mauer oben, stands Wasser.

BR: Oh ok, dass ist dann tatsächlich nicht mehr viel. Aber das ist nur das eine Mal passiert tatsächlich?

HL: Bisher erst einmal, ja. 2007 war's auch schon mal, aber da wars nur, ich sag mal so [zeigt mit den Händen ca. 0,5 - 1m über dem Boden an].

BR: Da habe ich tatsächlich ne Menge Fotos von gesehen.

HL: Ja, genau. Aktuelle Fotos finden Sie unter HafenCity News, der HafenCity Zeitung, da finde Sie aktuelle Fotos von 2013.

BR: Ah, super! Die kriegt man einfach online?

HL: Dann müssen sie Hrn. Klessmann mal anrufen und sagen Sie nen schönen Gruß von mir, der Chef, der Redakteur, und dann kann er das bestimmt machen.

BR: Super. Ok, dann haben wir die BSH, die **HPA**, gibt es noch weitere wichtige Akteure, die im HWS der HafenCity eine Rolle spielen? Z.B. der Katastrophenschutz?

HL: Nee, nee. Wollen wir nicht hoffen, ne, das sowas kommt. Aber ich denk mal nein, das brauchen wir nicht. Also, ich werde das vll nicht mehr erleben. Vielleicht Sie ja nochmal irgendwann, wenn das Meer eiter steigt, wenn die Pole schmelzen, [kurze Pause], aber ich glaube mal nicht.

BR: Und wie funktioniert die Zusammenarbeit? Sie haben jetzt gerade schon gesagt, die BSH...

HL: Ja, super, also ohne Probleme. Meine Aufgabe wäre jetzt sage ich mal als Flutschutzbeauftragter, wenn es jetzt tatsächlich so hoch kommt, dann müssten wir eben die Bewohner informieren, und sagen: Bitte verlasst die HafenCity. Das wäre jetzt meine Aufgabe, dass die alle informiert werden und dass die Häuser geräumt werden. Aber, ich sage immer, wenn es wirklich hier bei uns in die Fenster reinläuft, hier da oben, dann ist ganz Hamburg vorher abgesoffen. Das ist Wilhelmsburg weg, dann ist Harburg abgesoffen, und...

BR: Ja, die Elbinsel ist natürlich noch viel gefährdeter.

HL: Ja, deswegen. Also, wir wollen's nicht hoffen, aber es ist wirklich so: wenn's da rein läuft, dann ist ... ja.

BR: Ok, und die **HPA** haben Sie angesprochen. Was ist genau deren Rolle?

HL: Die haben ja auch hier Verantwortung, für die Schifffahrt, dass hier keine Schiffe aufschlagen und so, ne.

BR: Ah ok. Wie wurde das denn tatsächlich geregelt mit den Schiffen, als das Wasser hier so hoch stand? Sind tatsächlich Schiffe aufgeschlagen?

HL: Nee, nee. Da waren keine Schiffe mehr.

BR: Und hier mit dem Marinahafen da?

HL: Ja, die gehen ja mit hoch.

BR: Und sind nicht über die Reling, über die Kante der Promenade?

HL: Nein, nein. Gott sei Dank nicht.

BR: Wie ist das mit dem Hochwasserrisikobewusstsein hier in der HafenCity, also was meinen Sie, wie bewusst sind sich die Bewohner, dass sie hier in einem Hochwasserrisikogebiet wohnen?

HL: Wenig, wenig. Sag ich ganz ehrlich. Also ok, man hat das jetzt gesehen im Dezember, war sichtbar, aber ich denk mal, HafenCity, dass hier einfach sicher. Und was ich immer sage, wenn's hier wirklich passiert, dann ist alles andere schon... .

BR: Also wir hier auch nicht verstärkt versucht, das Bewusstsein der Bürger irgendwie zu stärken?

HL: Nein, nein.

BR: Weil es ist ja schon so, dass man da erstmal nicht mehr raus kann, aus seinem Gebäude, oder?

HL: Doch, die Straßen sind ja 7,80m. Sie können ja raus, und der Kaiserkai ist auf 7,80m hoch gelegen. Da können Sie immer noch dann wegfahren.

BR: Also man kann dann immer noch mit dem Auto rein und raus?

HL: Ja, klar.

BR: Das ist nur bei dem am Sandtorkai, dass es da nicht geht, weil die Straße zufällig ...

HL: Ja, genau. Da gehts tiefer. Sie fahren hinten zum, also Kaiserkai raus, dann Kleinen Grasbrook durch und dann fahren Sie hinten rum, beim 25h Hotel fahren Sie rum und dann sind Sie raus. Shanghaiallee.

BR: 25h Hotel heißt das? [lacht]

HL: Ja, ja, heißt doch so, nicht? Hamburg hat 25h, nicht 24h [lacht]. Und dann sind Sie dann beim Hauptbahnhof und fahren dann weg.

BR: Ok, also gar kein Problem.

HL: Also, ich mein, den Leuten ist das bewusst, aber dass das ein Risiko ist, nein. Das glaube ich nicht, also ich persönlich hab da kein Problem mit und kann da hervorragend mit leben.

BR: Ja, dafür hat man ja auch die Vorteile.

HL: Natürlich.

BR: Ok, dann können wir glaube ich schon zum Thema Flutschutzgemeinschaften kommen. Können Sie uns eigentlich kurz erklären, was das eigentlich genau ist?

HL: Das kann ich Ihnen nicht erklären, weil das wurde irgendwann mal von der HafenCity GmbH vorgegeben. Also, wir treffen uns nirgendwo, es gibt wie gesagt mit dem Tor und mit meiner Aufgabe, was ich vorhin schon sagte, dass ich die Bewohner informieren muss, aber mehr ist es auch nicht. Also, das ist kein staatstragendes Amt oder so, das ist einfach nur, im Notfall sind die Mieter, Bewohner, Eigentümer zu informieren.

BR: Und, wie viele gibts? Ist jedes Gebäude eine?

HL: Jedes Baufeld hat praktisch einen Koordinator, also sollte es haben zumindest. Bei uns ist es halt so, grad weil wir hier auch den Kaiserkai haben, mit dem Tor und könnte ja rein theoretisch, wenn das Tor nicht durch ist, dann kann es durch die Küchenwand oder wenn da ne Öffnung ist, in die Garage reinlaufen und dann würden praktisch 80 Autos im Wasser schwimmen, oder 81. Deshalb ist es wichtig, dass hier das Tor auch zu ist. Nicht nur für die Perle, fürs Restaurant, sondern auch für die Garage.

BR: Werden die Autos versichert?

HL: Ja, wir haben hier ne Elementarschadenversicherung. Das haben nicht alle Häuser in Hamburg, aber hier, ne HafenCity, also unsere Gebäuden haben hier alle ne Elementarschadenversicherung. Das heißt also, die Wasserschäden durch Hochwasser, die sind gedeckt.

BR: Ok. Ich dachte immer, dass das in Deutschland noch n bisschen schwieriger ist mit Versicherungen.

HL: Ja, aber hier in der HafenCity ist es möglich. Wir haben's hier gemacht.

BR: Wer ist der Versicherer, wenn ich fragen darf?

HL: Allianz.

BR: Ok. Von wem wurde die Flutschutzgemeinschaft initiiert?

HL: HafenCity GmbH.

BR: Die tritt sozusagen an die Bewohner heran?

HL: An die Eigentümer. Ihr müsst das organisieren, können wir euch ...

BR: Ok, und dann wird einer bestimmt.

HL: Ja, klar.

BR: Und dann wird der Name durch gegeben?

HL: Meistens der Verwalter der Anlage, oder der Haupteigentümer.

BR: Ok. Dann haben Sie ja schon gesagt es gibt keine regelmäßigen Treffen.

HL: Nein, nein, keine regelmäßigen Treffen, ...

BR: D.h. es ist auch nicht so, dass dadurch das Netzwerk untereinander gestärkt wird?

HL: Nein, nein, das macht jeder für sich selbst. Also es hat auch Tore gegeben, die mal nicht geschlossen wurden. Hinten beim Kaiser's. Und dann joa... Oder da vorn, wo der Pool im Haus ist, im For You Haus, da hat man nicht zugemacht. Und dann ist es reingelaufen.

BR: Oh ... Und dafür gibt's dann ne Versicherung?

HL: Wenn die eine haben. Also, wir haben die, ich weiß nicht, ob die die haben, aber wir haben sie hier.

BR: OK, d.h. es gibt auch keine weiteren Rollen. Es gibt einfach nur einen, der dafür verantwortlich ist und fertig ist.

HL: Genau.

BR: Wie Sie gewarnt werden, das haben Sie schon gesagt.

HL: Ja, genau.

BR: Wie oft Sie aktiv werden, haben Sie auch schon gesagt. Keine regelmäßigen Treffen, d.h. nur zu Anfang einmal initiativ sozusagen.

HL: ja, genau.

BR: Ok. Und dann dieses Outsourcing - Sie sagen ja auch, Sie haben es an Ihren Hausverwalter abgegeben.

HL: An den Hausmeister. Der ist immer da, also meistens da und kriegt dann auch die Informationen vom BSH.

BR: Ok. Und wie sieht das aus mit den anderen Flutschutzgemeinschaften? Kennen Sie die anderen Flutschutzbeauftragten?

HL: Nein.

BR: Okay. Was glauben Sie, ist Hochwasserrisiko eher ein Thema...

- mit dem sich der Bewohner der HafenCity gerne proaktiv auseinander setzt,
- dem der Bürger gleichgültig gegenüber steht
- oder eher eine Last?

HL: Gleichgültig, normal, also, gleichgültig, ja.

BR: Gleichgültig. Es gibt ja schon überall in Hamburg diese Broschüren, die gibt es für die HafenCity mit Sicherheit auch.

HL: Ja, die gibt es hier auch. Aber die Leute fühlen sich einfach sicher hier, in Ihren Warftgebäuden hier. Da seh ich also kein Problem.

BR: Dann vielleicht abschließend. Es geht ja hier vor allem auch darum private Akteure und Bewohner im Hochwasserschutz zu beteiligen. Worin sehen Sie dabei die größten Vor- und Nachteile?

HL: Also, Vorteil ist, dass die Warften gebaut worden sind. Ich denk, sonst hätte man hier nicht bauen können, aufgrund des Hochwasserrisikos. Das ist der Vorteil dieser Warftenbauweise, und, die einzelnen Bewohner sind ja überwiegend Mieter, die sind ja erstmal völlig unbeteiligt, also die haben da ja keine Ahnung von, keine Erfahrung. Die kaufen ne Wohnung, mieten ne Wohnung, und denen ist das im Endeffekt egal. Die wollen hier wohnen, wollen das genießen, aber wie das abläuft...c'est la vie [lacht].

BR: Ok, und dann nochmal zur Zukunft der HafenCity: Ist die HafenCity gut gegen Hochwasser gerüstet?

HL: Ja, klar, denk ich. Also, ok, wenn man das gesehen hat im Dezember, fragt man sich schon, wird das ausreichen. Aber wie gesagt, wenn es nicht ausreicht, sind die anderen Stadtteile alle längst, leider, abgesoffen.

BR: Die Idee ist natürlich schon, dass man ne Deichlinie schneller erhöhen kann als die Warften, oder?

HL: Die Warften kann man nicht mehr erhöhen, das ist fest, sag ich mal. Die Häuser stehen, da können sie höchstens die Fenster im Erdgeschoss zumauern und das wär die einzige Möglichkeit, das zu sichern.

BR: Ich hab mal gehört, dass es die Möglichkeit geben würde, hier trotzdem noch irgendwie Sperrwerke oder so reinzubauen. Dass das mal diskutiert worden ist.

HL: Vor tausend Jahren vielleicht mal [Lacht].

BR: Nicht mehr?

HL: Nein [mit Nachdruck].

BR: Ich habe noch nen Dokument von 2005 gesehen, in dem das drin steht.

HL: Ehrlich? Also in Cuxhaven oder wo?

BR: Nee, das es tatsächlich das Alternativkonzept war, hier, na gut, dann machen wir hier dicht zwischen den Landzungen der HafenCity und es gibt Hochwasserschutzmauern.

HL: Also dann würden die ganzen Landgemeinden, Pinneberg und Hetlingen und so an der Elbe, die würden sich freuen, wenn das hier abgesperrt wird. Das geht nicht.

BR: Nee, ich mein hier nur so im Kleinen, also wie ne Art Deichlinie...

HL: Sie müssen dann ja komplett die Elbe sperren hier.

BR: Nee, also die Idee war einfach nur entlang dieser HafenCity sozusagen dann doch noch ne Art Deichlinie zu bauen. Was natürlich trotzdem eigentlich nicht geht, weil's kaum Platz gibt.

HL: Geht gar nicht, das ist unmöglich, also nicht machbar. Also, das einzige, Sie können ne Spundwand bauen, aber dann können Sie nicht mehr rausgucken.

BR: Auf wie viel kann der Meeresspiegel steigen, dass es hier trotzdem noch alles entspannt bleibt?

HL: Ich weiß nicht, welche Höhe hatten wir jetzt im Dezember? 4,50m ÜNN glaube ich, müsste ich nochmal nachgucken, und 2 Meter meer könnte es noch sein. Also ungefähr zwei Meter und dann würde es reinlaufen in die Fenster [lacht].

BR: Ja, ich glaube, das war's jetzt glaube ich schon...Vielen Dank! Eine Frage vielleicht noch: Wer wäre bei der HafenCity GmbH ein guter Ansprechpartner?

HL: Frau Schwöbbe, das ist die Ansprechpartnerin. Die HafenCity hat ja für die verschiedenen Quartiere unterschiedliche Ansprechpartner, die Frau Schwöbbe ist die vom Kaiserkai.

BR: Und von der BSH?

HL: Das weiß ich nicht, aber das können Sie dann Frau Schwöbbe fragen.

BR: Ok, vielen Dank! Das war sehr effizient!

Interview file: 6	
Organisation: Ministry of Interior and Sports	Interviewee: Head of the department for civil and disaster protection
Date: 5 th of May 2014	Time: 13:30 – 14:30
Duration: 54 minutes	Type: Face to face

Britta Restemeyer (BR): Could you just briefly describe, you already said, what your tasks and responsibilities are within this ministry?

[REDACTED] (HP): Yes. I'm responsible for the disaster management and the disaster management plannings for the city of Hamburg for all the risks. I explained a few minutes before; aircraft accidents, chemical disasters, flood risk also, and whatever you think of, we have to make planning.

BR: But you are not the one who publishes those brochures in every household.

HP: Of course, of course. That's one of the points in flood risk management we take from the lower authorities to us, because we want to have one brochure for the whole city of Hamburg, not; one makes it like this, the other makes it like that. We want to have one way, one information for all the people. If you change your area where you are living, you find the same brochure and you can find only what is special for me in this area and you see the same outfit.

Mena Kamstra (MK): The same layout yes.

HP: The same layout yes. Also, the same informations are inside. I think you have these brochures for the Harbour City also.

BR: Yes, you can download them on the...

HP: Yes, you can download it. But we build... a colleague of me is responsible for this brochure, for the information.

MK: And then local, one step below, has to provide additional information specific to that area?

HP: Only in case of a flooding. Then they go out and call them, or have cars with ‘lautsprecher’...

MK: Megaphone.

HP: Megaphone, yes, and told them what they have to do, and what happens in the next time. This is a responsibility of the lower authorities; police, district authority.

BR: That’s only for flooding, not for chemical or airport?

HP: Not, like the same, it’s like the same.

BR: OK.

HP: Because we have no troops, we need the fire brigade, we need the police, we need the lower authorities, because we are unable to say to the police ‘make this, make this’ we have only to tell to the police ‘please, for this you are responsible, make it. And if you are not able to make it, please tell us’.

MK: Do you have the means to do something about that, if they don’t do it.

HP: Yes, of course.

MK: What kind of measures are that?

HP: We have a new police president. The people will change. If someone... The chief of this ministry, the state secretary, is the minister of the interior, is the highest political people in the city of Hamburg who is responsible for disaster management. And if he say: 'I want to have it like this, like this, or like this', everybody in the city of Hamburg have to do it. If not, you have to go. It's very special, in the whole area of Germany I think you are unable to find a system like this, like in Hamburg. Normally in Germany the lower district is responsible for disaster management and the other levels can look but they have no change to take them...do like this, make it not, make this, don't make this, and they are not allowed to do it.

BR: Is it because of the 1962 flood risk?

HP: Yes, of course. Not only in '62, it was a disaster was on a vessel with oil on, a disaster on the river Elbe. And we have a big problem with a lot of oil.

BR: When was that?

HP: 1981.

BR: And only afterwards it got centralised?

HP: Yes, and then they realised that they need someone who is responsible to say all the authorities of the city of Hamburg what is to do. It was a police officer who managed it. It is not OK, the police officer tells the authority, the political people, 'don't do this' [laughter]. That was a big problem for him. He managed it, everything was OK, but after this disaster they say ' Hmm it is not OK, it is not OK. We need political level, someone who is responsible for the disaster management in the city of Hamburg'. And we, I and my colleagues, makes the planning for him, and he signed it. And in this moment he signed it, everybody has to do it like this. If you write a lot of things down, and manage a lot of things in front of the disaster, it is very easy for him in case of disaster, because everything is managed. If you have nothing he has to decide what can we do: this, this, this or this? It's very easy now for him, with this planning. For all the things

we have a general plan, also for flood. We don't make it different between Harbour City and the city of Hamburg, the rest, or Wilhelmsburg or whatever.

BR: It's all the same.

HP: It's all the same. You have one planning, one plan. It has to work.

BR: Is this plan also online, can you find it?

HP: No, no, no.

BR: That's secret?

HP: No, not secret. I think it is too much, I think you don't will understand it, because it's very special.

BR: OK.

HP: there are a lot of special things and this is not only one book, it is a lot of books. One book for the police, one for the fire brigade, one for the lower authorities, one for the Hamburg Port Authority, from the health services. Everybody has a plan for high water. Also for cleaning the streets.

BR: So they know exactly what to do, it is kind of like a checklist?

HP: We call them and say 'now we have this situation', and then they know what they have to do. I don't want to discuss in this moment with them what they have to do ten or eight hours later. It have to work, if it don't work, sit down behind it and we have to talk; 'what happens, why is it... why was there ... why don't you clean the streets after the high water? Why do you open the harbour and the traffic goes in? The water was still on the roads'. And we have to discuss behind.

BR: OK.

MK: Can I ask a question about this?

BR: Sure.

MK: How do you get... on what do you base your policies, on what kind of information then? Is it from the bottom up?

HP: Yes, yes, of course. And we have a helicopter, we have cameras in the city, and we have staffs in the city in all lower authorities, police and fire brigade inform us. We are very, we have a lot of special things, a lot of technical things, we can have a look in the city. The room behind me is the room for the disaster management.

BR: OK, so in case something happens then there is the computer system or...

HP: No not the computer system. The computer system is one level down. Here we sit together and discuss, and then we say 'OK we go this way'. No telephones inside, to open the brain [laughter]. It is a very big problem in staffs, everybody is talking, but nobody knows what they are talking about and who is talking with who; 'with this station, or this position, or... What are they discussing?' And no telephones, it is very easy, you have to go outside to make a call so it's very calm inside you can...

BR: Concentrate.

HP: Concentrate, yes thank you.

BR: Sounds a bit like in the Vatican where they...

HP: Ja, but we have no red paper to make white smoke [laughter].

BR: OK, well then you explained already about the disaster management, and well, creating awareness is then not part of your...

HP: No.

BR: Job, but that's for the local authorities.

HP: Yes, genau.

BR: OK, well then, we will see how much you can answer about the HafenCity.

HP: Yes.

BR: It is of course a special flood protection arrangement there with the urban dwelling mounds. I was actually interested in why did they actually choose for this solution? And do you think...

HP: First there was a harbour area we cannot use for anything else. The harbour area... the water was not deep enough for the new cogeneration of vessels, and the area was very close to the city of Hamburg and they want to have make... they want to develop this area. So there was two questions; first, is it possible to make a dyke around it, or a high water protection wall around it? It was a problem because if you a protecting wall, you cannot use the old hafen areas. The water areas will close and you have no water in this area, because if you catch the water inside, the water will smell. After a few years it will be change and you cannot use it. So you need openings. So if you have openings, you need a protecting wall to close it. So it makes a lot of... you have to manage it.

BR: Requires lots of maintenance.

HP: that's not easy to open gaps to let smaller boats inside and outside inside outside. And the other idea was to build the city up. And then we have the look how high is the highest flood we ever had, and then they put on 60 centimetres. Between 60 centimetres and one meter.

MK: Why?

HP: So they are safe. Become a very high flooding, we think... the highest flooding we ever had was 1967 it was 6.4 meters about sea level. And normal... now we are thinking about flooding it was a very high risk for us, more than 7.3 meters about sea level. And then we said 'OK, one meter more, 8 meters about sea level it will be safe'. And so they build all these houses and warehouses and parks on a higher level, so it is safe, it is protected from the water. And now the next steps for the new parts of the harbour city to build now the area behind the Hafentown University. Did you see? Now a little bit higher; 8.50.

BR: Ohw, that is interesting!

HP: Because it's changed, but not now. In the former time we think about the climatal change, the high water will be rise up more. And now we want to have the different between the maximum of the high water, we calculate, and the new level for the protected area now it will be 8.5 meters about sea level.

BR: Because they think climate change might be even worse than they expected in the beginning?

HP: Hmhm [nods].

BR: OK, so the part about, like, Sandtorkai, Dalmannkai that's 8 meters?

HP: Yes.

BR: And then the other part behind the HafenCity...

HP: 8.30/8.50.

BR: That is interesting.

HP: Because the... it has also for the protecting walls with the city. Everything that they build now for the 'Messung Wasserstrasse'...

BR: I know what it is.

HP: It is a special...

BR: It's like a water... the design water level, which they design all the flood protection walls and all the... it's like the design level of a dyke.

HP: Genau. And they next ten years we built the dykes on 7.4, that's the line, must be higher. So it must be between 8 meters. But now, from this moment on, we have to make sure that we can put something on, to have not the problem in 10-15 years to build new dykes 'Ausbaureserve'.

BR: That you have like a, that you reserve some space sort to say. That you can add more.

HP: Otherwise we have to change the... put the dyke away, and we have to build a new one. This is very expensive. If you build a dyke and it looks like this [starts drawing], then you can [points at drawing]... it's a reserve. So this is also, this walls [points at drawing], they build like this and you can put on a little bit more.

MK: OK.

HP: It's for 7.30 and that is for 7.80 that's plus waves coming over.

BR: May I ask one question. If now in the HafenCity there is some houses that are on the level of 8 meters, houses on the level of 8.50, isn't that, I know in Germany it's always this equity debate, that everyone has to be treated equal, isn't there a tension then? Or is this a discussion if I may ask?

HP: Not now [laughter]. It's the same discussion with the private areas in the city in the Harbour area. There are a lot of protecting walls in the harbour area the companies built by their own. The city of Hamburg supported them with money, and now this protecting walls are on the level of 7.5 meters about sea level. That is too low. And now they make a new system and they told the companies you have to build up, and we supported again with money.

BR: How much percentage was this?

HP: I don't know, I think 50 percent. It's the same like behind 1976, was the same discussion. The harbour of Hamburg was not protected against high water, in 1976 the lot of warehouses in the harbour area was flooded and after this disaster they changed the protecting plan for the city of, for the harbour area, and then they built the protection walls. And a lot of companies told the city of Hamburg 'please give me some money, otherwise I go to Bremer hafen, or to Rotterdam, or to Wilhelmshaven, because it is too expensive for me to build this wall'. So the city of Hamburg supported the building of the walls. Now it is the same, 80 million euro I think, I don't know exactly. The ministry of the environment gives to the Hamburg Port Authority supported the buildings of the companies in the harbour area. It is a project, but I don't know a lot about this.

BR: But was this then, because I remembered when I looked for... there was still the 'bauprogramm hochwasserschutz vom 2007', or is this now already a new one?

HP: This bauprogramm high water protection 2007 was for the, what was the dykes and the protecting walls, not for the harbour. That is a different...

BR: but the one for from 2007 is still the most recent one.

HP: Yes.

BR: But this equity aspect is not a discussion yet.

HP: Not yet. Not yet, because the next steps are in 2025-2030. And now I think that the next step is to make a protecting wall around the city, but that is in my opinion.

MK: OK.

HP: Because it is much easier than to...

BR: Raise the buildings.

HP: Raise up the buildings [laughter], exactly. But I don't know.

BR: So now it would be possible, because you said 'well back then, they choose for this solution because it was easier. But now, it would still be possible to implement those protection...

HP: Yes.

BR: But then you would have the same with the water that smells...

HP: Yes, that is right, but I think it is easier than to rise up the buildings.

BR: OK. Why where the buildings not built higher then, from the beginning on?

HP: a few companies built their buildings a little bit higher; SAP is an example, it is nearly 8.38.40.

BR: OK, interesting.

HP: But I don't know, 8 meters was in 2001-2003 in the beginning the HafenCity it was a very high level, and now it changes. Now it's 10 years, 12 years later, climate change is coming. The project 'Muse' it was from the 'bundesanzeiger vom hidrografie' in 19... I don't know the year. It was 10 years ago. They told us it was possible that Hamburg, that in Hamburg, high water and

flooding could be 8 meters about sea level. This was nearly 10 years ago. Until they built the harbour city on this level, 8 meter would be safe.

BR: Yes, I understand. OK, well we had another question, but I think you already answered... because in a way we are interested to what extent the ministry of Interior also was involved in making the flood protection concept but...

HP: No, no.

BR: You didn't have a role in there.

HP: No, it's too special. I'm a police officer, I cannot tell the people who build the protection walls or build a new area of the city how they have to do it. That is in the responsibility of the ministry of Environment, the BSU, and the [?? 24:57].

BR: Exactly. So you usually do not interact with them?

HP: No.

BR: OK. Well then with these urban dwelling mounds, because Mena is specially interested in the question: 'what do the private stakeholders do and what does the city do', so maybe you can say what, in the HafenCity example, which costs were covered by the city and what is their responsibility?

HP: It is easy in the harbour city. Normally the city of Hamburg is responsible for building the protecting the walls, to build all the walls. You can see it on the map [points at map in office], all the red borders the city of Hamburg built them and maintained them. The city of Hamburg is responsible for them. And in the harbour city, every company who build their house, it was responsible for the flood protection of the building. We gave them the ground, plus 8 meter about sea level and then we told them 'please you can build your building, but if you want to go into the ground have a look what are you doing there. You have to close the doors, the gaps, you have

to make sure that nobody goes in case of a high water in the flooded areas, they have to make some treats around; don't go this way, especially in the night time. It is very dangerous to go, if you don't know how deep is the water, suddenly you are wiped [laughter], and this is the responsibility of the owners of the house.

BR: OK, but the city for example raised the streets right?

HP: Not all. Am Sandtorkai do you know this street?

BR: Yes I know.

HP: It doesn't belong to the harbour city, it belongs to the 'Speicherstadt'. It is an old street and it is not raised up, because otherwise you will... the old area is like this, and the new area is like here, and you can look into the windows and the second floor. So that is not very nice.

MK: No.

BR: That is why you have this extra bridge on the side, right? So people can evacuate from those houses.

HP: Yes.

MK: And do you know who is responsible for monitoring that those companies do as you tell them to do?

BR: The question is, because you say 'the owners are responsible for telling the people', do you check if they really do so?

HP: Not the ministry of Interior. The ministry of Environment, BSU yes of course. Because they have to tell the authorities what they want to build, and then they have a look on this and say 'It is OK, OK, OK', but not the ministry of Interior. I hope everything is OK [laughter].

BR: So we already covered that a little bit. So the disaster management concept of the HafenCity, is it different than from the rest of the Hamburg?

HP: No.

BR: No, it is completely the same.

HP: If you are in the lower areas, you have to leave the lower areas. If you are higher than 7.5 meters about sea level it is OK, you can stay there. We have a special system to reach this area, for the fire brigade. So you can leave the harbour city every time over the Oberhafenbrücke, the Oberhafenbrücke is high enough to leave the HafenCity every time, and if we have a problem with the Oberhafenbrücke, an accident or anything else, the fire brigade has another way über the 'Kibbelstegbrücke'. That is build for the fire brigade, und the police, to reach the harbour city also in case of flooding.

BR: That is the one that is at Am Sandtorkai exactly?

HP: Yes. You can see Am Sandtorkai. I don't know the name of the street... Kaiserkai, SAP.

BR: I don't know the name of the street either, but I know what you mean.

HP: You can see the bridge in front, you come from SAP, going in the direct of Hamburg, or the old city, and you see the bridge but you are not allowed to go over there, you have to go right or you come up left, but the fire brigade and the police is allowed to go, normally only to walk, but in case of an accident or a flooding we need a second way to reach the HafenCity you can go with the fire brigade car.

BR: Yes it is really nice to walk on that bridge and then you actually walk through the old Speicherstadt...

HP: Yes, on the right on the left. On the left side now you see a building for cars, parking garage. And behind this parking garage there's now they build a hotel. It is only allowed to build this hotel because they are able to go through the parking garage to this Kibbelstegbrücke. So they are the second way to go out.

BR: So you always need two emergency exits.

HP: Yes, every time you need two ways to leave the object.

BR: OK, that's interesting.

HP: This is not disaster management, this is fire protecting and rescue protection made from the fire brigade.

BR: All right. So have you then, the ministry of Interior, have they also played a role in establishing those 'Flutschutzgemeinschaften'?

HP: I don't know the word 'Flutschutzgemeinschaften'.

BR: Ohw no?

HP: I know polder communities in the harbour area, and 'Flutschutzbeauftragte'...

MK: Ja.

BR: Ja.

HP: The people in the object with responsible to close all this doors and gates and whatever they have... the other, I don't know.

BR: Yes, but we mean that one, and then the Flutschutzgemeinschaft is... because he's always responsible for one unit, one house, and then the whole house is the so-called Flutschutzgemeinschaft, but...

HP: I don't think so, I don't think so. A lot of companies call me and ask me 'what have we to do if we have a high water and high flooding. Please can you come to me and tell me something'. Then I say 'you have a Flutschutzbeauftragte in your building, ask them, ask him, or ask her'. 'Owh no, please can you tell us something'.

MK: Why don't they want to ask them?

HP: I don't know. So I have a lot of appointments with companies in the HafenCity and then I told them something I told you know; 'you are high enough, you don't have to leave this area, please have a look on the water and relax and have a look, but you don't need to send your colleagues at home, that is a big problem for them. Last December they called me and asked me 'Aah is it necessary that we have to send the colleagues, the people at home?' 'No, no, you can work on, you can work it is no problem. You have telephone, you have fax, you have e-mail, so no problem'. This house is where the people live. It is easier, they know him, they speak to him like a 'Hausmeister'. He is responsible for the house, sometimes it is the same people. And if you have a houses a lot of companies inside, that is a problem. That is the people from the company they paid from him, sometimes the Hausmeister dienst, it is a company, it is not the people who live in this building. So we have, sometimes the problem that he comes not quick enough to the object to close it. So we have a big problem for 2007, now it is 7 years ago. They are not able to close one door to the garage, and the water goes inside.

BR: In the Am Sandtorkai or?

HP: Yes, it was flooded. It was very, very, very expensive.

BR: Because the Hausmeister was too late?

HP: Too late. He arrives, but he has only a few minutes, and then happens the problem was electric. The big door don't walk, and then he cried for the fire brigade and 20 minutes later they arrived, but the water was now so high and the last level of the parking garage, the water was nearly 1.5 meter high.

BR: And who paid for the damage then?

HP: I don't know. Not the city of Hamburg [laughter].

BR: No, maybe they had an insurance, maybe...

HP: I hope so, and the company also has very good insurance, otherwise he has big problem.

BR: Which company was it?

HP: I don't know. I don't know, I know only the problem not what comes behind this.

BR: But now in December 2013 it was again high, but nothing happened?

HP: No, not.

BR: Only minor?

HP: Yes, some small problems, but now it works.

MK: Did you have an idea of how to solve that problem, because the insurance company don't really know who the Flutschutzbeauftragte...

HP: It is not my business.

MK: OK.

HP: It is private, very private. They want to build a house in a risk area, they know it, we told them 'if you build a house there, you have to manage all these things. We call you very early, you have more than eight hours time to close all your doors, then please do it. Otherwise, it is your problem. It is not a problem of the city.'

BR: I was wondering, this Flutschutzbeauftragte, does he do this voluntarily?

HP: Yes I think so, it is voluntarily. I think sometimes they pay them a little bit. Sometimes they [?? 38:36] officers of the HPA, so they know the problem, and they are very quick because they know how quick comes the water. Ten minutes later first we see nothing, ten minutes later... it's very fast.

BR: OK, well then, maybe I think you can take over then.

MK: Because I'm also very curious about the role of citizens with flood risk...

HP: In the city of Hamburg?

MK: In general.

HP: The whole area.

MK: Yes, and how does the city try to involve citizens in flood risk?

HP: You know it on the magblatt, you know it. The people who live very close to the river Elbe, they know the risk. They know it and they are able to handle with the risk, especially in the harbour area they know it very good, very good. In the other areas around we have sometimes the problem that people don't know this is special things that if you live more than five kilometres away from the river Elbe, that you are in very risky area, especially in Wilhelmsburg. When you live in the middle of Wilhelmsburg, and this is a high-risk area, because the water goes exactly to this area. So we have explain it every time, we have a lot information events in

the city of Hamburg, especially behind 60 years behind the flood 1962 to 2012 it was a very big exhibition in the town hall. We send a lot of brochures to the people and every two years we send out our 'mag blatte' to the people, and we hope that they...

BR: Read them.

HP: Read them, yes.

MK: And that's again for the Environmental ministry to see if they actually do read it and know that they are at risk?

HP: No, that is our job. The ministry of Environment have to build protection walls, and we have to inform the people.

MK: OK.

HP: We help each other, but we are responsible for the information warning and informing the people.

BR: But it is kind of difficult to check if people read it or not...

MK: Yes, of course but...

BR: you do not make a test or...

MK: No.

HP: We send a mag blatte to the people directly, not with the newspaper, directly and every post... mailbox, but if they see it 'Ohw very interesting' [makes throwaway gesture]. Now we want to make... this year we make a new outfit for the mag blatte it will be changed... more information [walks to desk to show copy].

BR: That would be interesting.

HP: Only for your eyes, don't tell.

[laughter]

HP: this [points at information brochure] is you know.

MK: Yes.

HP: This is one side and this is the other side, and you can see some informations, general information about flood risk, checklist of what can you do, what are the information channels we use to inform you, what can you do; leave it, stay. Take medical with you if you have to leave, all you things you need for yourself, and something like this [points at image], it is not the last... look at on what level you are live, and if you live on zero ground and the high water will be more than 7.30, than have a look. 7.30 here, you are not safe here and here, you are only here. If you have not a next level, you have to leave this area. We change it, so it's not so special, difficult. Then who informs you and where can you get more informations about it. That will be inside this [shows the cover of the brochure].

BR: So it has a little bit more information than it used to have.

HP: Yes. It will cost 100.000 euro.

BR: Wauw. And they only said every two years, I thought that they send every year.

HP: No, no...

BR: Too expensive.

HP: Yes. Only the delivery costs more than 30.000 euros per year. That's... if you put it in the newspaper it's very cheap, but a lot of people don't get it or they throw it away in advance. So we need a very special way to reach the post box of the people, so we have a change that...

MK: That are already a lot of the question I think.

BR: Well maybe, yes, what do you think how aware are people of flood risk in general, and then in the HafenCity? Do you think that people are hochwasser risiko bewusst sein? That people in the HafenCity are for example more aware of flood risk than in the rest of Hamburg?

HP: Yes, of course, of course. We change also. If you live in the HafenCity they know it. But if you only come to work sometimes they don't know it.

BR: OK, but if you live there you do know.

HP: Yes. And the companies who work in this area in the ground to build the underground railroad they know it very good, because it is very dangerous to build a tunnel and to have water upstairs.

BR: Oh yes I can imagine.

HP: In 2007 the first tunnel area was nearly finished and it was flooded. It was very expensive for the Hamburger Hochbahn. You can see the water go inside.

BR: When was this where?

HP: In 2007

BR: In the HafenCity?!

HP: Ja, yes of course. They start the building of the HafenCity University railroad station, and I have a picture from the helicopter and we saw that the water goes inside.

BR: Ohw, OK ja.

HP: But the people were outside...

BR: Yes, so no one was harmed.

HP: Nobody, yes. Interesting pictures.

BR: But, OK, you have those brochures and you do some special information events I understood, do you do that also regularly or

HP: No, no. sometimes we have the events with the 'Norddeutschen rundfunk'

BR: OK, so the TV...

HP: Normally we use other high water in the world, then we become questions 'is it possible it could happens in Hamburg also'? And then we use this to tell the people 'No' to change as a system and so one. In June last year 2013 there was a very big high water on the river Elbe, but not in Hamburg. But we use it to transform it to the people that we have other problem in the wintertime. In the wintertime we have big high water from the North Sea, so we use it also. It was not a risk for Hamburg; 6 meters above sea level. [Points at picture on the wall]. Do you see this picture?

BR: Yes.

MK: Yes.

HP: [Laughter] It was in the newspaper, and you can translate it.

BR: You can read it right?

MK: Yes.

BR: This is the Hamburg logo, that is what you have to know about it.

MK: Ah, OK.

HP: Whole Germany laughs about it, because they told me this was exactly you. I was on television and I told about high water and the risks in Hamburg, and I was very relaxed. No problem. And the whole Germany, all my colleagues in other states of Germany called me they: ‘Yes you look like this [points at picture].

[Laughter]

BR: Funny, so that is why it’s put on the wall.

HP: That’s right.

BR: One question, how, like exercises for disaster...

HP: Every year. The staff exercise and practical on the dike. Every year we have a practical on the dyke to close the doors, to protect the walls, what have we to do if we have a problem wit the dyke and it was wet the water goes through what can we do, how can we manage it. Every year we make an exercise. And also an exercise in the staff.

BR: But that doesn’t mean that the Flutschutzbeauftragte have to show that...

HP: Yes.

BR: they can operate it?

HP: Yes, it's a lower authorities. Every year they make a... they call them all and ask 'do you know, high water starts at the 15th of September. Are you prepared? Do you know what happens if we call you?' and then OK, yes, everything is OK. One times a year. Normally they have to know what they have to do, but if you are sleeping, you have a problem.

MK: And do they private companies and the citizens know of these drills as well?

HP: The companies yes, also the HPA, the Hamburg Port Authority, makes also exercise with the polder communities. It is a special exercise.

BR: But the polder communities are only in the harbour area.

HP: Yes.

BR: OK.

HP: They have to do it by law. It is not for free. They have to make this exercise in front of the next high water season.

BR: OK.

MK: OK.

BR: I think that is about it right?

MK: Yes.

BR I think you answered most of our questions.

HP: I hope so!

BR: Yes. Thanks a lot.

HP: High risk management I think it's a little... it is necessary to talk to the BSU, and the LSBG.

BR: Do you know who would be responsible, like who we should contact?

HP: Dr. Müller, LSBG.

BR: Olaf Müller?

HP: Dr. Olaf Müller, you know him.

BR: Yes, I think I have heard of him before.

HP: He's a dike pope [laughter]. In December He get a wet trousers, because we had a big problem with one door in the area of the landungsbrücken, it don't close. And, so he goes out and help the people and it was a very wet situation.

BR: Really fighting...

HP: He knows the problems of water and to protect the city against this water.

BR: And from the BSU?

HP: I think it is better to talk to mr. Olaf Müller. The BSU looks only... is the LSBU workings. You do talk to people normally, they make, because that's....

BR: Laws?

HP: Laws, and the special things they don't know. They are very far away from the dykes.

BR: From the water.

HP: Yes from the water [laughter]

BR: OK, well that's it. Thanks a lot.

MK: Yes, thanks a lot. Thank you.

HP: I hope you are able to understand.

Appendix 4: Full list of abbreviations

ABP	Asian Business Port
AOD	Above Ordnance Datum
BIS	Behörde für Inneres und Sport Hamburg
BSB	Behörde für Schule und Berufsbildung
BSH	Bundesamt für Seeschifffahrt und Hydrographie
BSU	Behörde für Stadtentwicklung und Umwelt
BWVI	Behörde für Wirtschaft, Verkehr und Innovation
CAA	Civic Aviation Authority
CIL	Community Infrastructure levy
CSOs	Combined Sewer Overflows
DCLG	Department for Communities and Local Government
Defra	Department for Environment Food & Rural Affairs
DLR	Dockland Light Railway
EA	Environment Agency
GLA	Greater London Authority
HPA	Hamburg Port Authority
HWS	Hochwasserschutz
LBN	London Borough of Newham
LDCC	London District Chief Council
LDCC	London Docklands Development Cooperation
LP	London Plan
LSBG	Landesbetrieb Strassen, Brücken und Gewässer
NGOs	Non-Governmental Organisations
NPPF	National Planning Policy Framework
OJEU	Official Journal of the European Union
PLA	Port of London Authority
RFRMA	Resilient Flood Risk Management Arrangement
RoDMA	Royal Docks Management Authority
SUDs	Sustainable Drainage Systems
TE2100	Thames Estuary Plan 2100
TfL	Transport for London
UEL	University of East London
UK	United Kingdom
US	United States
Z.B.	Zum Beispiel