



POLYTECH*
TOURS



SOCIAL

SUSTAINABILITY AND THE HERITAGE-LED PROJECTS

SOUQ WAQIF, DOHA – QATAR AS A CASE STUDY

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This document is prepared as a partial fulfillment of the requirements to obtain a master degree in Regional and Urban Planning from Ecole Polytechnique - Université de Tours, Academic year 2011 - 2013

SOCIAL
SUSTAINABILITY AND
THE HERITAGE-LED
PROJECTS

Souq Waqif – Doha, Qatar

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Tours, June 2012

Dedication

To the trio of my life:

Yara

Luna

& Sulai

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to all people who supported me during preparing this report and all over the entire year; my friends, my family and most particularly my teachers at Département Aménagement – PolyTech' Tours for this great experience we had.

First, I would like to thank my advisor, Dr. Laura Verdelli for her continuous support and her high confidence in me during my research.

It is my pleasure at this point to thank the rest of the faculty: Prof. Serge Thibault, Prof. Abdul Ilah Hamdouch, Prof. Christophe Dèmaziere, Prof. Minjid Maiza, Dr. Kamal Serrhini, Dr. Benoit Feidel, Dr. Nathalie Brevet, Dr. Stuart Farthing, Dr. Mathilde Gralepois, Dr. Noémie Hinfry, Ms. Audrey Perez-Prada .. form the bottom of my heart, *Thank you*. It was a great honor indeed.

I am grateful, to Dr. Djamel Boussaa from University of Qatar for his gracious support, friendly attitude and helpful advices on all stages of my research.

I am indebted to Dr. Hassan Radoine, from University of Sharjah, UAE, for his valuable input on my research topic; his many remarks were of great impact in preparing this document.

I would like to thank also the other two experts participating in this research: Mr. Mohammed Ali Abdullallah, the designer of Souq Waqif, and Mr. Mohammed Al Salem, the Manager of Souq Waqif.

A special Thank-You card is for my best friends in Qatar: Mayda and Rami, who helped me a lot and were my eyes and ears in Doha.

Last, but not the least, to my mom and dad, their continuous encouragement and their confidence in me have always nurtured my inspiration; I hope I can return the favor, or part of it.

Diaa Noufal

Tours, 6 June 2012

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1 INTRODUCTION

1.1 RESEARCH BACKGROUND

In many rapidly developing cities worldwide, there is a growing recognition of the need to conserve and rehabilitate the old inner districts. The importance of historic buildings is always emanating from the interaction between these buildings and the daily life of the community in which these building exist. The heritage of a city can help define it and give it its particular identity. As defined by Bernard M. Feilden (2003): *an historic building is one that gives us a sense of wonder and makes us want to know more about the people and culture that produced it. It has architectural, aesthetic, historic, documentary, archaeological, economic, social and even political and spiritual or symbolic values; but the first impact is always emotional, for it is a symbol of our cultural identity and continuity—a part of our heritage.*

Preservation can be a tangible symbol of a community's interest in honoring its heritage, valuing its character and sense of place, getting the most out of prior investments in infrastructure and development, and encouraging growth in already-developed areas.

Furthermore, historic preservation can make major contributions to economic development and to sustainability goals. For example it can produce more jobs and inject more money into the local economy than new construction. Preserving older buildings and neighborhoods can also be environmentally sound as well. Older buildings often have energy- saving features like the foot-thick masonry walls of many historic houses that allow them to be brought to high standards of energy efficiency. The truth is that historic preservation offers cities a major tool in working toward or maintaining livability. It can contribute to sustainability. It makes people want to live in cities where it is practiced. (Allison 2011)

According to Dennis Rodwell (2007), conservation and sustainability have parallel meanings and are frequently used interchangeably to express the need to manage the world's natural resources and the biosphere in order: first, to secure long-term harmony between man and nature; and second, to achieve continuous enhancement in the environment and in the conditions and quality of life for humans and other life forms.

The renovation of a historic building within the city is often regarded as a strong justification and an anchor for the redevelopment of the surrounding area with might be a block, a street, or even a district. Thus, many regeneration projects in the third world cities are based on a historical core or in some cases trying to borrow architectural and aesthetical characteristics from the historical districts. Many regeneration projects in cities such as Dubai, Abu Dhabi, Jeddah and Doha are trying to preserve the historic imprint of the city through the new regeneration projects in the central parts of these cities. (Soliman 2010, Boussaa 2010)

However, the conflicts between economic growth, social well-being and ecological environment have frequently been highlighted. (Yung et al, 2011). There is evidence that rehabilitation projects, while generating economic activity and improving the physical environment, also lead to many serious social problems, such as forced eviction and gentrification (UNESCO, 2004, 2008). Other issues include conflicts involving the cultural role of heritage and loss of social continuity and community neighborhood, exclusion of community participation, property speculation, loss of sense of place, urban sprawl and social exclusion (Yung et al, 2011, UNESCO 2004, 2008). Thus, there is an urgent need to address the concept of socially sustainable development in the rehabilitation of urban historic districts. By doing this, applying findings to culturally-led (heritage resemblance) regeneration projects are of a great use.

It is clear that there were numerous efforts among researchers to dig in the different aspects of social sustainability; nevertheless, applicability of this concept is largely confused due to lack of defined tools. Linking between social sustainability and rehabilitation of historic sites has yet to be investigated. Furthermore, developing an assessment tool to carry out this investigation is an important task by itself which this research is trying to lay a foot in.

The sites selected, being Souq Waqif (retail historical rehabilitated project completed in 2006) and Musheireb (mixed use culturally led regeneration project currently under construction) in Doha city, are unique in terms of architecture, components, environment, culture and social context. Lessons learned from studying social sustainability in this city are expected to add to the uniqueness of this case study.

1.2 AIMS AND METHODOLOGY

This research is trying to develop an assessment tool for weighing success / failure factors of rehabilitation of historical districts in terms of sustainability. The following aims are targeted:

- Contribute to the ongoing debate on the connection between sustainability and urban culture / heritage
- Test / prove that sustainability of such type of projects is possible
- Learning lessons of success / failure
- Design a walkthrough to sustainability assessment for such type of projects

The research project aims are achieved through:

1. Analyzing previous literature to define the most proven factors of sustainability assessment in the case of culturally led urban development will be the first target.
2. Defining social sustainability in the context of historic district rehabilitation
3. Revealing the main characteristics of social sustainability in historic rehabilitation projects
4. Collecting data related to social sustainability through questionnaire surveys in Doha City
5. Analyzing the data to investigate the success and failure lessons of social sustainability

6. Studying the findings revealed from Souq Waqif to apply them for the new regeneration project at Musheireb (Doha Land)
7. Drawing conclusions and suggest recommendation for both projects

Research Methodology:

The complexity and the novelty of the research topic require a combination of methods or what the research sources refer to as ‘triangulation’. This means the use of qualitative research to corroborate quantitative research, or vice versa (Knight 2008). The study will evaluate a number of aspects related to social and cultural values connected directly or indirectly with the built environment. *Please note that details of methodology adjustments are explained in relevant chapters further ahead in this document.*

The study is divided into four main stages with each having its own steps and aims.

- 1- The first step is reviewing literature available on relevant topics including sustainable, rehabilitation of historic site and culture related regeneration projects. In addition, focusing on special aspects of social sustainability, Arab cultures and society is an important point. Furthermore, this stage includes collecting secondary research on the two projects in the case study and Doha city being the wider frame of our case.
- 2- The second stage will start by developing a preliminary questionnaire based on literature review and putting it to test by conducting a pilot survey. A qualitative analysis will then run to assess the in-depth interviews during the test survey (rather than a *pilot survey*) and the several governmental documents related to the projects under study. The pilot questionnaire stage is necessary to narrow down the assessment criteria developed from literature review. It is also critical to reveal the uniqueness of the case study in relation to the environment, culture and society. Furthermore, the top-down approach of executing the rehabilitation of Souq Waqif requires in-depth views from people behind this project or aware of its development process. The test questionnaire will contain mainly qualitative open ended questions to be conducted with around ten interviewees. These people are mainly selected through a search mechanism (top-down search) looking for people with best level of knowledge on the project.
- 3- The third stage will include a bit wider survey to cover users of Souq Waqif project, in addition to discussion with experts to measure the social impact based on attributes collected from the literature review and identify, the underlying factors for socially sustainable rehabilitation of the historic district. Sample selection will be based on the available data.
- 4- The last stage will be devoted interpretation of results and extracting findings and recommendations.

1.3 CONTENTS

This report is beginning with a literature overview in the chapter “Theoretical Background”. This chapter illustrates different notions and terminology used within this report in addition to different approaches reviewed and elaborated by different authors. The main themes of the literature review comprise a section on the notion of heritage and related terminology and a section on cities in the Middle East as this research focuses on a case study that has special characteristics.

Sustainability is then elaborated with a special attention to the notion of social sustainability. After that we try to have a closer look at the literature on the link between social sustainability and historical district. We try to summarize our journey for the search for a suitable approach to assess the social sustainability of historical district projects covering a number of sources on assessment of social sustainability for different types of the built environment.

Chapter three is an introduction to understand the urban environment of our case study. It talks about the country in its regional context and on a national level and then it goes on to detail the characteristics of the city and the society. It highlights in the same time the characteristics that are important to our case study and that are being taken into consideration to deal with the questions raised in this research.

The following chapter is dedicated to our case study, the Souq Waqif Development. The chapter gives necessary information on the development background, history and milestones and then it details the different parts. A section at the end of this chapter summarize the way to choose the different indicators based on the literature review, mixed with the specifics of the city and the society and supported by discussions with experts and locals.

The survey details are elaborated in chapter 5 with subsections on the methodology, the interviews and the sampling processes. Results are briefly provided in this chapter but discussed thoroughly in the next chapter seasoned with different observations and discussions with experts. Chapter 6 provides a full interpretation of the results based on the ten themes of social sustainability as provided in the literature overview. Recommendations are provided on three levels at the end of the chapter in addition to a brief note for further research.

Appendices are provided at the end of this report to support different chapters and to clarify different information provided previously in the report.

I hope you enjoy the journey.

Diaa

Tours, May 31st, 2012

2 THEORETICAL BACKGROUND

2.1 INTRODUCTION – THE APPROACH

As outlined in the introduction, the link between heritage and sustainability is intensively explored over the last decades. However, existing literature still has many gaps in many ways. In this chapter we are trying to go through the available literature reviewed in the course of preparing for this paper. In this review two themes were used; the first is the general literature used to define different terminology and basic concepts used repeatedly in our research, and the second is a walk-through over the different approaches used by authors to highlight the importance of heritage-based projects to the society.

The reasons behind following this approach stem from the fact that only few literature exist on the social sustainability indicators in the domain of heritage related projects. More specifically, we couldn't find any reliable source that is relevant to this issue in the context of Arab / Middle East cities. Therefore, we tracked the sources for the available articles tackling the issues of social sustainability of heritage-led projects to come up with indicators that are best close to the case study in hand; Souq Waqif.

We start by defining the basic concepts used in this research including heritage, heritage-based projects, historical districts, conservation and regeneration. We are trying to be as brief as possible but at the same time trying to cover different literature resources whether academic papers or official governmental documents. The importance of governmental reports is emanating from the fact that governmental policies are directly involved in the protection of historical sites and government is a key player in most of the cases of heritage related projects. Report resources include global authorities on heritage such as different UN bodies (UNESCO, UNDP, etc.), international NGO's such as ICOMOS, local authorities such as English Heritage and EPA, among many others.

One part of the literature review will be dedicated to explore the specific characteristics of the cities in the Middle East (referred to some times as Medina or Madina – the Arabic word for 'city'). It's also important to shed some light on historical sites in these cities and the prevailing trend of urban development currently taking place.

Sustainability will be explained quickly through basic concepts indicating the importance of social sustainability and the main research works around it. But again, trying to link it as much as possible to the built heritage environment.

In the walk-through towards reviewing the previous literature on the social effect of heritage-based projects, we started off by exploring all ideas related to the link between the society and

heritage. Thus the resulted review is a journey into seeking a combined approach having in mind the final aim of the research. We noticed that a large common area is there among different researchers; however, each of approaches is defined by different steps and different aims.

FIGURE 1 LITERATURE REVIEW PLAN

Definitions	Cities in the Middle East	In Search for an approach
<ul style="list-style-type: none"> •Built Heritage •Conservation •Regeneration •Sustainability 	<ul style="list-style-type: none"> •Characteristics and Evolution •Historical Districs •Planning 	<ul style="list-style-type: none"> •Value •SIA •SLCA •E&M •SS •Tourist

2.2 THE BUILT HERITAGE, HISTORICAL DISTRICT CONSERVATION, REGENERATION AND REHABILITATION

“Reference to the past is essential for any existence in the future” Özkan S. (UNESCO 2004b)

Since the mid-nineteenth century, industrial cities have selectively used their history to promote themselves. The practice has intensified since the 1980s, largely as a result of the widespread de-industrialization of Europe and North America. As defined by Bernard M. Feilden (2003) an historic building is *one that gives us a sense of wonder and makes us want to know more about the people and culture that produced it. It has architectural, aesthetic, historic, documentary, archaeological, economic, social and even political and spiritual or symbolic values; but the first impact is always emotional, for it is a symbol of our cultural identity and continuity—a part of our heritage.*

Heritage related terms are user-defined as they mean many things to many people (Rodwell 2007). The built heritage or the urban heritage is usually defined to managers and planners by historical ‘monuments’ such as churches, mosques, other types of religious buildings, palaces, castles in addition to all features of old cities such as walls, gates, etc. (Steinberg 1996)

The existence of international cultural organizations, such as the United Nations Educational, Scientific and Cultural Organization (UNESCO), the International Centre for the Study of the

Preservation and Restoration of Cultural Property (ICROM) and the International Commission on Monuments and Sites (ICOMOS) in addition to a number of local cultural institutes, has brought the urban heritage over the last 50 – 60 years.

2.2.1 THE WIDER CONCEPTS - INTERNATIONAL CHARTERS

Guidelines for heritage conservation have been evolving since the Venice Charter in 1964 by ICOMOS. Documents issued after that were varying between guidelines, recommendations and resolutions meant to gather efforts for an international campaign to protect heritage. The term ‘historic monument’ used in the Venice Charter 1964 was reinterpreted by ICOMOS in 1965 as ‘monument’ and ‘site’; and by UNESCO in 1968 as ‘cultural property’ to include both movable and immovable. The different terminology between the UNESCO and ICOMOS was reconciled at the World Heritage Convention 1972. Furthermore, many local institutes have developed their own scope and definition of heritage at national and regional level to depict different interpretations in Europe, Australia, New Zealand, UK, Canada and China. (Ahmad 2006)¹

ICOMOS Charters has developed a number of definitions for different types of heritage related topics, the use of the historic site and the purpose of definition. The following table illustrates some of the international charters by ICOMOS in this regards.

TABLE 1 ICOMOS – INTERNATIONAL CHARTERS FOR RESTORATION AND CONSERVATION

Document	Date
International Charter for the Conservation and Restoration of Monuments and Sites	(Venice Charter 1964)
Historic Gardens	(Florence Charter 1981)
Charter for the Conservation of Historic Towns and Urban Areas	(Washington Charter 1987)
Charter for the Protection and Management of the Archaeological Heritage	(1990)
Charter on the Protection and Management of Underwater Cultural Heritage	(1996)
International Cultural Tourism Charter	(1999)
Charter on the Built Vernacular Heritage	(1999)
Principles for the Preservation of Historic Timber Structures	(1999)
ICOMOS Charter - Principles for the analysis, conservation and structural restoration of architectural heritage	(2003)

According to the Venice Charter (ICOMOS 1964)² historic ‘monuments’ are defined as the following:

- *Article 1. The concept of an historic monument embraces not only the single architectural work but also the urban or rural setting in which is found the evidence of a particular civilisation, a significant development or an historic event. This applies not only to great works of art but also to more modest works of the past which have acquired cultural significance with the passing of time.*
- *ARTICLE 2. The conservation and restoration of monuments must have recourse to all the sciences and techniques which can contribute to the study and safeguarding of the architectural heritage.*
- *Article 14. The sites of monuments must be the object of special care in order to safeguard their integrity and ensure that they are cleared and presented in a seemly manner. The work of conservation and restoration carried out in such places should be inspired by the principles set forth in the foregoing articles.*

UNESCO has adopted a wider definition for 'Cultural Heritage', during its 'convention concerning the protection of the world cultural and natural heritage' held in Paris in 1972; where cultural heritage is segregated into three groups (UNESCO 1972)³:

- **monuments:** architectural works, works of monumental sculpture and painting, elements or structures of an archaeological nature, inscriptions, cave dwellings and combinations of features, which are of outstanding universal value from the point of view of history, art or science;
- **groups of buildings:** groups of separate or connected buildings which, because of their architecture, their homogeneity or their place in the landscape, are of outstanding universal value from the point of view of history, art or science;
- **sites:** works of man or the combined works of nature and man, and areas including archaeological sites which are of outstanding universal value from the historical, aesthetic, ethnological or anthropological point of view.

The previous definitions and the different related documents by ICOMOS and UNESCO highlight the importance of the 'monument' as a pivot to historical districts. Bearing in mind the nature of our case study, Souq Waqif, as aforementioned in the introduction, we had to find a specific concept that can cover this particular case study were the 'monument' is symbolic rather than physical. To fulfill this symbolic nature of the project, the term '**vernacular**' appears in an interview with the project planner (Mathaf 2012)⁴. The planner insists that one of the goals of the project was to highlight the vernacular nature of the site and its building characteristics.

ICOMOS Charter on the built vernacular heritage defines the term as the following: *Vernacular building is the traditional and natural way by which communities house themselves. It is a continuing process including necessary changes and continuous adaptation as a response to*

social and environmental constraints. The document highlights the importance of this traditional type of buildings and emphasizes on the necessity to protect it worldwide. (ICOMOS 1999)⁵

2.2.2 CONSERVATION

Conservation as defined by *'The Nara Document on Authenticity'* represents all efforts designed to understand cultural heritage, know its history and meaning, ensure its material safeguard and, as required, its presentation, restoration and enhancement. (Cultural heritage is understood to include monuments, groups of buildings and sites of cultural value as defined in article one of the World Heritage Convention). (ICOMOS 1994)⁶

When applied to historic cities the principal root is architectural conservation, whose starting points include archaeology and the geocultural diversity and historical evolution of architectural styles, building materials and techniques. (Rodwell 2007)

The conservation of historical districts is seen as an engine to economic growth. As indicated in (Rypkema 1998)⁷, this macro-economic study identified seven distinct ways in which historic conservation was performed as a powerful "economic generator". These are: (i) Employment creation; (ii) Stimulation of heritage tourism; (iii) Small business incubation; (iv) Downtown revitalization in large cities; (v) Small town economic revitalization; (vi) Neighborhood stabilization; and (vii) Neighborhood diversity.

It is important in any case to investigate the different aspects of the built heritage project before executing the project. According to ICOMOS Washington Charter (ICOMOS 1987)⁸, which details the institute's concepts towards the conservation of historic towns and urban areas, "*planning for the conservation of historic towns and urban areas should be preceded by multidisciplinary studies. Conservation plans must address all relevant factors including archaeology, history, architecture, techniques, sociology and economics. The principal objectives of the conservation plan should be clearly stated as should the legal, administrative and financial measures necessary to attain them. The conservation plan should aim at ensuring a harmonious relationship between the historic urban areas and the town as a whole. The conservation plan should determine which buildings must be preserved, which should be preserved under certain circumstances and which, under quite exceptional circumstances, might be expendable. Before any intervention, existing conditions in the area should be thoroughly documented. The conservation plan should be supported by the residents of the historic area.*

Nevertheless, the literature provided here is for reference rather than the purpose of using it for defining the case study in hand.

2.2.3 REGENERATION

The word 'regeneration' has been a pivotal word in policy and planning for the past 30 years especially in the UK. Many policy documents by many actors such as English Heritage, Office of the Deputy Prime Minister ODPM, House of Commons, and many national, regional and local governmental organizations, use this term extensively to express a number of usages.

It is noted by a report by Ela Palmer Heritage (2008)⁹ that there is no one set definition of regeneration, and the term seems to have been appropriated by politicians, planners and managers in the cultural, social, architectural and construction sectors as necessary to suit their changing agendas. *Thus we have social regeneration which revives social cohesion or communities, economic regeneration which uses physical renovation to revive the economic market of a place, or perhaps cultural regeneration where the arts are used to restore vibrancy and life.* The report goes on to conclude a common aspect between the various usages of the word: *"the use of public funding to support an initiative which aims to achieve an improvement to the conditions of disadvantaged people or places"*.¹⁰

Another broad definition is found in (Roberts 2000)¹¹ where it is defined as: *"a comprehensive and integrated vision and action which leads to the resolution of urban problems and which seeks to bring about a lasting improvement in the economic, physical, social and environmental conditions of an area that has been subject to change"*

Heritage-led regeneration therefore can be defined as the improvement of disadvantaged people or places through the delivery of a heritage focused project. There are three distinct types of heritage-led regeneration which have become apparent during research (Ela Palmer Heritage 2008)¹². These are:

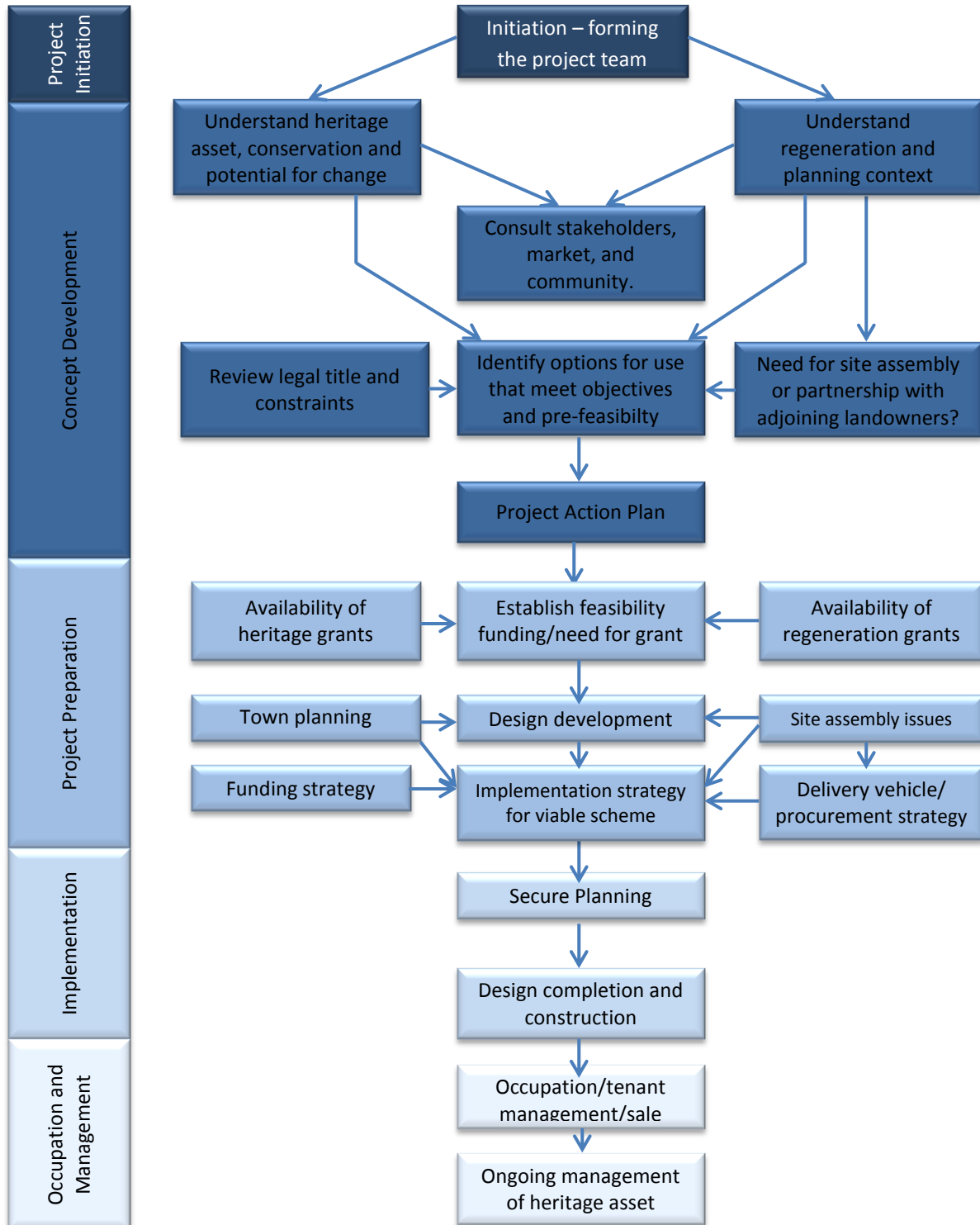
- Area-based regeneration (for instance physical regeneration of a town center, conservation area, or historic landscape)
- Single building regeneration (the physical regeneration of a single building)
- Heritage project regeneration (a socially beneficial project not involving physical regeneration, but based around a historic building).

Whilst understanding that each type has specific aims, and therefore may have very different outcomes, this report will specifically consider the first type as it best matches with the specifications of the case study in hand; Souq Waqif.

As referenced by Loew S. (1998), Bourdin (1984, 1986) has emphasized the importance given to heritage in contemporary Western society, which cannot be explained through either the interplay of economic forces, government intervention or simple nostalgia. This leads him to investigate, through the analysis of the rehabilitation of old neighborhoods, the meaning of heritage which he considers has been *'reinvented' as part of society's search for authenticity and roots.* He sees the dangers of transforming Western civilization into a vast museum and at the

same time losing the meaning of heritage. Although he does not mention new buildings specifically, the implication of his analysis is that historic areas need to incorporate them in order to continue their evolution.¹³

FIGURE 2 APPROACH TO HERITAGE BASED REGENERATION – EXAMPLE FROM ENGLISH HERITAGE



2.2.4 REHABILITATION

According to Wilson (1980)¹⁴ “**Rehabilitation**” means the complete upgrading of a built structure. It may include “**restoration**” when this involves restoring the original intent and design of the building, “**recycling**” when an existing structure is adapted for a new purpose and most “heritage” activities. It may also include “**renovation**” if routine or minor maintenance and repair work are not included, and “**retrofitting**” if the buildings systems are brought up to higher standards of energy consumption efficiency, security, and fire protection. The term “**repair**” should not be used because it covers too broad a range of activities, nor should the terms “**modernization**” and “**redevelopment**” because projects involving them may also include significant amounts of new building. These concepts apply to both residential and non-residential buildings.

2.2.5 DEGRADATION AND RENEWAL OF INNER CITY DISTRICTS

The traditions of most societies today have been profoundly disturbed. Economic, social, psychological and political transformations, not forgetting wars and natural disasters, have all contributed to the dismantling of traditional urban life, engendering serious problems for urban areas and their inhabitants. Emphasized as early as Jacobs (1961¹⁵), some cities are dying, some are centres of finance and services, bustling by day but deserted by night, and others are like museums full of tourists from which the original city dwellers and traditional activities have departed. In urban centres which have been devastated by war or natural disaster, what survives is too often demolished in hasty and speculative redevelopment. (UNESCO 2004b)¹⁶

As stated in the UNESCO colloquium focused on inner city (UNESCO 2004b), the importance of inner city areas emanates from a number of points:

- Numerous factors have contributed towards the degradation and destruction of inner cities. There are, of course, economic reasons, due to changing modes of production, trading and activities. An example of the latter is the old Port of London which had completely lost its earlier purpose and is now being rehabilitated. It is proof of how a site can change vocation, even after decades or even centuries of inactivity, if it is altered appropriately.
- There are social reasons, modifications of social structures, changing ways of life. etc., which are far-reaching. It is important to recognize that physical and social aspects are linked. If one fails, the other will decline as a result.
- There are psychological reasons. Very often a traditional town may be abandoned on grounds of modernity. Mistaken ideas of modernization, or development. may mean that a traditional city is regarded as backward. Even if we no longer share such conceptions, they are still the cause of swift and widespread deterioration.

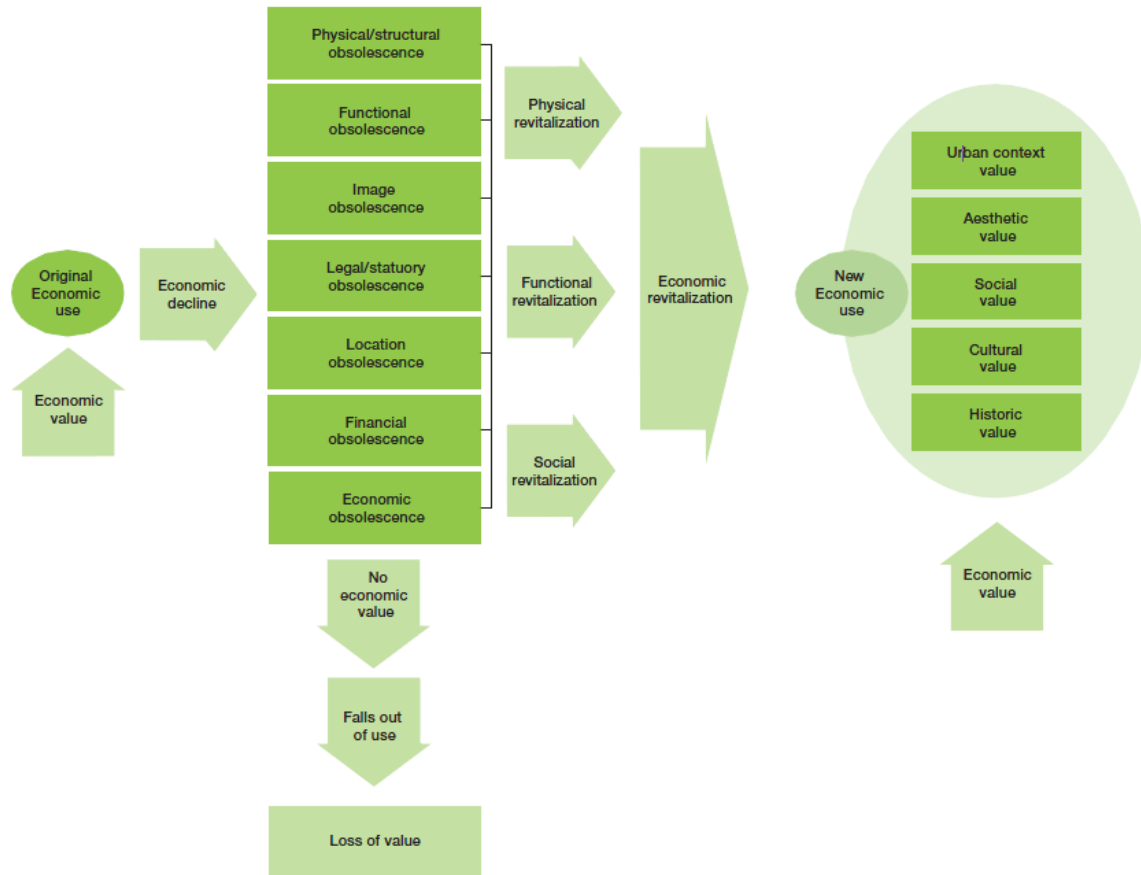
- There are political reasons. A change of power, a change of government and the priorities of local authorities may all be responsible. Unfortunately, there is also destruction by the planners themselves. Very often, planners have intervened in such a way that they have destroyed rather than rebuilt a city. The example of Bucharest is just one among many others. We should bear in mind that town planning does not always follow the right direction.
- And, there are wars and natural disasters, which can play an important role in the destruction of cities. In the case of Beirut. UNESCO has backed the municipalities' efforts to preserve the remains of the ancient city which came to light following the destruction wrought during the 1993- 1996 war.

It is also noted that the financial mechanisms of property projects around the world has helped the degradation of inner city areas. Banks and financial institutes are encouraging the demolition of old structures in favor of new buildings (UNESCO 2004b). It is possibly the lower risks associated with new buildings and lower maintenance costs that drive the banks to favor new building projects rather than conservation or rehabilitation of old buildings.

To break this vicious circle of decline, changes may be needed in occupation and use. That is, 'functional restructuring' or 'functional diversification' may support the physical revitalization of buildings and the areas they create. Public subsidies can be justified at a number of levels. First, to subsidize certain stages of physical regeneration before the viable economic use has been established; secondly to compensate for the imposition of legal restrictions (such as listing) that can increase cost; and thirdly in recognition of the wider social and economic benefits that the project creates. (English Heritage ----)¹⁷

The figure overleaf explains the process of economic growth and decline as illustrated by English Heritage.

FIGURE 3 THE PROCESS OF ECONOMIC GROWTH, DECLINE AND GROWTH (ENGLISH HERITAGE ----)



2.2.6 NOTES ON USAGE OF TERMINOLOGY THROUGHOUT THIS STUDY

Differentiating between **conservation, regeneration and rehabilitation of historic districts** is debatable indeed. It is found that the terms are changing from one document to another according to the purpose of the document and its nature whether it is a governmental policy, an NGO's report or an academic research. However, contrasting or comparing the social impacts from each type of these developments is way harder to conquer as resources reflecting on this issue hardly exist. Colantonio (2008), as illustrated in the coming chapters, have used resources referring to different urban terms including regeneration, renovation, rehabilitation and conservation in addition to historic district developments. Similarly the paper by Yung et al (2008), has built assessment of socially sustainable development in a historic area on indicators gathered from different types of developments and then filtered to extract relevant criteria. Therefore, literature on these different types is useful for the specific purpose of this research; studying the link between social sustainability and the rehabilitation project of Souq Waqif.

In the previous sections of this chapter we highlighted some of the terminology as per observations of available resources. For the purpose of this research we will assume that all three types of developments illustrated above are producing similar social effects and thus social indicators from literature on these types are assumed valid for the case study in hand (Souq Waqif).

In that sense, I am using some methods / approaches / indicators that are developed supposedly to be conceived to study historical districts (either conservation, regeneration or rehabilitation), and applying them for our case study that is potentially generating similar effects as those of authentic historic districts and is meant to behave in a similar way.

The case study (**Souq Waqif**) is based on representation of heritage rather than the physical presence of heritage. Further explanation is elaborated in Chapter 4 (Souq Waqif).

2.3 RESEARCH ON CITIES IN THE MIDDLE EAST

The heritage in the Middle Eastern cities (particularly the Arab World) is rich and diverse due to the long process of evolution it took through thousands of years by numerous civilizations. The Arab World today is at a critical cross-road. The cities of the region have undergone profound changes over the twentieth century as they grew massively through the pressure of rural to urban migration and an increasingly dynamic demographic shift. As a result, the majority of the region's citizens now live in cities. (Elsheshtawy 2008¹⁸, Shechter & Yacobi 2005 and Malkawi F. 2008¹⁹) Middle Eastern societies have become, in only a few decades, urban societies. Urban environments are features shared throughout the region. It is this world of cities and urban societies which are now entering, if at different speeds and with different levels of infrastructural capacity and levels of internal conflict, the global world economy.

With communities rooted in ancient civilizations, peoples from different backgrounds pursuing a spectrum of activities, the Arab World not only shares a common history because of the ebb and flow of civilizations within its geographical range, but also because of its geopolitical position and the recent history from Ottoman dominance to colonial encounters, and to post-colonial adjustments and transformations in a changing world - a world that still capitalizes on its cultural, economic, and military resources to further its economic grip through unprecedented technological advances and scientific discoveries. (Hassan et al 2008)²⁰

2.3.1 THE HISTORIC DISTRICTS IN THE CORE OF THE URBAN CHANGE

Towns in the Middle East (specifically the Arab World) lacks a culture of planning as they are usually woven around historical nuclei that are not based on a planned settlement in most of the cases. Instead, settlements in the city have developed gradually until they were eventually marginalized due to social transformation. (Radoine 2011 and Saïd Mouline in UNESCO 2004b)

For some researchers, (Hassan et al 2008) the richness of history in this region represents a cultural capital that can be mobilized, at a time of radical political and economic changes in the region and the world as a whole, as a means of enhancing prosperity and as a foundation for effective and productive dialogue among nations.

Nevertheless, Saïd Mouline (in UNESCO 2004b) notes that for more than half a century an ominous trend throughout the Arab world seems to have been underway with denaturalization, destruction, gradual physical disappearance and social degradation of historical city centres gradually taking place. This does not only affect the physical surroundings but also the know-how, the craftsmanship, the patterns of urban living, social relationships, ways of perceiving and using space. *It affects men and their heritage, their space and their history.*

The physical and social degradation of inner city areas has not been faced by sufficient measures due to political, cultural and social complications. Fikri Hassan in (Hassan et al 2008) emphasizes the disparity between the western institutes of heritage and their equivalents in the region where people in this region are vastly under-represented. Fikri goes on to criticize the current international (and westernized local) policies regarding the management and protection of historical monuments and heritage in general in the Arab World. *“Sadly, many of the development projects, especially those related to tourism, project and represent the past in Arab countries in Western terms, especially in the way the past is hardly connected with the present and the cultures of living communities.”* The article calls for a single stream with many tributaries where heritage is not only about safeguarding the past but it is about contributing to the ability of living together.

Though Gaetano Palumbo (2000)²¹ identifies the following main sources of threats to ‘Archaeological’ heritage in the Mediterranean, many can be applicable in the case of the built heritage and can be extended to the Arab World:

- The impact of development, one of the main causes of destruction due to population growth, industrialization, land reclamation, road building, and urbanization.
- Pollution and by-products of development, ranging from air pollution to changes in the water table.
- Mass Tourism coupled with lack of site management due to the large number of tourists accessing fragile sites, parts of sites and “abandoned” sites, vandalism, and the activities it attracts.
- Social unrest as happened in Lebanon during the civil war (1975-92) when sites in the Biqa valley were bulldozed to obtain artifacts to sell.
- Looting, which is often associated with organized crime.
- Inappropriate Interventions and conservation either through the use of harmful materials (such as cement) or techniques or through irreversible “restoration” that totally compromises the historical authenticity of heritage sites.

- Lack of administration and legislation that are required to protect sites and secure funds, resources, and qualified staff for appropriate conservation.

2.3.2 URBAN PLANNING IN THE MIDDLE EASTERN CITIES

In their article on cities in the Middle East, Shechter and Yacobi (2005)²² argue that the newly emerging modern built environments in the Middle East cities are westernized opposing the old natures of cores. This is creating a 'split' city where *different urban spaces represented binary oppositions: the "old city" stood for "tradition" and "local" life, the new public buildings, commercial centers, and residential neighborhoods created an urban iconography of the imported "modern"*. The separation between both types was never been total; neither the new replaces the old. Thus, the authors argue that it is better to understand the urban environment in these cities as an "amalgam" of categories, the old and the new, the global and the local, instead of creating segregation within the built and lived-in environment.

The authors have traced the planning policies in the region to the Ottoman Empire, then the European Mandates and eventually in the nation-states when local governments became the main player in planning and city transformation. Urban planning in this phase was often applied as a positivistic tool that modern societies use to organize space, distribute resources and to balance different interests for the benefit of society at large. This was expressed in the notion of *zoning and the creation of open public spaces*, drawn from Western-universal planning concepts; *it was largely alien to the social and cultural norms of Middle Eastern city dwellers*.

Thus, modernization of urban centres in that phase has furthermore led to "forced urbanization" of nomads, ethnic minorities and migrants. The governments' behavior of *letting their vision of rapid transformation run wild* through unsustainable investment in development has built on the deficiencies in the *paradigm of guiding planning and the evolution of city space* (Shechter and Yacobi 2005).

In his article, *Planning Paradigm in the Madina: Order in Randomness*, Radoine (2011) introduces the debatable concept of Madina (the typical Islamic city) and its 'colonial' derivative Médina (referring to a stagnant walled entity).

The concept of Madina was always portrayed in a negative way by Orientalists to highlight its weaknesses and to advocate western and modern urban planning paradigms.¹

Far from falling in the Orientalist synthesized urban images, and their counterparts, the very Islamic constructed ones, this paper seeks instead to argue on the planned aspects of a madina.

¹ Note: though it is not in agreement with the idea of this research, but we believe that Radoine's argument can be built upon together with the current research to further investigate the planning paradigm of Madina. Our current hypothesis is roughly that: a number of social sustainability attributes are achieved spontaneously in absence of a planning paradigm for SW.

This process was not solely a top-down process – which was exclusively guaranteed by the elite as asserted by Orientalists – key among them being Max Weber. Such hypothesis has generated the notions of ‘created’ and ‘spontaneous’ urban fabrics. The ‘created’ ones were the result of the act of Sultans, and the ‘spontaneous’ ones were the result of the random act of community. He focused on urban structure that cannot be designated as merely spontaneous

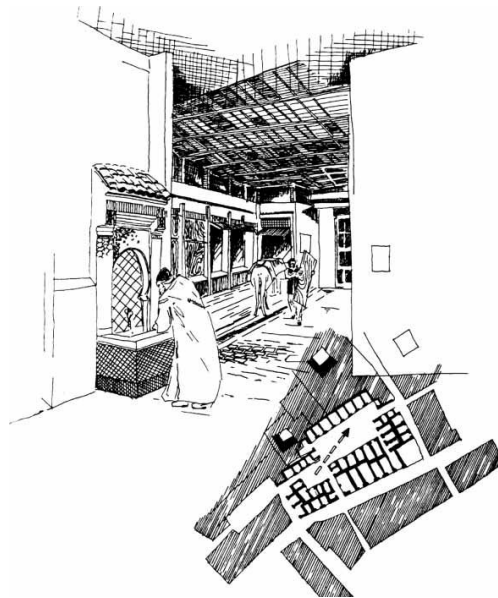
Contemporary planning entails the intervention of specialized planning institutions and individuals, following defined legal, economic, and political parameters in order to design an a priori city, and to fully control its territorial growth (Hall 2002).²³ The argument here is that the objectives, tools, and implementations of contemporary planning processes differ significantly from those of the pre-modern period. However, this does not insinuate that these latter had no planning or organization. Planning based on vision and visioning is an empirical practice. She reproached contemporary town planners for meagrely understanding the problems of real cities, and for they are fully preoccupied with their mere utopian images (Jacobs, J. 1961).²⁴

The term *planning in the context of the madina* implies consequently a process that departed from integrative actions. This process is primarily an accumulative urban course of interaction between space and human use following particular codes. These codes were the result of dialectical actions of builders, users, astrologers, ethnic groups, scholars, judges, and sultans.

Planning was hence not always dictatorial and normative as claimed, but inductive as well. The whole Orientalist attitude of comparing systems of ruling of the West and East, and criticizing the East for not having an autonomous social system in cities should be reviewed. The durability of the madina throughout time demonstrates that its sustainable social and spatial synergy resides in both its conceived and lived spaces (e.g. souq).

Although aesthetically the madina’s external spaces might be seen as simple or austere, the intricacy of its functions as well as the optimization of its land use within its walls reflects an intended sense of order that is not to be merely geometrical or orthogonal.

FIGURE 4 AN EXAMPLE OF SPECIALIZED MARKET PLACE IN MADINA (SUQ AL HAYK IN FEZ) (RADOINE 2011)



Globalization of the cities has emerged very clearly during the first oil boom by mid-seventies. Oil exporting countries have invested heavily in modernizing their urban environment, Kuwait being a pioneer in this context. However, this era has come to a slowdown with the end of the oil boom and the fall of the Soviet Union, by end of the nineties.

2.4 ON SUSTAINABILITY

2.4.1 THE SUSTAINABILITY CONCEPT

The last century has seen the emergence of large scale urban and suburban landscape that changed the concept of human communities which took on dramatically new forms and characteristics. Cities have expanded dramatically, population has seen unprecedented growth and an accelerated trend in new technologies has taken place. Though this growth has added to the human civilization as never before, it created enormous problems affecting human societies and the damaging the ecosystem they are living in. (Wheeler 2004)²⁵ These problems produce a wide variety of pollutants and toxic chemicals, create ever-growing inequities between groups of people, fuel global warming, and undermine local community, economies, and quality of life. Developing sustainable human communities became an international top priority towards the twenty-first century adopted by governments all around the globe and supported by local, regional and international organizations.

Sustainable development is defined as ***the development that meets the needs of the present without compromising the ability of future generations to meet their own needs.*** Brundtland

Report (World Commission on Environment and Development (WCED) 1987, *Our Common Future*)²⁶. Sustainable development was further legitimised following the United Nations Conference on Environment and Development held in Rio de Janeiro, Brazil in 1992 (known as Earth Summit); the United Nations Conference on Sustainable Development held in 1993; and the World Summit for Sustainable Development which was held in Johannesburg in 2002.

In 1997, Briton John Elkington introduced a definitional term drawn from financial accounting: the triple bottom line (TBL). By this he meant that to reach sustainability, one must achieve not only economic “bottom-line” performance but environmental and social performance as well. (Blackburn 2007)²⁷

Following that, the World Summit 2005 has adopted the definition of sustainability as a reconciliation of these three main constraints to arrive to a sustainable development, namely environmental, social equity and economic demands. These conditions have become the three pillars of sustainability.

The concept of sustainability was traditionally focused on an environmentalism framework that gives priority to the issue of ecological degradation. But the concept matured with time and focus was increasingly on the economic and social dimensions of development. More recently, good governance has become a fourth constrain as a controlling and management tool to combine the three pillars all together. Notwithstanding, culture is also debated to form the fourth dimensions of sustainability while some consider it the central pillar of sustainability. (Nurse 2006²⁸, Hawkes 2006²⁹ and UNCTAD 2010³⁰)

Since the publication of the Brundtland Report in 1987, the concept of sustainability has been gathering increasing momentum year after year. The main question sustainability is seeking to address is woven around the idea of intergeneration and intra-generational equity. How can urban development meet human needs and at the same time ensure ecological sustainability? A useful working definition is found in *Sustainable Cities* (Houghton and Hunter 2003)³¹, first published in 1994. It reads as follows:

“A sustainable city is one in which its people and businesses continuously endeavour to improve their natural, built and cultural environments at neighbourhood and regional levels, whilst working in ways which always support the goal of global sustainable development.”

The sustainable city concept for the twenty-first century depends on a vision that progressively recovers key aspects of the self-sufficiency of the historical model without retreating into it, and at the same time embraces the global dimension of a hinterland that was previously largely local.

The sustainability concept is reflected into the governmental policies through guidelines in different policy sectors. In this regard, extensive literature is coming from different

governmental agencies around the world. UK has been active legalizing and integrating sustainability in different aspects of governmental policies following the Government's strong commitment to sustainable development. For example, the Office of the Deputy Prime Minister (ODPM 2003)³² provides a comprehensive definition of sustainable communities:

The way our communities develop, economically, socially and environmentally, must respect the needs of future generations as well as succeeding now. This is the key to lasting, rather than temporary, solutions; to creating communities that can stand on their own feet and adapt to the changing demands of modern life. Places where people want to live and will continue to want to live.

As per the same document, some of the key requirements of sustainable communities are:

- A flourishing local economy to provide jobs and wealth;
- Strong leadership to respond positively to change;
- Effective engagement and participation by local people, groups and businesses, especially in the planning, design and long-term stewardship of their community, and an active voluntary and community sector;
- A safe and healthy local environment with well-designed public and green space;
- Sufficient size, scale and density, and the right layout to support basic amenities in the neighborhood and minimize use of resources (including land);
- Good public transport and other transport infrastructure both within the community and linking it to urban, rural and regional centers;
- Buildings – both individually and collectively – that can meet different needs over time, and that minimize the use of resources;
- A well-integrated mix of decent homes of different types and tenures to support a range of household sizes, ages and incomes;
- Good quality local public services, including education and training opportunities, health care and community facilities, especially for leisure;
- A diverse, vibrant and creative local culture, encouraging pride in the community and cohesion within it;
- A "sense of place";
- The right links with the wider regional, national and international community.

2.4.2 SUSTAINABILITY AND CONSERVATION

The preservation and renovation of historic properties is an important part of a sustainable, smart growth approach as the renovation of an historic property is often a starting point and anchor for the redevelopment of a block, street, or district (English Heritage 2006). In his important work on conservation and sustainability, Rodwell (2007), argues that neither architectural conservation nor townscape is founded upon a preoccupation with sustainability.

However, both have the potential to make a significant contribution to it. An historic building or district can be a tangible symbol of a community's interest in honoring its heritage, valuing its character and sense of place, getting the most out of prior investments in infrastructure and development, and encouraging growth in already developed areas.³³

Rodwell (2007) notes that the year 1972 marked the beginning of coordinated international initiatives in the fields of both sustainability and conservation. On one hand, the United Nations (UN) headed the Conference on the Human Environment in Stockholm, while on the other hand the United Nations Educational, Scientific and Cultural Organization (UNESCO), adopted the World Heritage Convention (the Convention) at its General Conference held in Paris. Indeed, sustainability is a core agenda of both the United Nations and UNESCO, and their strategies are mutually supportive.

The Operational Guidelines for the Implementation of the World Heritage Convention state the complementarity as follows: *Since the adoption of the Convention in 1972, the international community has embraced the concept of sustainable development. The protection and conservation of the natural and cultural heritage are a significant contribution to sustainable development.* (UNESCO 2005)³⁴

The economic perspective of urban developments is elaborated by Donovan Rypkema, a noted author on historical districts, where he uses historic preservation as an economic development tool. In his treatise *The Economics of Rehabilitation*, published by the National Trust for Historic Preservation, Rypkema lists several economic arguments for investing in historic districts. (Rypkema 1998)³⁵

- Reinvestment can generate tax credits and establish a new and higher depreciation schedule.
- Rehabilitation can extend the property's economic life - the period of time over which it can profitably generate income.
- With an improved physical condition, the owner may be able to achieve a better quantity, quality and durability of the income stream.
- An improved property could be eligible for more favorable financing including the variables of loan-to-value ratio, interest rate and loan term.
- Rehabilitation might be the most cost effective way to free up the value of the land that is currently under-producing.
- Individual reinvestment often is the most effective spur to adjacent property reinvestment. This can have a positive effect on the cumulative value of the properties within the area.
- Vacancy tends to be significantly lower in well maintained buildings in good condition than in deteriorating structures.

- A well-conceived rehabilitation plan may eliminate areas of operating inefficiency such as outdated heating plants, etc.
- Areas of the building that are currently unused (such as upper floors of downtown buildings) or underutilized (often basements) may be placed in financially productive service. This may also effectively increase the building's net to gross ratio.

With regard to social sustainability, the intergenerational equity concept is complemented by the idea of intra-generational equity addressing the well-being not only of future, but also of current, generations. (Lehman et al. 2011)

This trend led inevitably to an emphasis on preservation's role in supporting and enhancing social values. Today, we understand that maintaining tangible contact with our past strengthens the sense of stability and continuity that is essential in a healthy society, so we make the preservation of familiar landmarks a key component in the revitalization of neighborhoods and communities that are attractive and livable. It's all about bringing us together, encouraging us to recognize the shared heritage that defines and unites us as a nation and a people. (Moe 2008) ³⁶

2.4.3 SOCIAL SUSTAINABILITY

Since the emergence of the 'sustainability' concept back in the 1960's, environmental issues grabbed the attention of scientist all over the globe (Murphy 2012).³⁷ Extensive literature appeared on environment and later in the seventies dealt with economic issues. However, social sustainability remained the least studied. As put by a lecture by Colantonio (2012):

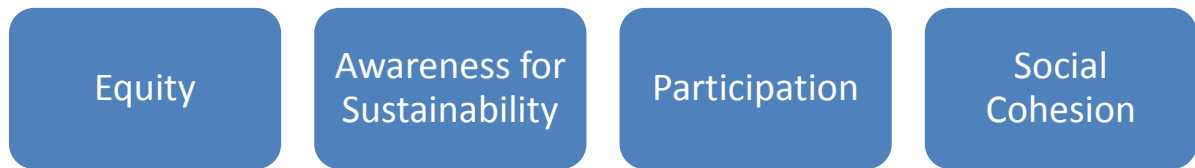
Social sustainability is often treated as the poor cousin in evaluating the success or failure of urban renewal projects.

Literature on social sustainability has dealt with the topic from three perspectives:

- As a requirement to achieve sustainable development
- As a goal for the sustainable development
- As an outcome

Through an extensive literature review done by Murphy (2012), ambiguities around the social pillar of sustainability suggest that a greater understanding of the social pillar of SD is desirable. The literature indicated that it is necessary to develop greater linkage between the social and environmental pillars. Thus Murphy presented a conceptual framework for understanding the social pillar and outlining its environmental implications by four pre-eminent policy concepts:

FIGURE 5 FOUR PRE-EMINENT CONCEPTS OF THE SOCIAL PILLAR (MURPHY 2012)



Definitions:

Examples of definitions of Social Sustainability has been found in a number of resources.

Colantonio and Dixon (2009) provide four important definitions:

- Sachs (1999) A strong definition of social sustainability must rest on the basic values of equity and democracy, the latter meant as the effective appropriation of all human rights – political, civil, economic, social and cultural – by all people
- Littig and Grießler (2005) ...a quality of societies. It signifies the nature-society relationships, mediated by work, as well as relationships within the society. Social sustainability is given, if work within a society and the related institutional arrangements satisfy an extended set of human needs [and] are shaped in a way that nature and its reproductive capabilities are preserved over a long period of time and the normative claims of social justice, human dignity and participation are fulfilled.
- Biart (2002) [Sustainability] aims to determine the minimal social requirements for long-term development (sometimes called critical social capital) and to identify the challenges to the very functioning of society in the long run
- Polese and Stren (2000) Development (and/or growth) that is compatible with harmonious evolution of civil society, fostering an environment conducive to the compatible cohabitation of culturally and socially diverse groups while at the same time encouraging social integration, with improvements in the quality of life for all segments of the population

Colantonio and Dixon (2009): the following 10 social sustainability dimensions and policy areas:

- Demographic change (ageing, migration and mobility);
- Education and skills;
- Employment;
- Health and safety;
- Housing and environmental health;
- Identity, sense of place and culture;
- Participation, empowerment and access;
- Social capital;
- Social mixing and cohesion; and,

- Well-being, happiness and quality of life.

The renovation of a historic building within the city is often regarded as a strong justification and an anchor for the redevelopment of the surrounding area with might be a block, a street, or even a district. Thus, many regeneration projects in the third world cities are based on a historical core or in some cases trying to borrow architectural and aesthetical characteristics from the historical districts. Many regeneration projects in cities such as Dubai, Abu Dhabi, Jeddah and Doha are trying to preserve the historic imprint of the city through the new regeneration projects in the central parts of these cities (Soliman 2010, Boussaa 2010). The European Charter promoted the concept of integrated conservation, in which priority is attached to retaining functional and social diversity in historic areas (Rodwell 2007).

However, the conflicts between economic growth, social well-being and ecological environment have frequently been highlighted. (Yung et al, 2011). There is evidence that rehabilitation projects, while generating economic activity and improving the physical environment, also lead to many serious social problems, such as forced eviction and gentrification (UNESCO, 2004, 2008). Other issues include conflicts involving the cultural role of heritage and loss of social continuity and community neighborhood, exclusion of community participation, property speculation, loss of sense of place, urban sprawl and social exclusion (Yung et al, 2011, UNESCO 2004, 2008). Thus, there is an urgent need to address the concept of socially sustainable development in the rehabilitation of urban historic districts. By doing this, applying findings to culturally-led (heritage resemblance) regeneration projects are of a great use.

It is clear that there were numerous efforts among researchers to dig in the different aspects of social sustainability; nevertheless, applicability of this concept is largely confused due to lack of defined tools. Linking between social sustainability and rehabilitation of historic sites has yet to be investigated. Furthermore, developing an assessment tool to carry out this investigation is an important task by itself which this research is trying to lay a foot in.

2.5 SOCIAL SUSTAINABILITY AND HISTORICAL DISTRICTS

The Sector for Social and Human Sciences was able to show its interest in the subject of sustainable social revitalization of historical districts at the second United Nations Conference on Human Settlements - Habitat II, held in Istanbul in 1996. The exhibition and its catalogue, entitled "Renewal of Inner City Areas" displayed the consequences of developments in historical city centres. (UNESCO 2004)³⁸

Social elements like traditional way of life, crafts, rituals, festivals, etc. which were previously not considered adequately within the mainstream of conservation approach are now regarded an important part of urban heritage³⁹. It is now considered that the conservation of urban morphology and historic urban fabric, which support the community's social structure and

traditional activities, are more related to planning issues, without which the historic fabric will be unreadable, and all other conservation efforts will be incomprehensible to everyone.⁴⁰

From HABITAT II in 1996 to the International Seminar organized by UNESCO in Beijing, in January 2007, on “Balanced urbanization between social cohesion, economic development and heritage conservation”, major indicators and parameters for strengthening social cohesion in historic districts have been identified by the Social and Human Sciences Sector of UNESCO. (UNESCO 2008)⁴¹

The same report has raised the main questions to be answered in the process to develop a policy for sustainable development in historical sites. These questions are seeking to combine social equity, ecological rationality, economic effectiveness, cultural pluralism while solutions are urged to be proposed in line with local specificities.

1. How should the protection of historic districts be integrated into urban policies, urban strategies and management programmes, and how should professionals and managers be trained in participatory processes?
2. How should the sustainable management of historic surroundings be used for the social and economic regeneration of historic districts, and how can the area benefit from an urban revival through revitalization and the reuse of urban heritage?
3. At the same time, how can decision-makers and city professionals be made aware of the need for a balance to be maintained between the preservation of buildings and street fittings with enhancement and conservation of intangible heritage, particularly its values, memory and history?
4. How can the new economic and social needs fit into the original urban context without compromising the identity and authenticity of the historical fabric as “living” entity of the whole city?
5. How can one ensure that inhabitants’ aspirations are taken into account in the development process?
6. How can inhabitants be made aware that they themselves constitute the specificity and the sociocultural richness of their own district?

2.6 IN SEARCH FOR SOCIAL INDICATORS

The factors that brought about social and physical transformation in central districts of towns and cities have rarely been taken into account in urban renovation projects. Clearly, a better understanding of these socio-economic problems would, in turn, have enabled there to be a better selection of urban projects for city centres. (UNESCO 2004 b)

The following sub-sections are meant to give an untraditional way of looking into the research on social effects of urban developments, including and more specifically the historic district

projects. The purpose of this section is to review previous research only in order to collect wider background on social indicators. This is particularly useful in the case of moving the research into higher levels (e.g. to include different types of case studies, in different geographical zones, or for conquering new hypotheses). This reflects our sincere efforts made to review different types of resources on the topic. However, the short timeframe of this research, its limited scope and the uniqueness of the case study have made it difficult to develop a comprehensive and conclusive approach out of this pool of literature.

In the following sub-sections we are organizing the research according to the way social indicators are found in the literature. The following points are found to play a focal role to differentiate the tone of language used:

- 1- The type of the document, weather it is a governmental policy, an NGO's report, or an academic research
- 2- The purpose of the social indicators used in the document (assessment, design, general description, literature review, etc.)
- 3- Terminology used to define the case study (e.g. Regeneration, rehabilitation, urban revitalization, renewal, etc.). Please review section (2.2.6) for usage notes.
- 4- The project phase in which the social indicators are assessed for.

However, the main point used to come up with the segregation was the purpose and the approach each document claims to highlights the social indicators. The following approaches are found: The Intangible Social Value of Heritage; The Social Impact Assessment Approach; The Social Life Cycle Approach; The Evaluation & Monitoring Approach; The Social Sustainability Indicators; The Tourist Approach. Each approach is defined in its respective sub-section.

2.6.1 THE INTANGIBLE SOCIAL VALUES OF HERITAGE

"Our archaeology, historic buildings and gardens, towns and historic landscapes were all created by people in the past but in addition this heritage owes its present value and significance to peoples' perceptions and opinions or in other words to their personal beliefs and values."

(English Heritage, 1997).

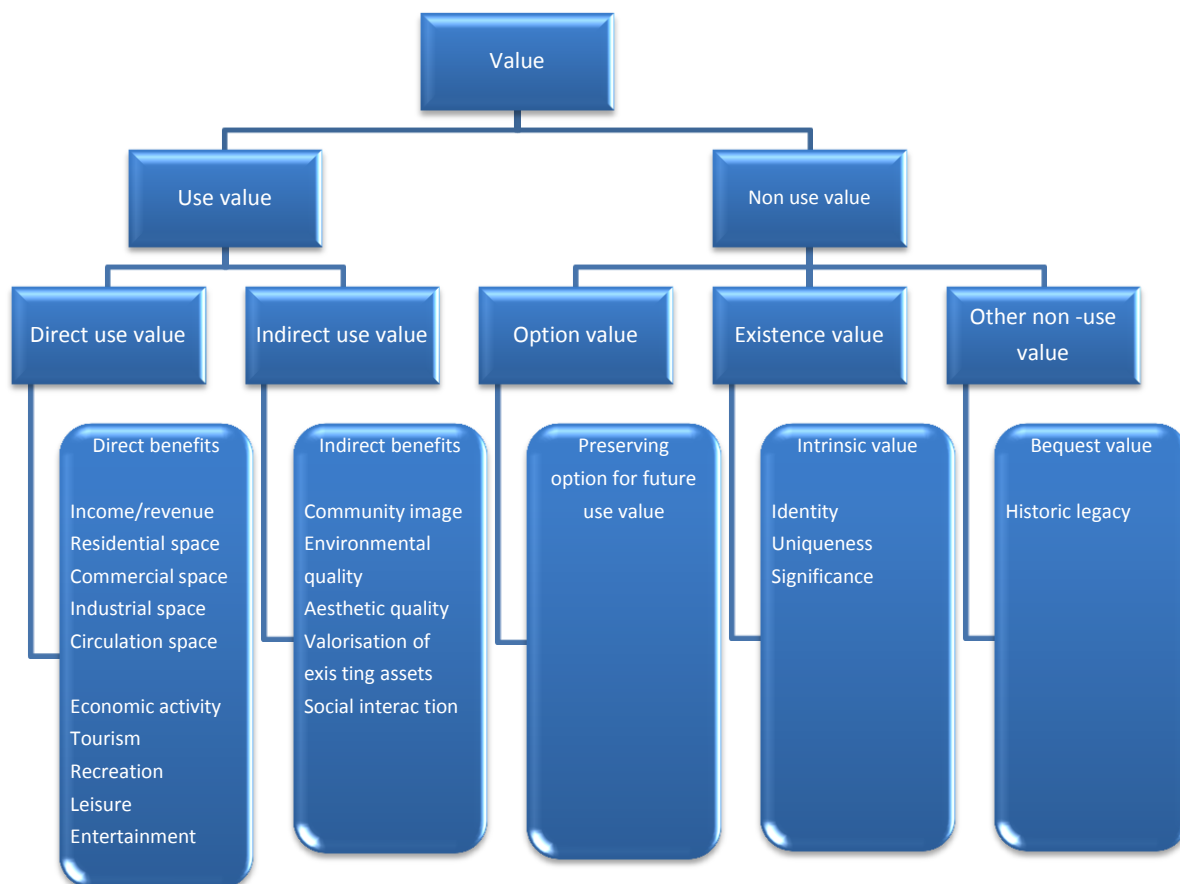
In this sense, the value approach here is focused on highlighting the significance of the built heritage (or the heritage-led development) for the everyday users. Researchers have highlighted the importance of heritage (or heritage resemblance) for development through the reflection on the intangible values of heritage such as equity, identity and participation as they are difficult to quantify. (Landorf 2011)⁴²

As elaborated by Hassan Fikri, (Hassan et al 2008), the concept of “Heritage” implies an intrinsic value bestowed on an object, place, institution or set of actions derived from its link to some aspect of the past as construed and valorized by one or more communities.

Understanding what is meant by value in a heritage sense is fundamental since “Value has always been the reason underlying heritage conservation. It is self-evident that no society makes an effort to conserve what it does not value.” (De la Torre and Mason 2002)⁴³. On the other hand, discussing the value concept is debatable and subject to different types of classification. Rypkema (1992) for example, highlighted the value of historic properties comprises: the social value, cultural value, aesthetic value, urban context value, architectural value, historical value and sense of place. He also stresses that “one of the strongest arguments for preservation ought to be that a historic building has multiple layers of ‘value’ to its community.”

The attempt to categorization of value in the historical district can be a tricky task as seen from the differences between authors. The following graph is credit to I. Serageld (1999)⁴⁴ *Very Special Places: The Architecture and Economics of Intervening in Historic Cities*. The following chart illustrates the categorization of value of historic heritage as per (Serageld 1999)⁴⁵

FIGURE 6 CATEGORIZATION OF VALUE OF HISTORIC HERITAGE (SERAGELD 1999)



The chart is an attempt to list the tangible, agreeable factors (in the sense that they can be determined); however, ambiguity can be there as some cannot be accurately determined. (i.e. the value of existing conservation activities will only be accurately determined by future generations).

Though it is difficult to segregate pure social benefits of heritage, because many of the above values can be attributed to the social and economic domain, for the purpose of our research from the above chart, the social values of historical heritage can be summed into:

TABLE 2 – SOCIAL VALUE OF HISTORIC HERITAGE

Social Value of Historic Heritage				
Use Value		Non-use value		
Direct use value	Indirect use value	Option value	Existence value	Other non -use value
<i>Income</i>	<i>Indirect benefits</i>		<i>Intrinsic value</i>	<i>Bequest value</i>
<ul style="list-style-type: none"> • Economic Activity 	<ul style="list-style-type: none"> • Community image 		<ul style="list-style-type: none"> • Identity 	<ul style="list-style-type: none"> • Historic legacy
	<ul style="list-style-type: none"> • Aesthetic quality 		<ul style="list-style-type: none"> • Uniqueness 	
	<ul style="list-style-type: none"> • Social interaction 		<ul style="list-style-type: none"> • Significance 	

The Cultural Value of Heritage⁴⁶

A thorough economic evaluation of the market and non-market benefits of an item of heritage will tell us a great deal about the cultural value of the item, because in general the more highly people value things for cultural reasons, the more they will be willing to pay for them. Nevertheless, it may not tell the whole story, because there are some aspects of cultural value that cannot realistically be rendered in monetary terms (English Heritage 2006). There are at least three reasons why this is so.

- 1- some values are collective rather than individual
- 2- there are some benefits to which individuals would find difficulty attaching a monetary value
- 3- some aspects of value may be intrinsic to the heritage item concerned; such values, if they exist, would be independent of individual willingness to pay, yet, if they are acknowledged, they would have a bearing on decision-making

Cultural value on the other hand, has no ready-made unit of account. The best we might do is to break cultural value up into its constituent elements as a means of assessing its dimensions. In the case of heritage these elements might include:

- aesthetic value: beauty, harmony
- spiritual value: understanding, enlightenment, insight
- social value: connection with others, a sense of identity
- historical value: connection with the past
- symbolic value: objects or sites as repositories or conveyors of meaning
- authenticity value: integrity, uniqueness.

These values derive from a broadly cultural discourse about the significance of art and culture in human affairs. It is obvious that cultural value in this context is multidimensional, qualitative, subjective and likely to change over time.

2.6.2 THE SOCIAL IMPACT ASSESSMENT APPROACH

A social impact is something that is experienced or felt (real or perceived) by an individual, social group or economic unit. Social impacts are the effect of an action (or lack of action) and can be both positive and negative. Social impacts are distinct from social change processes, partly because different social groups can experience social change differently depending on the circumstances (Vanclay, 2003).

The origin of SIA come from the environmental impact assessment (EIA) model, which first emerged in the 1970s in the U.S, as a way to assess the impacts on society of certain development schemes and projects **before they go ahead** - for example, new roads, industrial facilities, mines, dams, ports, airports, and other infrastructure projects. It has been incorporated since into the formal planning and approval processes in several countries, in order to categorize and assess how major developments may affect populations, groups, and settlements. SIA is often carried out as part of, or in addition to, environmental impact assessment, but it has not yet been as widely adopted as EIA in formal planning systems, often playing a minor role in combined environmental and social assessments.

Social impact assessment assists to: identify key issues from the perspective of those potentially impacted by projects; predict and anticipate change; and embed these understandings into ongoing systems and strategies to proactively respond to the consequences of development (Vanclay and Esteves, 2011).

According to Glasson and Wood (2009)⁴⁷, in the UK these now include, for example, social impact assessment (SIA), health impact assessment (HIA), equality impact assessment (EqIA), regulatory impact assessment (RIA) and sustainability appraisal (SA).The latter has developed largely at the plan level, and the UK Government requires an SA (incorporating a strategic environmental assessment (SEA)) for land use plans. HIA has been a particular growth area in recent years; EqIA is more recent, and focuses on the positive and negative impacts of developments on equality target groups in particular areas. Some of these approaches may be

integral to an EIA, and the focus here is very clearly upon the treatment of social/socioeconomic impacts within EIA and the resultant ESs (environmental statements) in the UK.

The International Association for Impact Assessment (Vanclay 2003)⁴⁸, defined the social impact assessment as: social impact assessment includes the processes of analyzing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.

SIA overlaps substantially with the current interest in monitoring and evaluation (M&E). M&E is carried out after a project or development has gone ahead, to assess impacts and to see how well its goals were met. Evaluation is particularly important in the areas of

- public policy,
- health and education initiatives, and
- international development projects more generally, whether conducted by governments, international donors, or NGOs.

Social impact assessment (SIA) is a process for understanding and responding to the social issues associated with development. SIA is focused on how to identify, avoid, mitigate and enhance outcomes for communities and is most effective as an iterative process across the life cycle of developments, rather than a one-off activity at the outset of mining (Vanclay 2003; Becker and Vanclay 2006; Franks 2011; Esteves et al.,)

As per Colantonio (2009)⁴⁹ SIA is a *systematic, iterative form of assessment that seeks help individuals, groups, organizations and communities understand possible social and cultural, or economic impacts of change, or better still impacts of proposed change.*

Main Features:

- Focus on social dimension
- Speculative in nature, does not provide precise, accurate and repeatable results
- The selection of targets and thresholds relies on system values and political objectives rather than scientific criteria
- Primary, secondary, cumulative and 'deadweight' effects are difficult to calculate and measure

Limitations:

- Quality and availability of data at the local level
- 'Social engineering' risk

Summary of Social Impacts

The following table illustrates the summary social impacts as per Valency (2003)

TABLE 3 SUMMARY SOCIAL IMPACTS - BASED ON VALENCY (2003)

Summary of Social Impacts							
<i>Way of life</i>	<i>culture</i>	<i>community</i>	<i>political systems</i>	<i>environment</i>	<i>health and wellbeing</i>	<i>personal and property rights</i>	<i>fears and aspirations</i>
that is, how they live, work, play and interact with one another on a day-to-day basis	that is, their shared beliefs, customs, values and language or dialect	its cohesion, stability, character, services and facilities	the extent to which people are able to participate in decisions that affect their lives, the level of democratization that is taking place, and the resources provided for this purpose	the quality of the air and water people use; the availability and quality of the food they eat; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation, their physical safety, and their access to and control over resources	health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity	economic effects, and personal disadvantage which may include a violation of their civil liberties	People's perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.

2.6.3 THE SOCIAL LIFE CYCLE APPROACH & EVALUATION

Recently increasing attention has been paid to complementing environmental Life Cycle Assessment (LCA) with social aspects. The selection of social impacts and indicators from existing frameworks like Social Life Cycle Assessment (SLCA) and Social Impact Assessment (SIA) (Hassler et al. 2004)⁵⁰

FIGURE 7 – PROJECT LIFE CYCLE ASSESSMENT - (HASSLER ET AL. 2004)

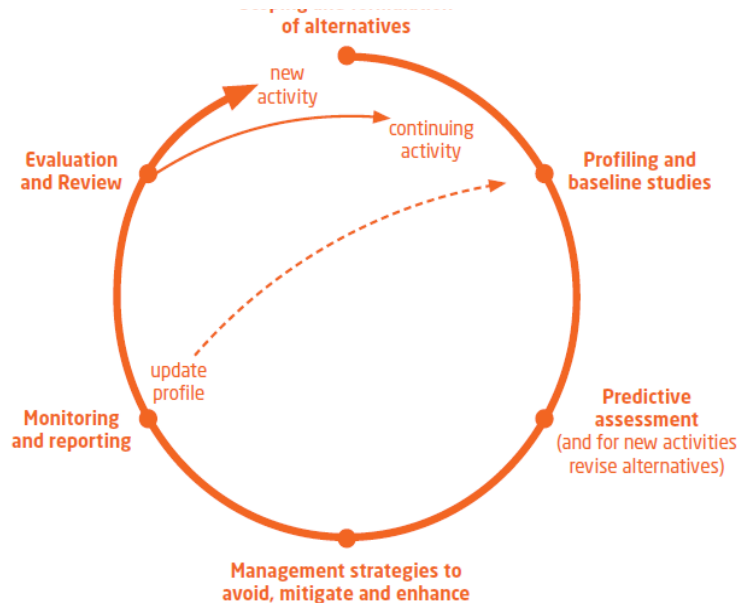
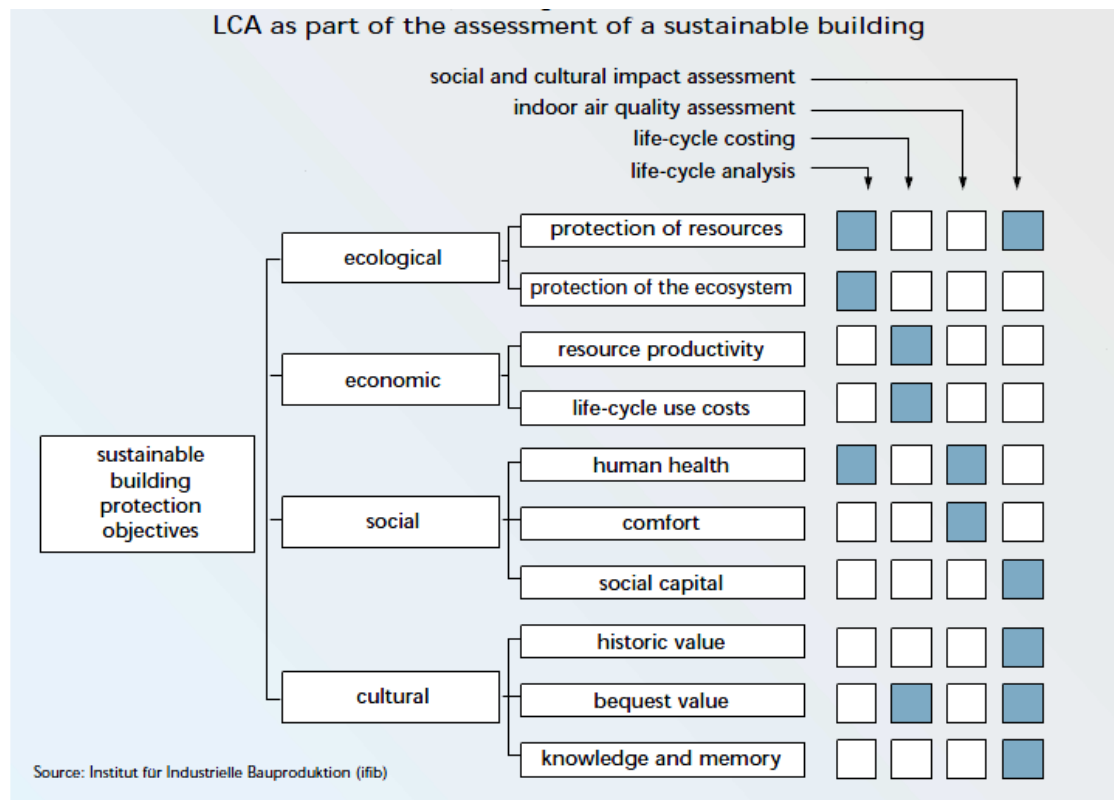


FIGURE 8 LCA AS PART OF THE ASSESSMENT OF A SUSTAINABLE BUILDING (HASSLER ET AL. 2004)



In the figure above, we see that the author has looked into the life cycle of a building (rather than a project). For the purpose of this research, we look into the social dimension of the assessment process the above figure is illustrating. We also look into the building (as a project) as a representation or a special case of an urban development (in terms of social impact) as we consider the social impact for an urban development is, partially and within acceptable limits, a multiplication of the social effects of one building.

The author of this figure (Institute für Industrielle Bauproduktion ifib) has indicated three categories of the social impact; Human Health, Comfort and Social Capital.

In an interesting attempt to evaluate the social effect after executing the project (targeting green project basically), Coles and Caserio (2001) have developed a criteria of 7 elements based on their model "Location - Experience -Function"

The criteria illustrated the parameters that indicate or need to be considered in determining the significance of social uses. The criteria are presented in the figure overleaf where each criterion has a summary heading and is then briefly described. Indicators are given demonstrating the type of information that should be examined together with possible data sources. Finally the

role of each criterion is given to aid understanding of its purpose. In all cases it is hoped each criterion is self-explanatory.

FIGURE 9 PROJECT EVALUATION OF SOCIAL EFFECTS – (COLES AND CASERIO 2001)

Quality of Life			Health and Well-Being		Education and Life Skills			Community and Local Identity				Security & Social Inclusion		Recreation and Sport		Support, Management and Finance			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Promotion of high quality living & working conditions	Daily recreational needs	Life strategies	Physical & emotional well-being	Retreat against stress & pace of urban life	Exploration of the natural world	Understand urban environments	Educational resource	Optimise local use	Location	Community ownership	Local identity	Fear of crime/safe use	Social inclusion	Recreation network	Sports facilities	Family/community events	Management regimes	Training	Financing

2.6.4 THE SOCIAL SUSTAINABILITY INDICATORS

Social sustainability assessment is often conducted by means of Social Impact Assessment (SIA) or by ‘stretching’ Environmental Impact Assessment (EIA) and Strategic Environmental Assessment (SEA) (Colantonio and Dixon2009)

In terms of social sustainability metrics, previous work from Colantonio (2008) pointed out the following:

- the evolution of indicators shows how older indexes prioritize the basic needs component whilst indicators developed more recently seem to emphasize the importance of governance, representation and other institutional factors;
- in older indexes the elements taken into account were technically weighted together with other dimensions of sustainable development in an attempt to deliver an integrated approach to sustainability. However, in later sustainability indicators the final decision about trade-offs is de facto left to ‘sound judgment’, leadership and communication skills

- the ‘community’ and the ‘local level’ have re-emerged as the main spatial and operational space for the pursuit of sustainability; and
- there has been a shift from purely statistics-based indicators toward hybrid sets of indicators that mix quantitative data and qualitative information.

By contrast, social sustainability indicators are concerned with the integration of multidimensional and intergenerational issues inherent to the notion of sustainability. Their selection is informed by sustainability principles and objectives, which stem from a deliberative and reiterative participation process involving a wide array of stakeholders and local agents. Moreover, sustainability indicators are process indicators in the sense that they analyse the processes through which sustainability principles and objectives are defined, themes agreed and solutions implemented. They allow the monitoring of the actual implementation of a project or a phenomenon and assess the progress towards specific objectives in a more interactive way than traditional social indicators.

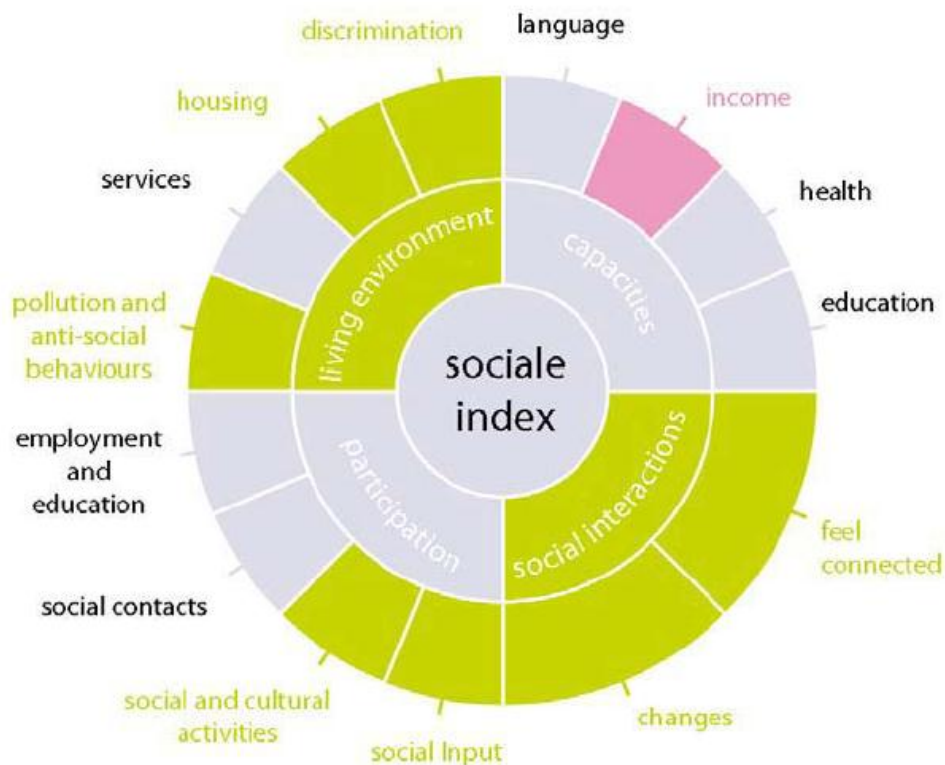
TABLE 4 - KEY THEMES FOR THE OPERATIONALIZATION OF SOCIAL SUSTAINABILITY (COLANTONIO 2009)

- Feature	Author	- Feature	Author
- Livelihood - Equity - Capability to withstand external pressures - Safety nets -	Chambers and Conway (1992)	- Social justice - Solidarity - Participation - Security	Thin et al (2002) DIFD
- Inclusion - Equity - Poverty - Livelihood	DFID (1999)	- Education - Skills - Experience - Consumption - Income - Employment - Participation - Basic needs	Omann and Spangenberg (2002)
- Equity - Democracy - Human rights - Social homogeneity - Equitable income distribution - Employment - Equitable access to resources and social services	Sach (1999)	- Personal disability - Needs of future generations - Social capital - Equity - Cultural and community diversity - Empowerment and participation	Baines and Morgan (2004) and (Sinner et al, 2004)
- Paid and voluntary work - Basic needs - Social security	Hans-Böckler-Stiftung	- Interactions in the community/social networks	Bramley et al (2006)

<ul style="list-style-type: none"> - Equal opportunities to participate in a democratic society - Enabling of social innovation 	<p>(2001)</p>	<ul style="list-style-type: none"> - Community participation - Pride and sense of place - Community stability - Security (crime)
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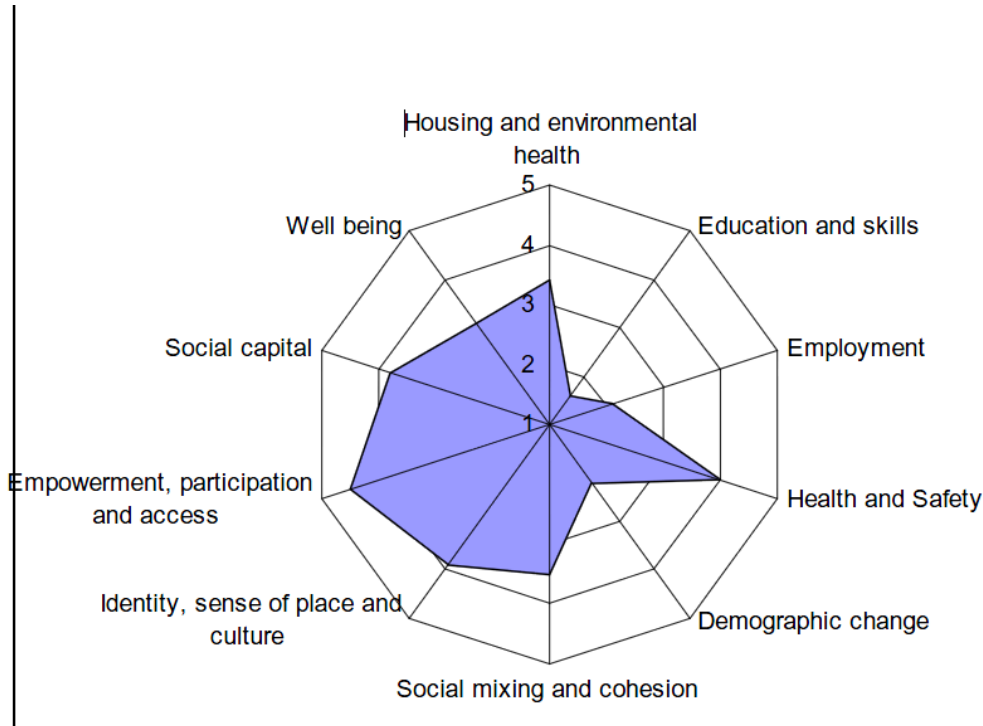
There are several **indicator systems** that have been developed in recent years to assess and monitor the social development of its neighborhoods. The index collects and aggregates data concerning four main dimensions of Rotterdam’s areas and their residents, including (i) personal abilities (language skills, health, income, education), (ii) living environment (level of discrimination, housing, public facilities, safety, etc.), (iii) participation (going to work/school, social contact, social and cultural activities, etc.), and (iv) ‘bonding’ (mobility, ‘feeling connected’, etc.).

FIGURE 10 - THE SOCIALE INDEX (COLANTOINO & DIXON 2009 FROM GEMEENTE ROTTERDAM 2008)



Charting the indicator is another interesting topic; the following chart illustrates an example of the visualisation of the scoring system for project assessment in light the ten themes of social sustainability. Figure 23.

FIGURE 11 - THE VISUALISATION OF THE SCORING SYSTEM FOR PROJECT ASSESSMENT (COLANTONIO & DIXON 2009)



For the purpose of this research we will not develop metrics for measuring or indexing social sustainability for our case study due to limitations.

Chan and Lee (2008) have come up with an interesting detailed list of social indicators to assess social sustainability of urban renewal projects. Table 5.

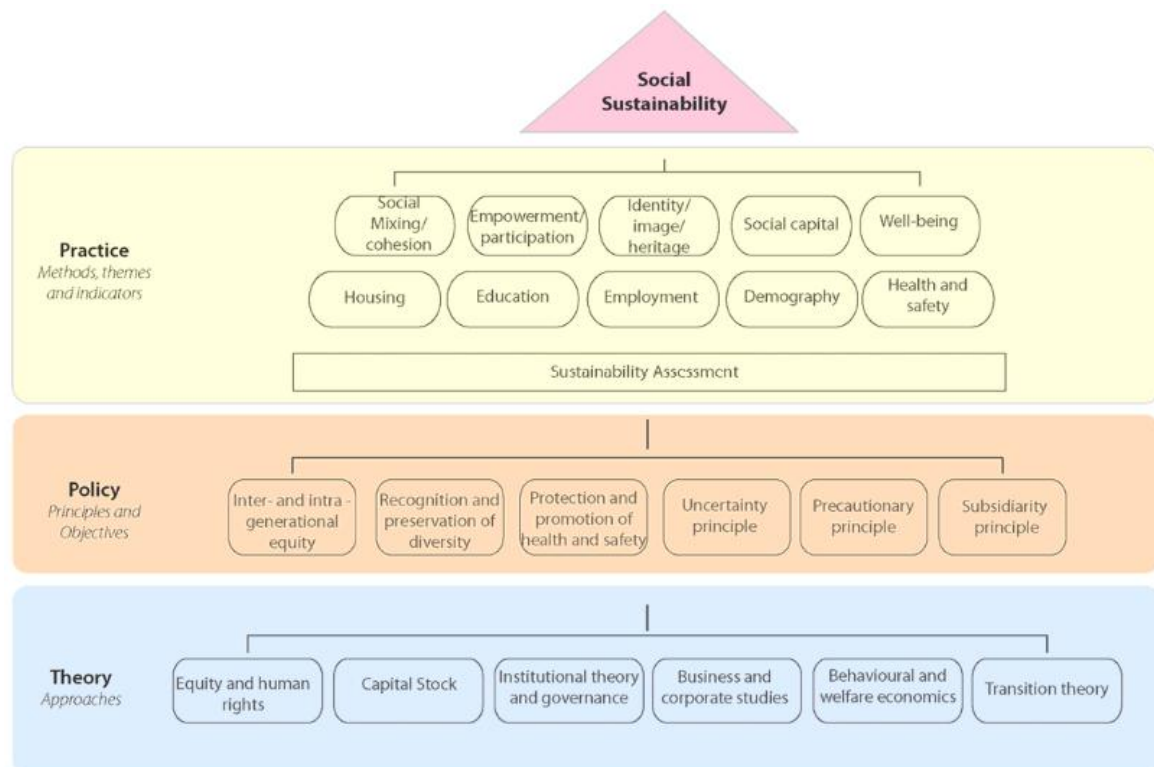
TABLE 5 ELEMENTS TO ENHANCE THE SOCIAL SUSTAINABILITY OF URBAN RENEWAL PROJECTS (CHAN AND LEE 2008)

Satisfaction of welfare requirements	Provisions for basic needs of disabled Elderly or children with proper access Preserving & facilitating social network Sense of belongings on community Provision of public facilities e.g. school, health care services, sports facilities Access to public facilities Convenience, efficiency & safety for pedestrian & public transport users Provision of accommodation for different income groups Security against crimes
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	Community involvement in public decision making
Conservation of Resources and Surroundings	Green features (construction related) e.g. Installation of energy efficient/ water saving devices, use of recyclable/durable construction materials Green features (design related) e.g. optimization of natural lighting & ventilation, provision of sun shades, balcony Provisions to control pollution e.g. air & noise Management of buildings, facilities & spaces
Creation of Harmonious Living Environments	Compatibility with neighborhood Layout of building and streets Promotion of local distinctiveness Rehabilitation of repairable building structures Preservation of historical structures & features Building design in terms of appearance, density, height & mass
Provisions facilitating daily life operations	Access to work Availability of local employment Proximity to business activities Establishment of different business activities e.g. retail shops, banks, Convenience, efficiency & safety for drivers
Forms of Development	Adaptability of development to the changing needs, Efficient use of land & space, Mixed development i.e. various uses within the same building or an area.
Availability of Open Spaces	Access to open spaces, Design of open spaces in terms of appearance, location, size & use of materials, Provision of open spaces e.g. parks, seating areas & promenade

A simplified social sustainability assessment framework was developed by Colantonio and Dixon (2009) as an attempt to put guidelines for measuring social sustainability. The framework offers a model for the appraisal of urban development projects in EU cities against social sustainability criteria at multiple levels, including: Theoretical; Policy; and Practical. Figure 11.

FIGURE 12 THE SOCIAL SUSTAINABILITY ASSESSMENT FRAMEWORK (COLANTONIO AND DIXON 2009)



2.6.5 THE TOURIST APPROACH

Domestic and international tourism continues to be among the foremost vehicles for cultural exchange and it has become an increasingly complex phenomenon, with political, economic, social, cultural, educational, bio-physical, ecological and aesthetic dimensions. (ICOMOS 1999)⁵¹

The urban policies today urge that development of historical districts should not be at the expense of the welfare of the local community, the local integrity of the ecological system, or the preservation of heritage (Hassan et al 2008).⁵² This approach to heritage development coincides with what is referred to as sustainable tourism (Lane 2005), which is now an approach endorsed by the International Council on Monuments and Sites (ICMOS) in “Historic Cities and Sustainable Tourism” (1995).

Sustainable cultural tourism will be able to provide many advantages to the local community such as economic benefits: generates employment, increases entrepreneurial opportunities, stimulates profitable domestic industries such as hotels, lodging facilities and restaurants, diversifies local economy, increases tax revenue and improves infrastructures; social benefits: enhances quality of life, develops and enhances public space, provides opportunity for cross cultural learning and provides social facilities and services; cultural benefits: enhances local cultural awareness, generates income for the preservation of cultural heritage, and enhances sharing of cultural knowledge and experiences; and

environmental benefits: improves built environment, increases awareness and concerns for environmental protection.⁵³ (Sustainable Integrated Tourism Planning 2012)

In a similar way, Principle 5 of ICOMOS Charter (1999) clearly states: *Tourism and conservation activities should benefit the host community* through a number of points to be considered by policy makers. These points include (a) equitable distribution of the benefits of tourism, (b) equitable economic, social and cultural benefits to the men and women, (c) the protection, conservation and presentation of those places, (d) encourage the training and employment of guides and site interpreters, (e) encourage the involvement of local site interpreters, and (f) include education and training opportunities for policy makers, planners, researchers, designers, architects, interpreters, conservators and tourism operators

TABLE 6 INDICATORS OF SUSTAINABLE TOURISM PLAN⁵⁴

Socio-Cultural Sustainability	Community Engagement and Local Resources	Encourages participation of all affected people in decision making use of local knowledge and materials
	Quality of Life	Improves or maintains the social interactions, lives and health of community through provision of social services, facilities and jobs
	Culture	Respects the history, identity and heritage of the community.
	Visitors	Tourists are treated fairly and the attractions facilitate their satisfaction.
	Local Employment Opportunities	Tourism services offers jobs for the local people

2.7 SOCIALLY SUSTAINABLE ATTRIBUTES FOR REHABILITATION OF HISTORIC DISTRICTS

Rodwell (2007) traces back the literature on the social value of the built heritage to Sir Patrick Geddes (1854–1932), who was a biologist, botanist, sociologist, town planner and property developer.

“Geddes held passionately to the view that there is a direct evolutionary linkage between social and cultural development and place, and that the roots of a society’s culture, including the heritage of its built environment, are the essential foundation for the achievement of citizens’ creative potential, individually and collectively.”

Another well-known resource, Stubb (2004) summarizes key elements for the appraisal of historic environments

TABLE 7 SUSTAINABLE APPRAISAL OF THE HISTORIC ENVIRONMENT (STUBBS 2004)⁵⁵

Social and cultural Domain	Element
Civic pride and sense of place	Association with a place or artifact
Social inclusion	Ability to engender skills – self-esteem
Community	Links to education and learning in the community
Virtual heritage	Visits to heritage web-sites and appraisal of relevance of such sites
Arts and cultural dimension	Promotion of leisure and art-based programs

Based on the above and using a research methodology very similar to our approach in this research, Yung and others (2010) have reached a social sustainability indicators for rehabilitation of historical district set of indicators that can be used to assess the social sustainability of such type of projects, with a small self-developed neighbourhood in China as a case study. The following table lists the final indicators used in this study.

TABLE 8 SOCIALLY SUSTAINABLE ATTRIBUTES FOR REHABILITATION OF HISTORIC DISTRICTS (YUNG ET AL. 2010)

Attribute no.	Socially sustainable attributes for rehabilitation of historic districts
1	Provide physical evidence of the past
2	Provide symbolic meanings from symbols, spirit, emotions and past events
3	Enhance sense of place
4	Enrich collective memory
5	Enhance cultural identity that brings a sense of pride
6	Satisfaction of current use which can enhance the heritage value of the place
7	Promote local culture and uniqueness
8	Enhance self-esteem to improve social well-being
9	Passage of interaction
10	Educate present and future generations
11	Maintenance of the physical condition
12	Enhance city livability
13	Illustrate that economic and scientific development took place in the district
14	Facilitate social inclusion
15	Enhance cultural diversity
16	Enhance community interaction and social cohesion
17	Inform professionals about the occupants' perception
18	Accessibility of use
19	Developing skills in heritage restoration and related activities
20	Provide public involvement opportunity in decision making
21	Provide partnership opportunity to develop the project

For the purpose of this research, we will try to mimic the same approach developed by Yung et al. (2010) aiming to come up with relevant indicators. Though we believe they fit into our case study, it is found that these indicators are not well comprehended by space users, especially with language barrier existed for many of them.

Therefore, we based our indicators on the long list of indicators developed by Colantonio and Dixon (2009) based on the long list. *(Please refer to the Appendix 7.3).*

3 CHAPTER 3 – THE CASE OF DOHA, QATAR

3.1 REGIONAL CONTEXT – THE GULF

Bagaen⁵⁶ (2007) argues that urban development in Gulf Capital cities is different from that of Western or East-Asian cities which “. . . have been shaped through a long process of evolution [. . . Gulf cities] are ‘instant’ in that they are the product of a super-fast urbanism”. This “instant” urbanism has allowed Dubai to grow from a middle-size port city to a global city-hub for the Gulf Region in a 10-year time span. Beneficial to this “super-fast” development has been the 2002 Dubai’s ruler decision to grant freehold ownership in certain areas of the city (notably in the Palms and the ‘World’ developments). Similar policies are now being implemented in Doha which, for instance, has already modified its visa regulations to allow properties to function as sponsors in order to obtain visa resident permits.

FIGURE 13 – QATAR MAP (LONELY PLANET)



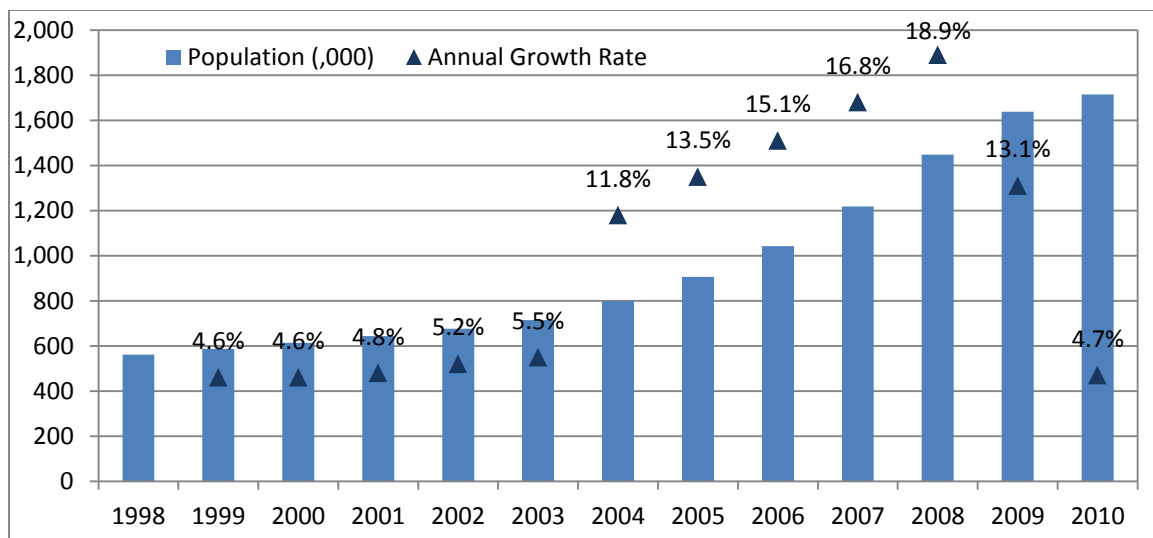
3.2 NATIONAL CONTEXT – QATAR

3.2.1 POPULATION

According to mid-year population estimates issued by Qatar Statistics Authority (QSA 2011), there were more than 1.5 million inhabitants in the middle of 2010, a population increase of more than one million since 1998.

As for the year to year annual population growth rate, it ranged between 4.6% and 5.5% during the period 1999-2003, and then rose to 11.8% in 2004 reaching 18.9% in 2008 (the highest annual population growth rate); then this increase declined to 13.1% in 2009, and to 4.7% in 2010, reaching, accordingly, the related rates earmarked at the start of the millennium. The increase in population growth was attributed to the economic boom that the State experienced in recent years.

FIGURE 14 – POPULATION IN QATAR (1998 – 2010) (QSA 2011)



3.2.2 ECONOMY

Qatar Economy is driven at large by oil and gas sector, and most particularly the gas sector where the country is ranked first in LNG exports globally. Furthermore, with high national income and small population, Qatar's GDP per capita is one of the highest rates worldwide. These factors makes the small Gulf country a favourable destination for investments and for a continuous economic growth and prosperous.

A quick look at the country's GDP between 2004 and 2009 shows that more than 50% of the national account results are coming from oil and gas sector. However, this percentage is declining in favour of other sectors.

Qatar's economy growth is seen as one of the fastest in the region and the world due to the persistent economic jumps in different sectors on all levels.

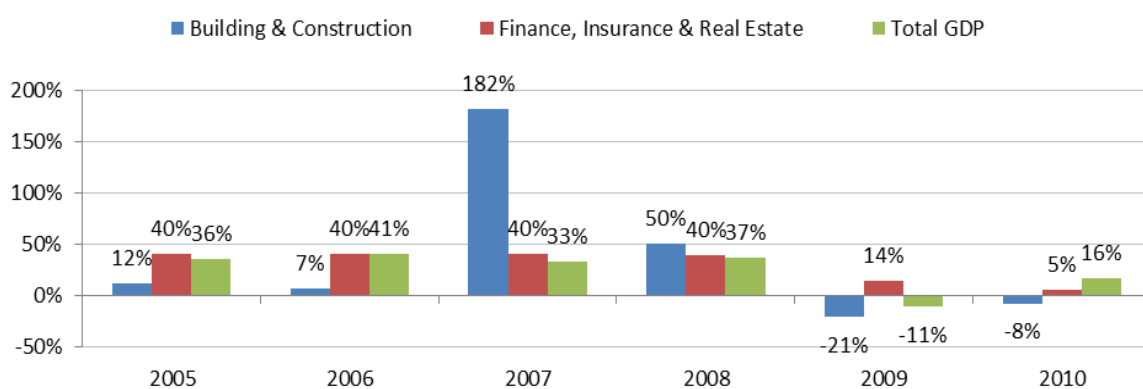
FIGURE 15 - QATAR GDP (2005 – 2010)

GDP by Economic Sectors (2004-2010)							
QR Million							
Industry Type	2004	2005	2006	2007	2008	2009	2010
1. Oil & Gas Sector	62,708	92,091	130,203	166,642	215,053	165,325	215,410
2. Non-Oil & Gas Sector	52,590	64,575	90,004	127,291	187,940	192,535	200,829
- Agriculture & Fishing	210	216	233	270	305	315	337
- Manufacturing	11,995	16,565	23,236	26,001	37,946	28,363	31,494
- Electricity & Water	1,482	1,807	2,431	3,179	4,348	3,913	4,290
- Building & Construction	6,425	7,166	7,674	21,625	32,507	25,781	23,751
- Trade, Restaurants & Hotels	4,020	5,895	8,950	13,539	21,199	22,696	25,442
- Transport & Communications	4,020	5,895	8,950	13,539	21,199	22,696	25,442
- Finance, Insurance & Real Estate	9,925	13,898	19,476	27,309	38,106	43,374	45,529
- Other Services	14,513	13,133	19,053	21,829	32,330	45,397	44,545
Total GDP	115,298	156,666	220,208	293,933	402,993	357,860	416,239

Source: Qatar Statistic Authority, 2012

The figure below illustrates growth rates of GDP at 2004 prices between 2005 and 2010 compared to growth in the business services sector and construction sector for the same period. It is clearly seen that though construction sector has faced decline in 2009 and 2010 due to low activity (which reflects to some extent real estate activity as well), a positive growth has been seen in finance and business service sector.

FIGURE 16 - GDP GROWTH RATES (2005 – 2010)



3.2.3 TOURISM

One of the most rapidly developing sectors in Qatar, tourism and leisure market is continuing to score high levels on GDP figures year after year. Thanks to new economic vision adopted by Qatari government at highest level to diversify economy away from total dependency on the

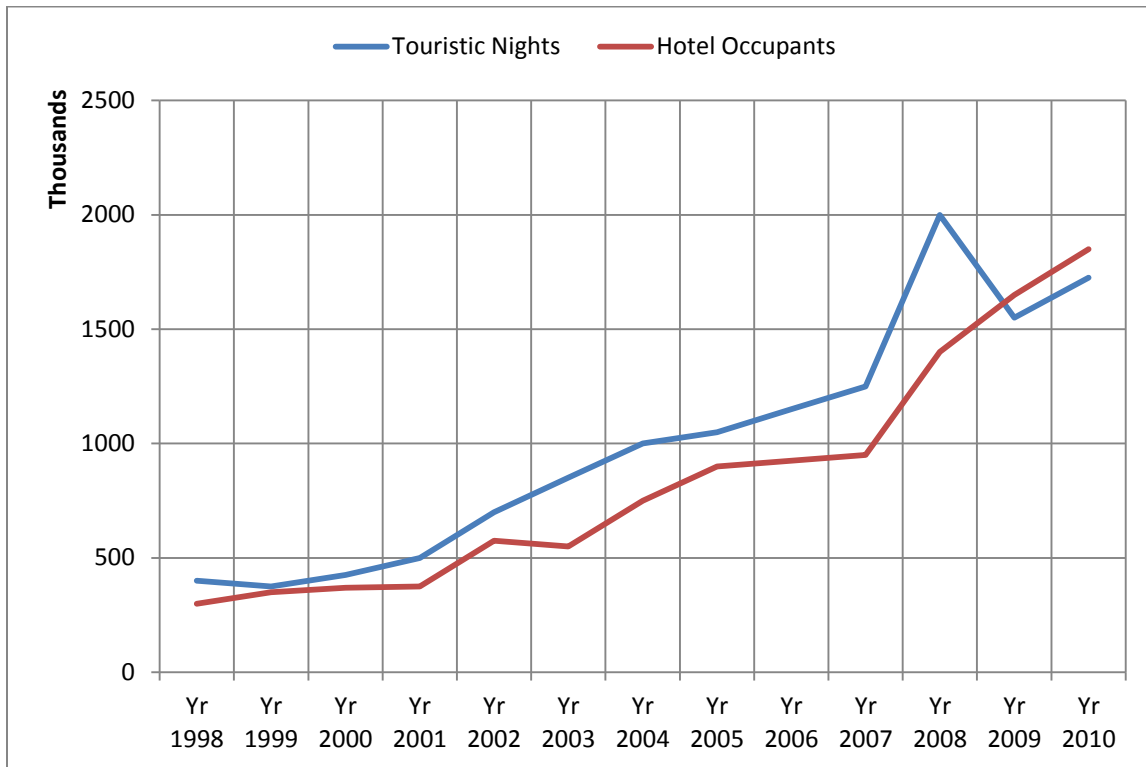
energy sector (mainly gas production), tourism industry is being developed very quickly through a number of levels including developing hospitality projects, creating tourism destinations, marketing and branding the country worldwide and exploiting the growing political and economic strength of the country in the region and globally.

Business tourism in Qatar dominates hospitality figures and has been the main backbone of hotel industry over the last decade to an extent that it has outperformed almost all other markets in the region. Total visitors increased by almost 35% from 0.5 million in 2004 to 0.99 million arrivals in 2006. A major contributor to such growth of visitors is expected to be hosting Asian Games in the country in 2006. The lack of sufficient hospitality stock in the market then and unprecedented level of income attributed to the event has triggered tourism sector in the country at highest levels. Thus business tourism is regarded now as one of the main national income resources in the process of diversifying economy away from total dependency on energy sector.

Qatar Tourism Authority is the main governmental entity taking care of setting the suitable environment for enhancing tourism in the country. The Qatar Tourism Authority (QTA) works closely with other government bodies to supervise and promote tourism development, maximizing tourism contribution to the local economy while at the same time preserving Qatari culture and traditions. Qatar has witnessed a rapid growth in the tourism industry along with an increase in the number of airlines flying in and out each day. These increases came as a result of the promotion efforts in high-spending niche markets made by QTA.

According to the Qatar Tourism Authority (QTA), circa 1.65 million travelers visited Qatar in 2009 were lodged in hotels, recording 18% increase from 2008. Between 2005 and 2009, number of hotel guests has seen approximately 69% growth and is expected to have witnessed another 18% increase in 2010 to reach 1.83 million guests. By extrapolation, the figure is expected to reach 2.02 million guests in 2011. The following chart illustrates number of hotel guests between 2005 and 2010.

FIGURE 17 – HOTEL STATISTICS (2005 – 2011) SOURCE: QATAR STATISTICS AUTHORITY



3.2.1 RETAIL INDUSTRY

With one of the highest GDP per Capita in the world, Qatar economy continues to experience strong performance despite the global slowdown. High income among residents and locals translates into high discretionary disposable incomes and a strong purchasing power for Qatari residents making thus a strong retail market performance. Though population numbers in the rich Gulf State is low compared to other markets in the region (Qatar population is less than 25% of UAE population and less than 10% of KSA population), retail shoppers in Qatar are among the highest in expenditure among their counterparts in the region.

The lack of entertainment facilities in the country mixed with low level of outdoor activities due to hot weather condition most of the year, in addition to the conservative nature of the Qatari society forcing traditional constraints on social life, like in other neighboring countries, all these factors have helped create the opportunity and make the organized retail as the most suitable and applicable shopping destination among locals and residents.

From a historical perspective, the market offering in Doha has typically been comprised of souq / bazaar style retail. However, major mall developments in Doha in recent years, such as City Centre, Villaggio Mall, Hayatt Plaza and Landmark have added a significant retail offering to the capital. The outlook for the retail industry is highly optimistic driven by strong consumer spending.

Non mall retail space is expected to register large numbers as well with many commercial and residential developments having retail units at buildings' ground level. Urban regeneration projects of old parts of Doha city (Doha Land Musheired and Barwa Al Doha) are also promising to add new retail space to the market. Such retail offering will present traditional souq shopping experience to visitors and will help attract tourists.

3.3 DOHA – THE CITY STATE

3.3.1 URBAN DEVELOPMENT OF DOHA

Emerging from being a small fishing and pearl diving village (Al Bidaa') on a desert peninsula in the Arabian Gulf in the late nineteenth century, Doha has transformed slowly to a full-fledged city with the discovery of oil after 1930's. The city has established itself as the capital and the largest community in the newly formed state of Qatar. The city urban texture was sporadically developing until the mid-1960's with majority of buildings being individual traditional houses that reflect the local physical and socio-cultural environment (Salama 2005). During the 1970's the city witnessed a significant transformation when oil production and revenues increased dramatically. At that time, University of Qatar was established in 1973 and in 1975 the Qatar National Museum opened in what was originally the ruler's palace in 1912. (MOC)

Development of the city came to a halt in the 1980's due to reduced oil earnings and the government had in turn to cut down spending. Nevertheless, the economy received a major shift in 1991 with the completion of North Field gas development (Amiri Diwan, _). In 1996, the Qatargas project began exporting liquefied natural gas (LNG) to Japan. Furthermore, gas reserves that have been located off Qatar's northeast coast proved to be the third largest in the world. (GSDP 2011b) This has led to a surge in the development of the city reflected in a large increase in its population with a fast pace of urbanization.

By mid-2000's, Doha has laid firm foundation to take its urban layout to the next level by following the fast urbanization model adopted by its neighbor, Dubai, to secure a unique cultural and architectural identity that is globally competitive. As a result, high rise commercial and residential towers have been introduced in a new suburb of Doha in addition to a number of medium sized and large mixed-use and pure residential developments. The government has carried out large scale infrastructure plans to support the intensive development activity in the city.

3.3.2 OTHER SOCIETY CHARACTERISTICS

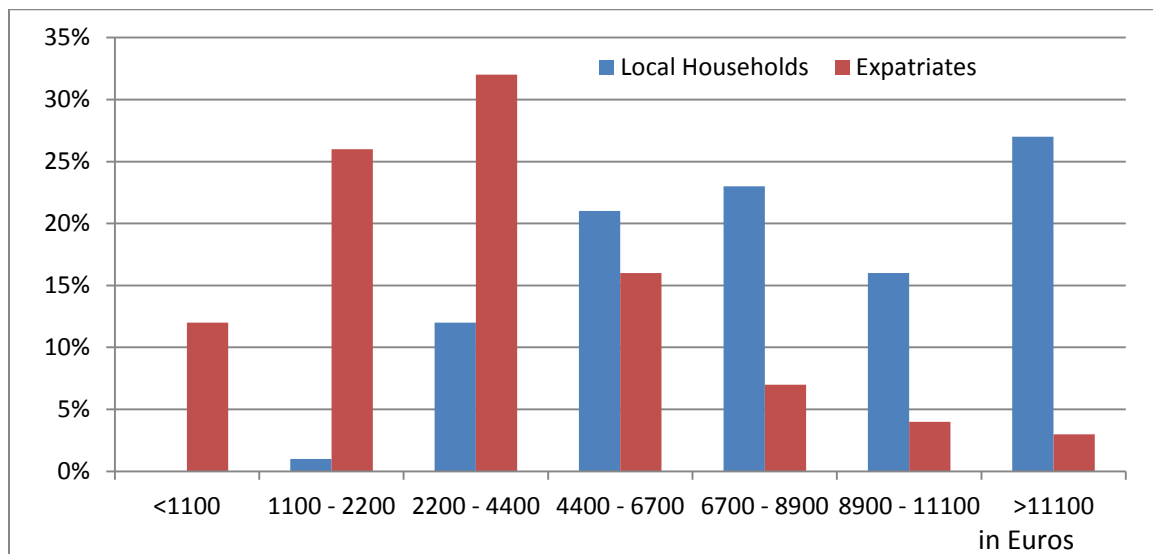
Income

Median income for Qatari households was QR 41,500 in 2007, due to the economic and social growth that the State experienced. Wages and salaries were the source of 56.7% of Qatari household income in 2007, compared to 72.9% in 2001. Private projects of Qataris contributed

33% of the income, in contrast with 18% in 2001. Current transfers from government constituted 6% of the income, in contrast to 0.5% in 2001; these transfers were in the form of: periodic social assistance, government grants, assistance for widows, divorced women as well as the disabled, and pensions. As to the financial investments in shares, they comprised 3.7% of the Qatari household income in 2007, compared to 0.8% in 2001.

Monthly income was more than QR 10,000 for 99% of Qatari households and over QR 40,000 for 43.5% of them. On the other hand it was more than QR 5,000 for 88.5% of non-Qatari households and over QR 10,000 for 62.6% of them in 2007.

FIGURE 18 – HOUSEHOLD INCOME DISTRIBUTION – 2007 (QSA 2011)



Women Rights and Participation

The first opportunity for Qatari women and men to exercise their right of election in the State was in 1999 when they participated as voters and candidates in the first session of the Central Municipal Council elections held in 1999. (QSA 2011) This session distinguished by the high percent of voters to total registered of both sexes. Qatari females made up 77.4% of total voters, whereas Qatari males constituted 88.5%. This percentage of voters to registered, however, declined remarkably at the fourth session of 2011, to 37.7% for Qatari females and 45.5% for Qatari males. Thus women entered successfully the Central Municipal Council for the second time. Furthermore, it is anticipated that there will be an increase in the number of Qatari female candidates for elections in the coming sessions.

Qatar’s very rapid economic and population growth have created intense strains between the old and new in almost every aspect of life. Modern work patterns and pressures of competitiveness sometimes clash with traditional relationships based on trust and personal ties, and create strains for family life. Moreover, the greater freedoms and wider choices that accompany economic and social progress pose a challenge to deep-rooted social values highly

cherished by society. Yet it is possible to combine modern life with values and culture. Other societies have successfully molded modernization around local culture and traditions. Qatar's National Vision responds to this challenge and seeks to connect and balance the old and the new. (QHDR 2)

3.3.3 REVIEW OF CURRENT DEVELOPMENTS IN DOHA

Lusail City

The 5-billion Lusail Development is one of the major real estate and urban development projects in Qatar. It covers an area of about 35 square kilometres, north of the Al-Qutaifiya lagoon, in Doha. Bound by the sea to the east, the Ritz Carlton to the south, and the Al-Khor expressway, will consist of state-of-the-art buildings and eco-friendly infrastructure.

The Lusail Development will include a large blue water lagoon with two marinas, major residential areas providing quality, high and low density housing to meet all needs, extensive commercial districts and mixed-use areas, comprehensive leisure and entertainment facilities including two golf courses and an entertainment district, naturally functional silt-free beaches as well as all the necessary social amenities such as mosques, parks, schools, shopping centres and medical centres. Lusail is one of the areas that will offer leasehold property in Qatar.

FIGURE 19 – LUSAIL CITY MASTER PLAN – SOURCE: LUSAIL DEV. COMPANY.



Components of Lusail Project:

- Marina District: Mixed use, commercial, residential, hotels and a mall. With heights up to 40 towers. Infrastructure is done and building construction has started.
- Entertainment City: Developed by Abu Dhabi investment house, it is a non gated community with waterfront with entertainment concentration in addition to mixed use developments.

- Energy City: A comprehensive business park that accommodates oil and gas companies and supporting services. Residential units are also a part of the component.
- Natural Wadi: an open area that is designed as natural reserved area / park (all open space).
- Foxhills (Thualieb): A medium density area with residential focus in addition to supporting commercial buildings and community facilities. Buildings are between 5 and 7 stories in height.
- Lusail Towers: Four iconic towers serving as a landmark for Lusail and hosting premium offices, residences and hotel rooms.
- Lusail Boulevard: High end shopping destination at the street level.
- Lusail Commercial Waterfront: Low rise residences and retail facilities along a pedestrian area with direct access the beach.
- Lusail Residential Waterfront: 39 residential towers with direct access to sandy beaches, heights vary between 20 and 25 stories.
- Palm Alees (Al Erkiyah): A number of themed areas that might include residential components healthcare facilities, educational institutes etc.
- Golf District: Two 18-hole golf courses in addition to golf villas and supporting facilities.
- Residential Villa District: Low density residential villas to the north of Lusail.
- Northern Island: Exclusive luxury residential area that will include resorts, spas and beach villas. Qutaifan Islands: Mixed use area with residential apartments, commercial buildings, hotels, cafes & restaurants etc.

Pearl Qatar

This multi-billion man-made project covers 985 acres (400 hectares) of reclaimed land and is the first international real estate development and freehold property in Qatar which will take the form of a pearl shaped island with residential and commercial buildings. The master planned development is a four-phase mixed-use development comprising of 10 distinct, themed



districts housing beach front villas, town homes, luxury apartments, exclusive penthouses, 5 star hotels, marinas, schools as well as upscale retail and restaurant offerings. It will be a destination in its own right - a lavish, secure and exclusive island retreat with a Riviera-style community.

The components of The Pearl Project are as follows:

- Porto Arabia: 31 Mediterranean-style towers with a total of 4,700 units and 450 townhouses & low-rise terrace apartments in addition to one million square feet of leasable retail and commercial spaces. All shaping the first circle of the development.
- Viva Bahriyah: Forming the second circle of the development, Viva Bahriya comprises beachfront condominium living over 29 Maghreb-inspired towers and Moroccan-styled townhouses with direct water views. It also includes marina with 200 moorings and a luxury hotel on a central islet
- Costa Malaz: Luxury villas on the beach and headland with exclusive marine bay area. It includes spas and wellness centres in addition to a luxury hotel on Marsa Malaz islet.

FIGURE 20 – ARTISTIC RENDER OF THE PEARL QATAR



- Isola Dana: Private isolated luxury residences on small islands to the end of the project.
- Abraj Quartiers: Tallest buildings on the island that provide homes (apartments, townhouses and penthouses) with beachfront access and spectacular views in addition to supporting amenities.
- Perlita Villas: Located on the fringes of Viva Bahriya, Perlita Villas are mixed villas and townhouses in a secluded environment within lush landscaping and saltwater lakes.
- Giardino Villas: Spacious villas with sea and mainland views
- Qanat Quartier: Venetian waterfront living in stylish townhouses and apartments with 400,000 sq ft of shopping and marina, sailing club and boutique, beachfront hotel and other facilities
- Medina Centrale: the Island's hub for amenities and facilities with 600,000 square feet of retail and 400 residential units.
- Floresta Gardens: home to an estimated 1,400 residents, consisting of 285 apartments and 100 townhouses, it is located east of Viva Bahriya.
- The Villas: Luxury villas with private beaches comprised of Bahri Villas and La Plage Villas.

- La Plage South: a series of semi-circular apartment grouped in five sea fronting blocks providing over 700 apartments and 4,000 Sqm of convenience shopping

Musheireb Project

Covering approximately 35 hectares in the centre of Doha capital city, Musheireb Project is the flagship development of Musheireb Property Development Company (aka. Doha Land). The project is aimed at reviving, regenerating and conserving the historical downtown of Doha by introducing an integrated mix of properties including residential, commercial, retail and leisure facilities. The mixed-use development will contain 226 buildings and will be home to 27,637 residents.

The project will be completed in five phases, with the first phased due for completion by 2012, while the entire project is due to be completed by 2016.

FIGURE 21 – ARTISTIC RENDER OF MUSHEIREB PROJECT



Katara “The Cultural Village”

Built on reclaimed coastal land to the north of Doha, the Cultural Village conceptualized to reflect the heritage of Qatar through traditional architecture that accommodates lots of activities. This US\$82million project includes an amphitheatre, heritage centers, libraries, art galleries and other academic facilities, not to mention retail outlets, coffee shops, museum facilities and market areas.

Located in the West Bay area of Doha with a total area of 99 hectares, the Cultural Village is accessed for free through a gated entrance opposite Doha Exhibition Center.

The Katara Project has been divided into different areas, the first of which will encompass societies and

FIGURE 22 – HERITAGE BASED STRUCTURES AT KATARA (SOURCE INTERNET)

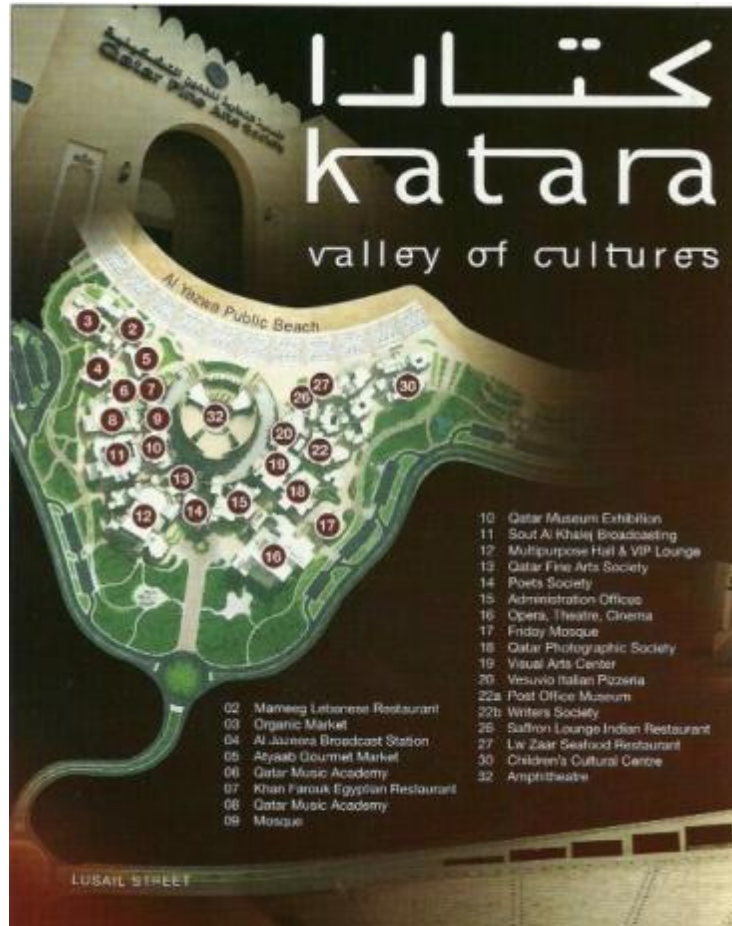


institutions. Visitors are free to meander around the main Katara area which has been built in the style of the traditional Qatari alleyways, call al fareej. 37 traditional style buildings will be home to various societies and institutions (see Layout below).

The project additionally includes a media center, various academic facilities, a handicraft souq, book market, cafes and coffee shops, green areas and information centers, as well as access to the beach. The latter (Al Yazwa Public Beach) unfortunately requires fee to access (if I'm not mistaken QR100 for adult and QR65 for children; other water sports facilities incur separate fees).

The second area features several restaurants, all exclusive to Middle East, and all themed: Saffron Lounge (indian), L'wzaar (fish market), Khan Farouk (Egyptian) and Sukar Pasha (Turkish). The third and fourth areas will incorporate retail and residential buildings, with views to having a mall, hundreds of shops, and hundreds of villas. The final area is the minaret center, based around three towers. The first, a hotel, will be 580m in height, making it Qatar's tallest. The second tower will be for additional accommodation and the third for office use. The center will be built on the old Aladdin Kingdom's site.

Katara has held various performances since its opening: Qatar Philharmonic Orchestra, Doha Tribeca Film Festival, Photography Exhibitions (i.e. Our Time, Doharama), Cultural Performance during AFC Asian Cup Jan 2011. Katara has been built out of a desire to make Qatar foremost in the ME as a center of arts, music and literature.



4 CHAPTER 4 – SOUQ WAQIF

The project of Souk Waqif is a unique architectural revival of one the most important heritage sites in the city of Doha. Exploring remaining dilapidated structures of an overused souk, the designer was able to rejuvenate the memory of the place through artistic mediums and field research. It is more a rehabilitation action than a restoration one that restructures the urban layout of the souk, and organizes its functions to meet the contemporary needs. On the contrary of heritage theme parks known in the Gulf cities, the designer succeeded in creating an original experience around the site of the project that most visitors sees as authentic. It represents truly the Qatari cultural memory.

4.1 BACKGROUND INFORMATION

One major position that exemplifies contemporary Cairene architecture and urbanism is historical revivalism. This has materialized with clear references to the mix of Egyptian heritages. While many insisted that simulating history in contemporary buildings would foster a sense of belonging and strong emotional ties between society and the built environment, the license to blindly select, borrow, and copy from the past has become acceptable. There are several examples of historical revivalism using the architectural ideology of a certain period. (Salama 2005b)⁵⁷

The project was initiated by his highness the Emir to restore the original old image of Doha. Later, the project's concept was shared with a number of international designers to submit their conceptual designs. However, none of those had the acceptance of HH the Emir so he put it aside. Then the designer (M.A. Abdullah) was asked to set forth a design sketch and the first drawing were based on the restoration of the original state of the buildings and renovating the area and demolish the newly built structure to reconstruct what has been originally in place.

Thus, the aims of the project were to (1) restore the identity of the heart of the capital city (2) revitalize the authenticity and the original footprint of gulf architecture; and (3) to create a tourist destination for locals and foreigners. (4) to restore the commercial function of the place with shops and offices available for locals and expatriate residents.

4.1.1 HISTORY OF THE SOUQ

Souk Waqif is an ancient local market in Doha that reflects the close trade and cultural exchange with Iranian southern borders and other Gulf countries. Located on one of the banks of Wadi

Mishrieb (river) that connects the sea to the land, Souk Waqif played a major role in the development of the city of Doha. Its name “Standing Market” derived from the fact that merchants sold their goods while standing when its banks were often wet during wintertime. This topographical condition created a buffer zone between the souk and the sea known as Kharis (water body). This Kharis was used according to water movement throughout the year. The souk was mentioned first in historic documents around 1766 AD. With the gradual development of the little town of Doha, most merchants transformed their plots and houses in the souk to shops, and formed an attractive and dynamic permanent market for all sorts of goods. Its organization consisted of 3 parts:

- Storage and large areas, known as ‘amayer’, for wholesale and retail for construction materials, dates and rice.
- Craft shops.
- Ambulant merchants’ open air stalls.

The goods sold in the market were imported from Arabian Peninsula, East Africa, India, and Persia. Among these goods, there was an essential construction material: a timber called “dangeel” that was used for roofing and changed dramatically the building typology of this Gulf region. The souk attracted traders from all different mentioned places. With time some settled in Doha forever, which explains the very diverse ethnic background of the owners of shops.

4.1.2 LOCAL ARCHITECTURAL CHARACTER

The architecture of Souk Waqif is typical of the northern part of Arabian Peninsula that is deeply influenced by the southern architecture of Iran. The building system applied consists of walls formed with series of bearing incorporated columns with a span of 90cm. The gaps between the pillars are filled with seashore stone creating alternatively windows and blind arched plastered latticed panels for decorative purpose. The main joint used in these structures was a mortar obtained from mixing mud and gypsum. The roofs were often flat composed of mangrove poles and covered with woven bamboo fixed with ropes.

The facades were and are rich though their architectural simplicity. The apparent structural skeleton with rough coating is a key feature of all the facades around the souk. The scarcity of the wood ‘dangeel’ made it sacred to the level that when it is used for roofing whatever remains outside the borders of the walls is maintained and hanging with different sizes. This attitude is a proof of the importance of wood as a rare material in the local environment. It was often imported from East Africa or India. This has defined the character of buildings, and through the location of these flying beams one could determine the different stories and create a nice crowning part of the façade.

Most buildings do not exceed two to three floors, and their urban layout is not as complex as other souks in the Muslim world. The urban pattern is more spontaneous as the souk was first built following a market distribution of shops that were gradually constructed.

4.2 THE DEVELOPMENT OF THE PROJECT

The artist's strategy relied mainly on the following objectives in order to synergize the souk

- Reconstruct the lost image of historic Doha through the rehabilitation of its authentic Souk Waqif.
- Protect the area of the souk and its surrounding from real estate development.
- Create an open air public area totally pedestrianised.
- Establish a vibrant souk with its original layout and goods.

The Souk Waqif covers an area of 164,000m². Following the site visit, the souk could be divided to areas that differ in terms of historical value as well as urban layout.

- Old Souk that encompasses Bo Sieda hotel, souk al Tamween, and al Nesaa Majlis. This section is the most authentic of the souk in terms of architectural vocabulary as well forms. However, there are sections that were added and were not existent historically.
- Al Ahmed area that encompasses souk Al Ahmed, souk al Toyour, al Ahmed Plaza, al Ahmed mosque, souk al Baker, and Bism Allah Hotel. This area is located around Al Ahmed Street. Originally this section was Kharis (wet land and shoreline) separated from the original old souk by Wadi (river) Mishrieb. It is totally newly made and has no authenticity, but created a pedestrian promenade by covering the river that divided the whole area to two.
- Al Nagada area that encompasses Qaisariah, restaurants, souk al Mahra, Fakhro House, and al Quot Fort. It is located around al Nagada Street, and al Bank al Arabi roundabout. It is partially original. Mohamed Abdullah considers it as a continuum of the souk Waqif that stretches the main current created pedestrian artery.
- Al Jassrah area that encompasses souk al Mane', Jasem al Meslemani House, al Jassrah souk, poetry majlis, al Jassrah mosque, and al Abd al Wahab mosque. It is located between Abd Allah ben Jassim Street and al Jassrah Street. What is authentic here is the historic house of Meslemani and the mosques. The urban pattern was fully recreated with new functions added.
- Horses stable area that encompasses a second Meslemani house, horses stable, Private Engineering Office, and al Owegan house. It is located around al Jassrah Street and al Souk Street on the West side of the whole area of the project. It is totally recreated and it is not as well designed as the previous sections. It is more formal area for Emiri technical staff in the Private Engineering Office.

In the old souk, the construction techniques are not advanced as in other Islamic cities. All buildings had the same structural system as described earlier. A skeleton constituted of a series of pillars in sun-backed bricks supporting light beams of "dangeel" wood. The roofs are made of bamboo covered with matting and a layer of clay that serves as a stabilizer and a ground for the upper floors. As Gulf Arabian countries are more nomadic, most of their settlements are a

mixture of imported techniques from all over Arabia and Persia. Although certain know-how was developed in situ, building structural elements are traceable elsewhere.

FIGURE 23 – CURRENT ZONING IN SOUQ WAQIF (BOUSSAA 2011)



4.3 ASSESSMENT OF SOCIAL SUSTAINABILITY ATTRIBUTES AT SOUQ WAQIF REHABILITATION PROJECT

The project has generated unprecedented awareness among municipality officials about the value of Qatari Heritage. Therefore, all resources are explored continuously to maintain its physical and environmental aspects. (Radoine 2010) The project of renovation of Souk Waqif has a great impact on the city of Doha. It has enhanced its sense of identity and place. The success of the project has convinced local decision makers to extend its scope from the old souk to its lost surroundings as described in the 5 parts that constitute its site in Building Data.

Because of this cultural project, the whole site of the souk and its urban periphery are protected. No skyscrapers are allowed in its wide perimeter where the famous Islamic Arts Museum is situated.

Despite that the previous list of social sustainability attributes (Yung et al 2011) seems to be comprehensive and thoroughly thought over, it has a number of points that might raise debatable questions. From rounds of discussions with experts on Souq Waqif project including academics specialized in heritage research, management of Souq Waqif, the lead planner in addition to business owners within the Souq, this 'comprehensive' list required reshaping to fit to the limitations of use of the area under consideration, policy framework of development of this type of project in Qatar, the development principles and targets for Souq Waqif as laid by decision makers, and the specific characteristics of the society in Qatar.

Furthermore, being tested in the field and upon discussion with experts, the list is difficult to comprehend directly and precise definitions of terms and simplified explanations are required with almost all attributes. Even more, confusion has been found when two or more attributes together. For example, one confusion, to interviewees, was digesting the specific differences between social cohesion, social inclusion and cultural diversity. This confusion is understood given the cultural mix of the Qatar society and the low level of awareness of cohesion or inclusion as the social characteristics of Qatar have been through great change over the last decades. Some categories of residents (particularly low income expatriate labourers) have been regarded as temporary work force and have been left out of cohesion (Nagy 2001) and (Adham 2008). Other difficulties have been found are stemming from the fact that most interviewees speak English as a second or a third language and interpretations are not usually similar. Translation the list of attributes into Arabic has caused a loss in some of the precision of concepts and a bias in some others. Examples of translation bias might be clear when talking on conceptual, emotional or figurative terms such as sense of place, sense of pride, symbolic representation, self-esteem, identity and.

This makes the list suitable for academic discussion and intensive focus group which is not within the time scope or the research scope of this study. Instead, ad-hoc on-site surveys have been previously designed within our research schedule. Thus, we sought to simplify this list and to develop smaller number of criteria that can lead to similar results as provided in the list of Yung. For the purpose of this research, we will try to mimic the same approach developed by Yung et al. (2010) aiming to come up with relevant indicators. Though we believe they fit into our case study, it is found that these indicators are not well comprehended by space users, especially with language barrier existed for many of them.

Therefore, we based our indicators on the long list of indicators developed by Colantonio and Dixon (2009) based on the long list. (*Please refer to the Appendix 7.3*).

This has led us to the questionnaire discussed in the next chapter.

5 CHAPTER 5 – SURVEY ANALYSIS

5.1 THREE TYPES OF SURVEYS – METHODOLOGY NOTES

5.1.1 THE APPROACH

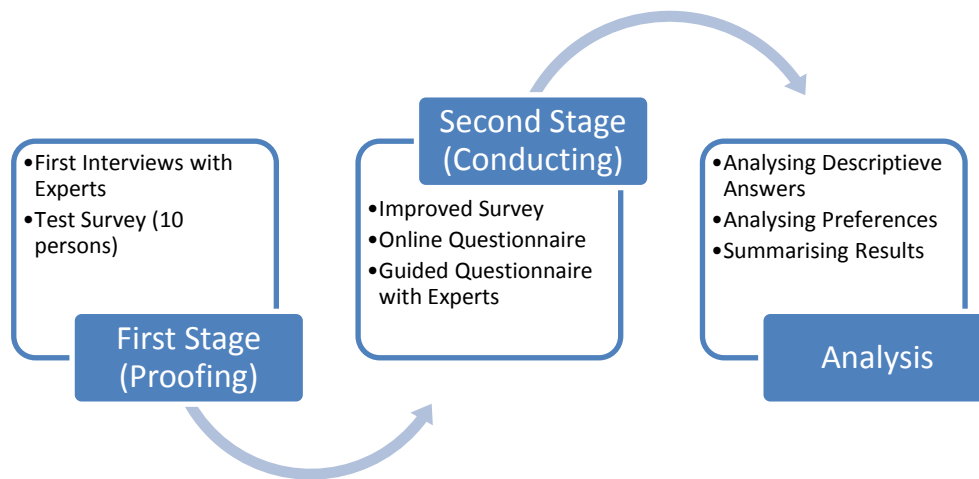
Given the novelty of the topic, the special case of Doha society and Souq Waqif as a composite of heritage led project and an operational retail space, in addition to the lack of data on topics related to social effects of the project, we were obliged to apply mixed approaches to enhance our findings. The following points summarize a number of difficulties that obstructed our research.

- the novelty of the topic,
- the special case of Doha society and Souq Waqif
- the lack of data on topics related to social effects of the project
- the time constrain
- lack of resources
- unwillingness to share information by stakeholders

In order to compensate for the hindrances we faced, we tried to use a mixed approach that uses triangulation . Interviews were done in three modes; Face to Face (F2F), Telephonic, and Online. All interviews with experts were conducted with the researcher over the phone while the on-site surveys were conducted by trained researcher face-to-face. We have asked a small number of respondents in an online questionnaire with the same questions as a test operation. We found that the results are in-line with the main survey and decided to merge them together. The main reason behind conducting an online survey was to open another window for better-thought notes on the issues raised by questions. From experience in the market research field, online users might provide better insights to the issues raised as they don't have the time constrain found during face-to-face interviews.

The following chart illustrates the flow of survey that took place during the preparation of this study.

FIGURE 24 - SUMMARY OF THE SURVEY PROCESS



5.1.2 INTERVIEWS – GUIDED QUESTIONNAIRES:

As a core process since the beginning of this research, we tried to contact many experts and personnel connected to the project of Souq Waqif to inquire on different detail from different points of view according to the occupation of the person and his/her connection to the project. We had the chance to contact four key persons who, we believe, hold the best answer to most of our questions on the project.

These persons are (1) The Key Project Planner: Mr. Mohammed Ali Abdullah; (2) The Souq Manager: Mr. Mohammed Al Salem; (3) Dr. Hassan Radoine – American University of Sharjah: Specialized in Heritage who nominated Souq Waqif for Aga Khan Award 2010; and (4) Dr. Djamel Boussaa: Specialized in Heritage and working at University of Qatar. *Please refer to the Appendix [Resume of Interviewees](#)*

The interviewees were contacted over two rounds; the first was to assess their information level on the project, assess their level of cooperation and most importantly to have a brief overview on the topic from their perspective positions. This helped us to steer the test questionnaire so it pours into the main framework of the project and its purposes.

It is worth mentioning here that discussions with interviewee (3) and (4); Dr. Radoine and Dr. Boussaa, were done first and were helpful to shape the test questionnaire. However, the two processes were in parallel to insure prompt results.

After conducting the questionnaire, we interviewed the participants for a guided survey that sought answers on many perspectives of social sustainability of the project, in addition to the project development process, their individual impressions and their anticipation of the future of the project. In addition, we carried some of the notes we got from users so they can give us

some insights on these issues. (These are discussed in the conclusion chapter). *For list of questions please refer to the appendix [Questionnaires](#)*

5.1.3 THE TEST SURVEY

Based on the indicators arrived to, according to the literature review, the methodology we followed and discussions with experts (elaborated in the previous section) we come up with a list of indicators to use to assess the social sustainability effects of the project. We used these indicators in a test questionnaire for around 10 users of the place. Of those, we made sure to have among them shop tenants, workers and visitors. This test survey had the following objectives:

- 1- To test the level of respondent comprehension
- 2- To test the relevance and validity of the questions to the context of Souq Waqif
- 3- To test the best flow of questions
- 4- To test the wording and translation (English / Arabic)
- 5- To register notes on suggestions regarding the raised points

The interviewees were encouraged at this stage to add comments on the different points raised by the questionnaire and to talk freely when they deem necessary on their impressions and feelings about the space and its functions. This has been used to formulize the final version of the questionnaire and to highlight some key remarks that have been carried to the qualitative sessions with experts.

5.1.4 THE FINAL QUESTIONNAIRE

After the test survey, in parallel with discussion with experts, we arrived to the final set of questions that correspond with the purpose of this report and address the various limitations outlined above in this section.

The questionnaire is comprised of three sections; General Questions; Occupation-related questions; and Satisfaction Statements (Likert scale).

General Questions: These are usually designed to decide the (1) eligibility of the respondent, (2) classifying the respondent into different categories (3) scan weather the respondent is well informed of the topic and willing to share more information.

The general questions are:

- 1.01- Sex. (M / F)
- 1.02- Age. (Numerical)
- 1.03- Type: (Tenant, Worker or Visitor)
- 1.04- Occupation (Textbox)
- 1.05- Nationality. (Textbox - to be categorized later)

- 1.06- How long have you been in Qatar? (Numerical)
- 1.07- Do you know Souq Waqif before it is rehabilitated? (Yes / No)
- 1.08- Do you think SW reminds you of your country? (Yes / No / How)

The second part is dependent on the respondent type (Q 1.03) whether he/she is a tenant for one of the shops in the souq, a worker in the souq or only a visitor. This section is aimed at gathering qualitative information through open-ended questions on the social experience the respondent had in Souq Waqif and his/her comments on a number of issues. These questions were narrowed down to minimize the time of the interview, and were limited to the most important issues we deemed necessary to seek answers for. However, respondent were encouraged to talk freely upon their discretion. Taking notes was either by a pencil or by recording the interview.

TABLE 9 OPEN ENDED QUESTIONS FOR SPACE USERS

2	Open Ended for visitors
2.01	How often do you come to Souq Waqif. What days, what part of the day?
2.02	What is the main purpose of visiting: Dining – Shisha - Shopping - Walking - Entertainment
2.03	For social life, which places in Qatar you prefer more than Souq Waqif?
2.04	What is your favorite part of Souq Waqif
3	Open Ended for Tenants
3.01	How the rehabilitation of Souq Waqif affected your business?
3.02	How do you describe your participation in the main Gov. decisions related to the Souq?
3.03	How is business in Souq Waqif affected by cultural events?
3.04	Did Souq Waqif contribute to preserve your original profession, or gave the opportunity for a new one?
3.05	How do you think business can be improved in Souq Waqif?
3.06	How far is the current Souq Waqif from the original architecture of old souq?
4	Open Ended for Workers in Souq Waqif
4.01	How is the design of Souq Waqif contributing to the work environment?
4.02	How is Souq Waqif contributing to the increase in income for workers?

The third section is the satisfaction statements where Likert scale was used on scale of 5 (being 1 is the weakest satisfaction / no satisfaction and 5 is the highest satisfaction / too satisfied) in addition to 'I don't know' option.

The statements reflect different social indicators agreed upon in the research process. There was no specific flow of questions that has been followed to ensure that the respondent is not affected by the strength of statements. We found from the first test questionnaire that the positivity of the statements might encourage the respondent to highly rate these statement if these questions were positioned one after another.

The following table illustrates the final list of statements.

Code	Statement
5.01	Souq Waqif is safe area for children and pedestrian friendly
5.02	SW is a place for suitable social interaction
5.03	SW respects the cultural diversity of visitors
5.04	SW is a suitable representation of cultural heritage of Qatar
5.05	SW has helped Qatar presenting its authentic image
5.06	SW is a place that enhances cultural creativity and promotes inter-cultural understanding.
5.07	Developing SW has helped creating new jobs
5.08	SW is easily accessed from different parts of the city
5.09	SW is located close to different services and amenities (healthcare, educational, entertainment, shopping, leisure, etc.)
5.10	SW is clean with minimum noise, air and visual pollution.
5.11	SW encourages walking / cycling and low car dependency.
5.12	SW provides greenery and green space.
5.13	SW provides street furniture and public art.
5.14	You can raise your concerns and complaints about SW easily.
5.15	SW is equipped for people with special mobility requirements / handicapped
5.16	SW is a place for family entertainment.
5.17	SW is suitable for all income groups
5.18	SW contributes to women participation in the society
5.19	SW contributes to community sense of place and identity
5.20	SW contributes to community sense of pride
5.21	SW contributes to the night life in the community
5.22	SW provides suitable space for community events and celebrations
5.23	SW is passing the history knowledge to the next generation.
5.24	Signs on history of SW are provided
5.25	You are generally satisfied with the social effect of Souq Waqif
5.26	You can tell which are the original buildings of the souq and those that are newly built
5.27	Souq Waqif buildings, design and layout fits well with the surrounding neighbourhoods

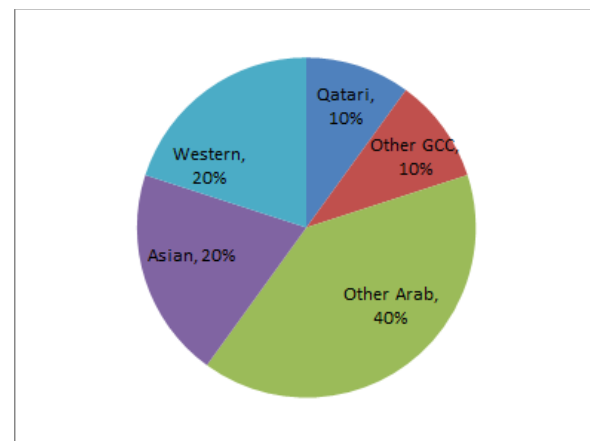
5.1.5 SAMPLING

For the purpose of this research, given the time constraints, no emphasize has been put on the selection methodology, as it is not thoroughly proved to be statistically significant. The survey is supposed to give a lead and a direction rather than an end result and it is meant to be a preliminary small-size survey that leads eventually to a full-fledged well-designed research study. Number of respondents in each category of the sample is approximately 1% of total number of actual individuals on the site in an average day.

According to management 500 shops in total in the rehabilitated Souq Waqif, around 700 workers, and approximately 20,000 – 30,000 visitors during a weekend day. We assume taking 1% of these figures as our sample. Thus, the sample will include 5 tenants (business owners), 7 workers, and 20 visitors summing all to 32 people. In addition we will interview two government officials directly connected to the planning and management of the Souq. The interviews are mainly targeting qualitative information on the social experience of the interviewee with the souq from the perspective of different social sustainability indicators selected from literature review. The survey (more correctly maybe, a guided interview), will also assess the satisfaction of interview on these indicators on a Likert scale.

In addition, the sample will take consideration to nationalities as it is an important factor in the society of Qatar as explained in a previous chapter (please refer to chapter 3).

FIGURE 25 SAMPLE DISTRIBUTION – DISTRIBUTION BY NATIONALITY



The number of interviewed visitors will take into consideration the nationality and gender to include all types of categories in the society. Nationalities are usually segregated into four main categories: Qatari, Other GCC, other Arab, Asian and Western. Distribution reflects the total population of residents, and while there are no official disclosed figures in this regard, we considered the following distribution: Qatari: 10%, Other GCC: 10%, Other Arab: 40%, Asian: 20%, Western: 20%.

Thus we will increase the number of interviewees who are visitors to 30 to better cover different nationalities. This will raise total interviews to 44. Six more interviews will be conducted as a contingency for any expected invalid interview.

However, after a number of discussion sessions and gathering information on the Souq, it is found that the visitors of the Souq are not distributed in line with the overall distribution of the total population. According to the experts, the Souq is mostly popular to Qatari's and residents from Arab countries. This is due to a number of factors, according to the consulted experts, such

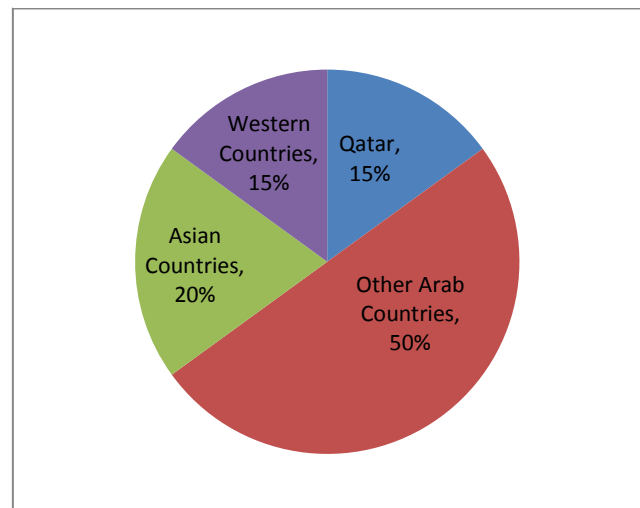
as (1) their disposable income; (2) the preference of this group to such type of environment as it triggers their nostalgia; (3) market offering is mostly addressing locals and Arabs (i.e. dining, shisha, cafes, clothing, local shops, etc.); (4) their preference for socializing in groups esp. in restaurants and cafes (5) relatively cheaper than new open spaces in Qatar (e.g. Pearl, Katara, etc). These five factors are proved correct after conducting the survey (please refer to the next section). Based on this, experts recommended the distribution of 60% for Qatari's and Arabs and 25% Asians, and 15% for westerners.

Therefore, it is suggested to follow this information when choosing the respondents. Approximately 15% of total users of the space are thought to be Qatari's, 50% are coming from Arab Countries, 20% from Asian Countries and the remaining 15% are from other parts of the world (we will call them Westerners for the purpose of this research).

These percentages are found to approximately match the result of our random survey (please refer to the next section 5.2 [Results](#).) The following chart illustrates the distribution we followed for the sample we used for the questionnaire.

Validity of responses will be determined based on flag questions and the consistency of responses. Triangulation is also a method of validating.

FIGURE 26 DISTRIBUTION OF SAMPLE RESPONDENTS BY NATIONALITY



5.2 SURVEY RESULTS

This section provides direct results of the questionnaire conducted in Souq Waqif between 1 and 15 may 2012. This section will provide main survey conducted with space users and the flow of this section is following the questionnaire sections. Please refer to the full questionnaire ([Questionnaires](#)). For more results please refer to the appendix ([Additional Charts](#)). For the guided surveys with experts, please refer to the next section ([Discussion](#))

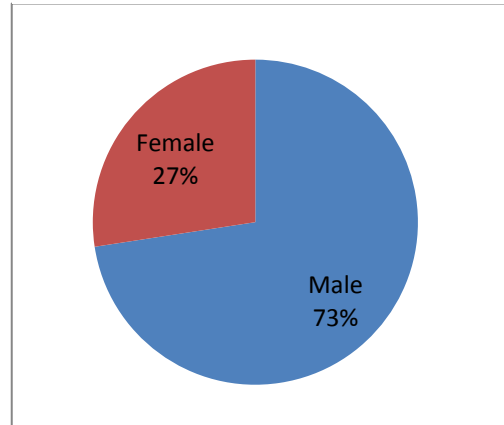
5.2.1 GENERAL

The following charts represent the result of the general questions in our survey. Please note that these charts summarize all types of respondents (Tenants, workers and visitors) while the next subsection will detail the result for each category apart.

Gender:

Approximately 73% of respondents were males while the remaining 27% were females.

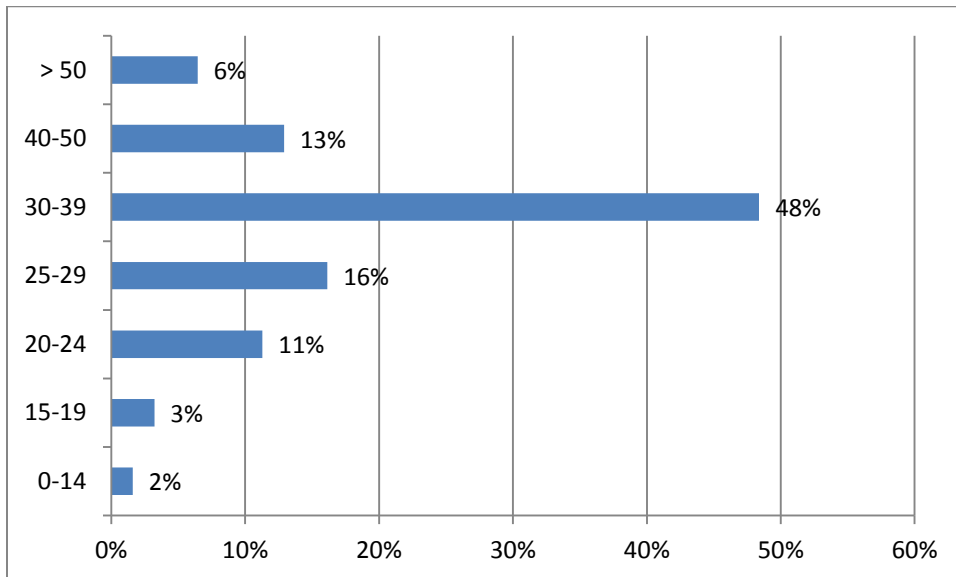
FIGURE 27 – RESULTS – DISTRIBUTION BY GENDER



Age Histogram:

Almost 48% of total respondents fall in the middle age bracket between 30 and 39 years and this is in line with total of the country.

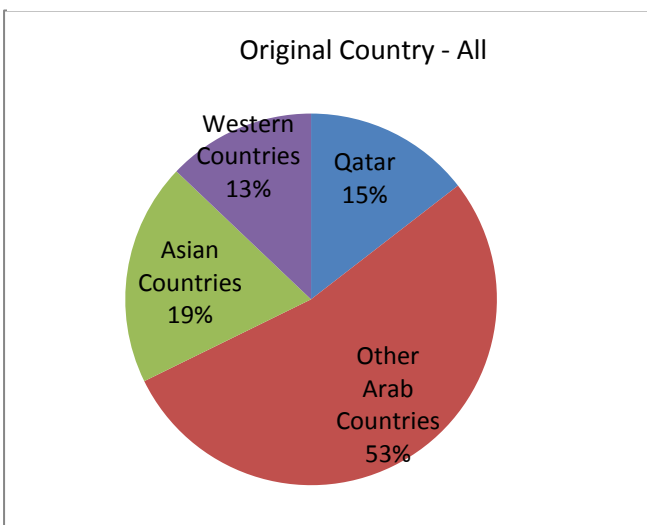
FIGURE 28 – RESULTS – AGE HISTOGRAM



Country of Origin:

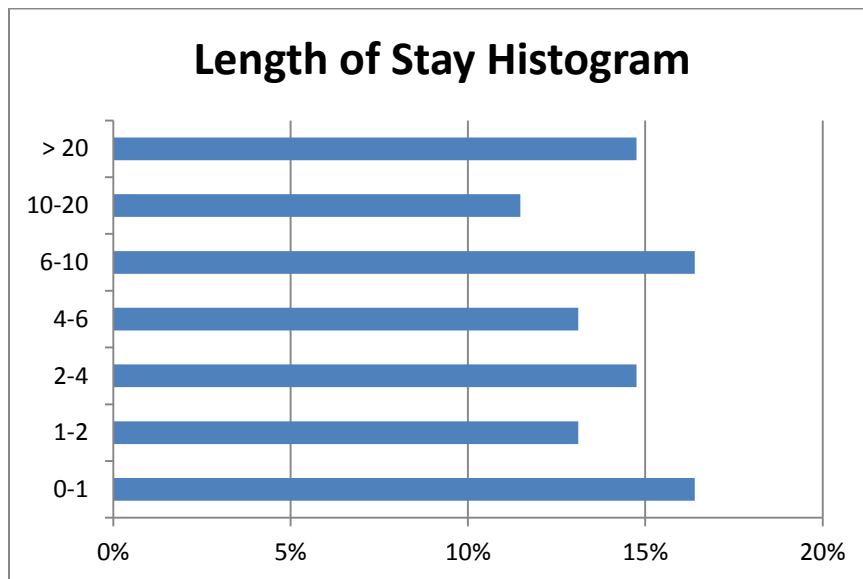
In terms of the original countries the respondents are coming from, the survey arrived to a distribution similar to what is targeted. Approximately 15% of total respondents are local Qataris while 53% of them are coming from other Arab Countries, 19% are Asians and the remaining 13% are Westerns (as defined earlier in the previous section).

FIGURE 29 – RESULTS - COUNTRY OF ORIGIN



Length of Stay: To capture all opinions related to the Souq Waqif, we aimed to arrive to a balanced distribution for respondents with variant connection to the place. This might be represented by the length of residency in Qatar. Persons who are tourists or who have been staying in the country for less than one year will have, supposedly, different impression from those who are spending their second year or those who are in the country for less than 4 years. We have chosen the histogram intervals to match with major intervals of the development of the Qatar society and Souq waqif in order to represent different perspectives of users. The first year include tourist and first time expatriates, the second year represent people who renewed their employment contracts in the country for the first time. The 4 year interval points to people who witnessed the global financial crises while visiting the country. The 6 year interval marks the inauguration of Souq Waqif. The 10 year interval is targeting people who know the country before and after Souq Waqif, while the remaining two categories are mainly for longtime residents and locals.

FIGURE 30 – RESULTS – LENGTH OF STAY HISTOGRAM



5.2.2 TENANTS

Tenants were asked on the changes that Souq Waqif has brought to their life and business, in addition to the dimensions of these changes, their sources and their aspirations. The tenants are the first category of users that have been impacted. The space is the most important for them because it constitutes their source of income. The sustainability of the project is seen as an ultimate target they are seeking and it is their first concern. The economic dimension of sustainability is best prioritized for tenants.

Tenants' profiles: tenants in Souq Waqif are mostly Qataris as the main aim of the project is to preserve the core commercial function of the project and to bring back Qataris who abandoned the space due to its depletion. As stated by a number of media correspondences and by the manager of Souq Waqif, it is obligatory to register any shop's tenure under the name of a Qatari citizen who is willing to work himself in the shop. However, exceptions are there especially that many business owners were from other nationalities before the Souq is rehabilitated. In our survey we interviewed three Qatari tenants, one Yemeni and one Iranian.

Without a single exception, all tenants interviewed have shown a highly positive impression about the Souq and its rehabilitation outcome. They showed higher satisfaction than other categories and stronger passion for the space and its activities.

How the rehabilitation of Souq Waqif affected business: all tenants interviewed stress the idea that the project has achieved its target by reviving its function and maximizing the space usage. Therefore business in the souq has never been better.

Participation in the main Governmental decisions related to the Souq: All tenants interviewed have shown low interest in participation, high level of confidence in the management and little awareness of the necessity of taking part of the decision making process.

Participation during the design process: According to discussion with Dr. Radoine and discussion with tenants who owned shops prior to the rehabilitation project of Souq Waqif, there was no participation of whatsoever from the government. The procedure was simply dispossession notes within a time span to allow evacuation. Compensations have been to owners on the promise they will have the priority to rent a shop upon completion of the project. Only few have been consulted on the design and the outcome of the project.

Business and cultural events: Tenants connect positively the cultural events taking place inside the Souq boundaries as they increase their trade volumes and therefore their income. Nevertheless, they appreciate the cultural and social value of these events.

Preserving the original professions vs. new professions: Tenants opinions at this point varied a little according to their profession. Some stated that the Souq has mainly preserved the traditional professions, handcraft industries and antiques, others stressed that the revitalization of the souq has also made way to similar products from neighbouring countries. The later gave example of Yemeni, Bahraini, Iranian, and Damascene handcrafts; of which some didn't exist before in the city. One tenants stated that he came to the souq after the project and this gave him another opportunity to earn income different from his original profession. He believes that bringing traditional crafts to life is "brilliant".

BRINGING TRADITIONAL CRAFTS OF THE PAST TO LIFE AGAIN IS
SIMPLY BRILLIANT. *A QATARI TENANT*

Improvement of business in Souq Waqif: The tenants' satisfaction in the development of the Souq has given the impression that an optimum state has been reached for the capacity of the Souq. Some stated that the continuous events are necessary to keep the vivacity of the space and this is necessary to keep visitors coming and to increase the number of tourists. Security of the place is a concern for some tenants and they think improvement in this regard will enhance tenants' confidence and comfort. Low participation is thought to have affected the tenants' ability to anticipate improvements. Some tenants stated that expansion of the Souq will sure lead for improvement of business.

The physical evidence of the past; the original architecture of old souq: Tenants are satisfied with the current design and architecture of the souq and they think it represents, to some extent, the original architectural theme of the past. Nevertheless, some stated that it is not feasible to restore the exact image that has been there 60 or 70 years ago, as there was a body water inside the Souq with depleted buildings on both sides and random street sellers. This image is thought will not fit in today's society. Therefore they hail the concept the project has been based on.

THERE WAS A BODY OF WATER IN THE SOUQ WITH ZINCO-ROOFED
STRUCTURES AND RANDOM STREET SELLERS ON BOTH SIDES.

A 60 YEARS OLD TENANT.

5.2.3 WORKERS

Workers in Souq Waqif are the second most directly impacted category by the rehabilitation of Souq Waqif, however, their connection with the Souq is mostly described as *temporary* and *with limits*. Workers are mostly belong to low income categories, mostly expatriates and their relation with the space is connected mainly to their work place with limited interaction with other spaces.

The questions aimed at exploring their relation with Souq Waqif as a whole, not only with their working place. It is also a concern, from the sustainability perspective, to assess their satisfaction and their anticipation of growth, their safety, participation and interaction with other users.

Workers interviewed have shown contradictory views at some cases. Though most of workers interviewed are very much satisfied with the Souq in general, they stated that they don't anticipate that improvements in the Souq will impact their main purpose of being in the souq; their income.

I DON'T CARE VERY MUCH ABOUT THE SOUQ ITSELF, I SEE IT DOESN'T AFFECT MY INCOME. I ONLY TAKE CARE OF MY WORK SPACE.
A FILIPINA RESTAURANT WORKER.

Due to labour laws in the country, particularly the sponsorship system that prevents free job change for expatriates, workers' income, within certain limits, is controlled by the sponsor. Workers believe that though the sponsor's income is connected with the general improvement of the economics generated by the place, it has little impact on their income. Most of workers interviewed have stated, voluntarily, that they are not satisfied with their income and they don't anticipate any significant change.

The impact of the space design on their work environment: this point varies according the occupation of the worker. Sales persons who are working in the small shops (e.g. clothing shops) are complaining about the narrow streets that don't support too many visitors especially during peak times (mainly 6 – 9 pm) and peak seasons (winter times – mainly Nov. to Feb.). However, worker in restaurants see that the loads of visitors on the streets affect the comfort of their customers sitting on an outside table.

5.2.4 VISITORS

This research has focused more on visitors for a number of reasons all being in the heart of the research aims;

- (1) visitors to Souq Waqif are coming from different backgrounds as they belong to a variety of cultures and thus they are, supposedly, affected differently from each other;
- (2) Opinions of visitors who are residents of the country are considered representing the overall image of the impact of the souq on the city. It is important to understand the effect of this project on the social life of the city as a whole.
- (3) Visitors, as compared to tenants and workers, better appreciate the intrinsic value of the architecture of the space.
- (4) Visitors are considered as the end users of the space and its services and the income source for business owners; therefore their satisfaction constitutes the ultimate purpose of activities taking place in the souq.
- (5) Visitors use the souq as a social interaction space
- (6) Qatari visitors best appreciate the collective memory the place is stimulating.
- (7) Attracting tourists is a strategic goal for the project and capturing their satisfaction is highly important to anticipate the place sustainability.

The questions asked to visitors aimed at capturing information on each of the above aspects under different themes of social sustainability.

Profile of visitors: visitors participating in the survey are chosen randomly but filtered progressively to match the targeted distribution. The resulted distribution by country of origin was similar to the planned chart. Total number of visitors surveyed is 45; out of which around 11% are local Qataris while 56% of them are coming from other Arab Countries. Asian visitors (coming from Asian countries) and western visitors constitute to 15% and 18% of total visitors interviewed, respectively. In terms of age, almost 51% of respondents fall in the 30-39 years category while the 40-49 years group is 18%. 16% of respondents are between 25 and 29 years old while younger people constitute to 9%. The following chart illustrates distribution of visitors by age group.

FIGURE 32 –DISTR. OF VISITORS BY COUNTRY OF ORIGIN

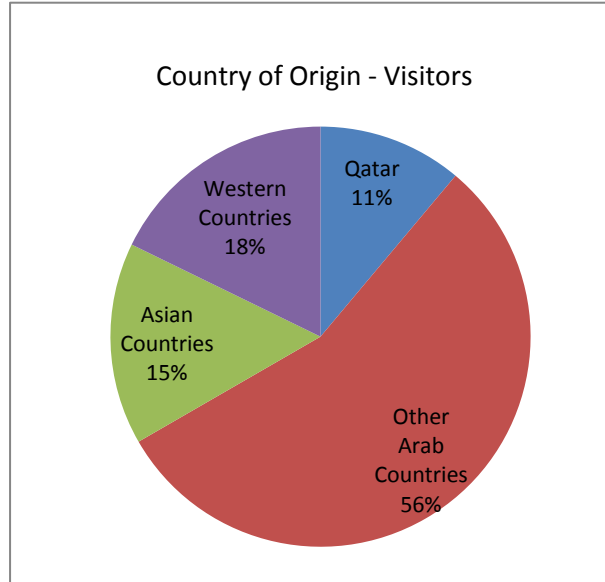
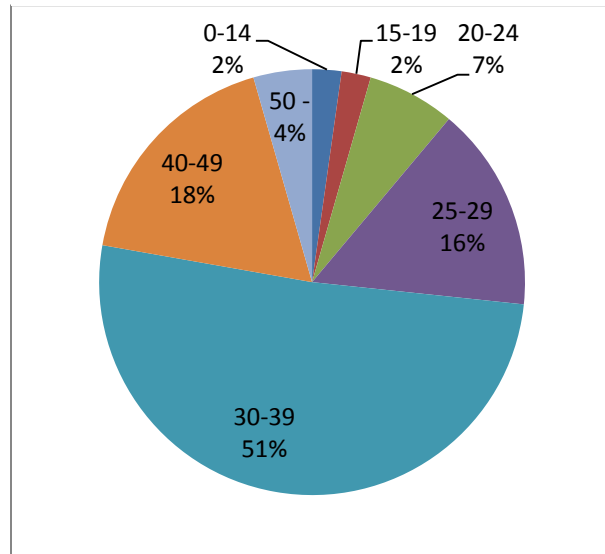
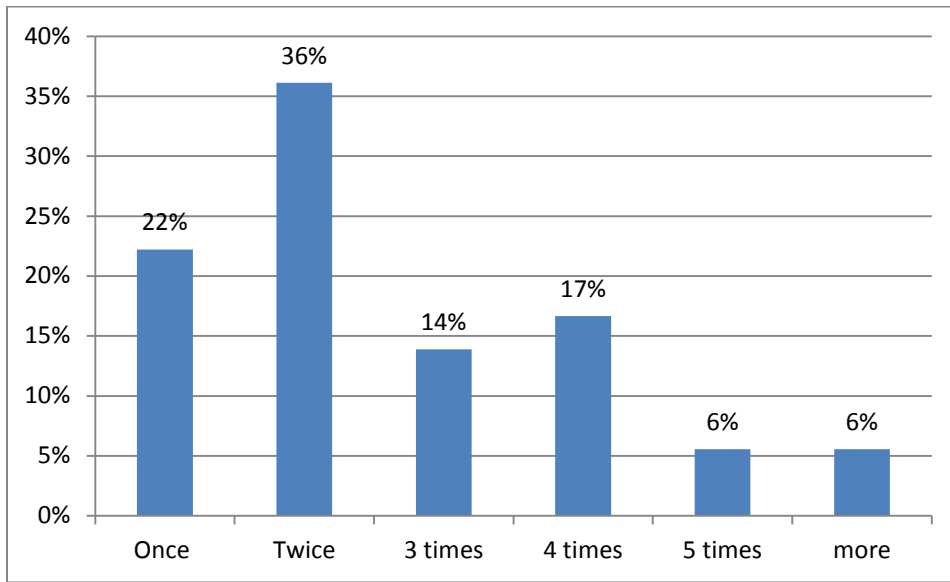


FIGURE 31 - AGE DISTRIBUTION - VISITORS



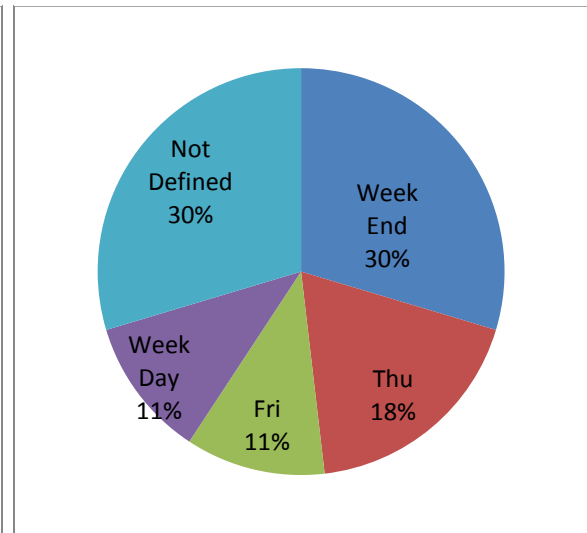
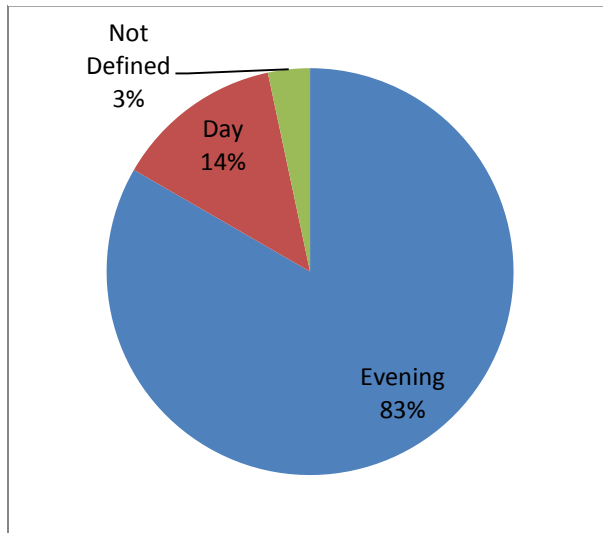
Frequency of Visit: In our research we are trying to assess the success of this project among different types of users. One indicator could be the frequency at which the visitor used to visit Souq Waqif. The following chart illustrates the frequency of visits made to Souq Waqif by visitors interviewed at the survey. Approximately two thirds of total respondents visit souq Waqif twice a month, while 22% of them visit it only once a month.

FIGURE 33 – FREQUENCY OF VISIT (PER MONTH)



We also asked the visitors on their visit patterns in terms of the day of the week and the time of the day to assess the best times the souq is active and attractive to visitors. The result came to highlight that most of visitors prefer to come to the place in the evening and mostly on the weekend.

FIGURE 34 – AT WHAT TIME YOU USUALLY VISIT SOUQ WAQIF? FIGURE 35 – WHEN DO YOU VISIT SOUQ WAQIF MOSTLY?



The main purpose of visiting: visitors highlighted many reasons for visiting the space but mostly related to the activities within the souq. Of these purposes are dining in the restaurants existed within the Souq as they offer a variety of cuisine including the local cuisine which is popular

mostly to Qataris. The Souq is also a shopping destination for many visitors; especially who are seeking items rarely found around the city. Most of the traditional items are found in Souq Waqif in a better quality than other places. Of these items we can list handicraft items, local dressings and clothing, traditional delights, jewelry, antiques, spices and local food stuff, accessories and many more items. (Please refer to the appendix [Photos](#) for photos)

For some visitors, Shisha was indicated as their attraction to visit the souq. Shisha, the traditional “hubble-bubble”, “hooka” or “narghile”, is a smoking instrument for the flavored tobacco, popular most in the Middle East (Source: Wikipedia).

However, many visitors have indicated that the main reason for visiting Souq Waqif was for a walking experience and to socialize with friends. The small number of public open space areas in the city contributed also to the popularity of the place. Many visitors usually visit the souq as a tourism destination as they visit specific parts such as the pet market, the antique shops and the Art Centre, located within Souq Waqif. It is also noted that the souq is attracting a large crowd during its many events and festivals such as the Spring Festival during the month of February. The management of Souq Waqif organizes a number of public events on national occasions where a number of performers deliver shows to the public in a temporary auditorium within the souq boundaries.

On asking on the places that compete with Souq Waqif in terms of the social offering, respondents mainly referred to Katara (profiled earlier in this report). Those respondents mentioned that Katara gives a similar cultural environment but in a modern offering that cannot be compared to the ambiance of Souq Waqif. Other places indicated as example for social life included Pearl Qatar and different retail malls in the city.

The questionnaire also asked whether Souq Waqif reminded visitors of their perspective countries. We sought to understand the pattern the place affecting the memory of its users from different countries. We found that only residents coming from countries in the region (the Middle East) have feeling for the place because it reminds them of their homeland. However, of those, some have highlighted the authenticity question that this place is lacking.

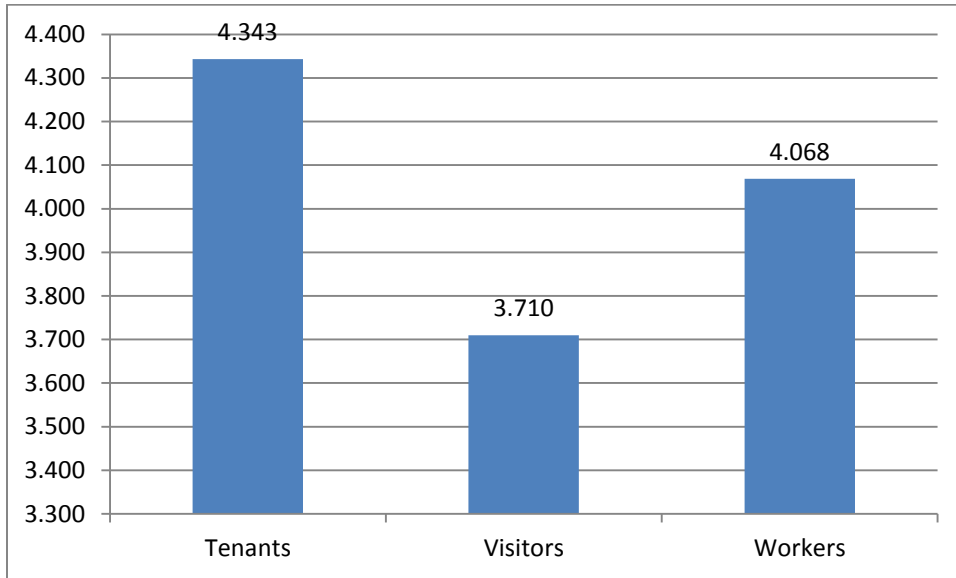
5.2.5 SOCIAL INDICATORS

This subsection will list the result for preference questions that are woven around the social indicators for different categories. Within the questionnaire conditions and limitations the preferences of each group has been defined to reflect the pattern of satisfaction and it is indicative only. (Please refer to *Cautionary Notes*) (For other charts please refer to Appendix [Additional Charts](#))

On average, total sum of responses indicated above-average satisfaction for all types and categories of the space users. This leads us to state that users are generally satisfied with the social experience provided with the souq. The following charts and paragraphs will shed some lights on the specifics of this statement.

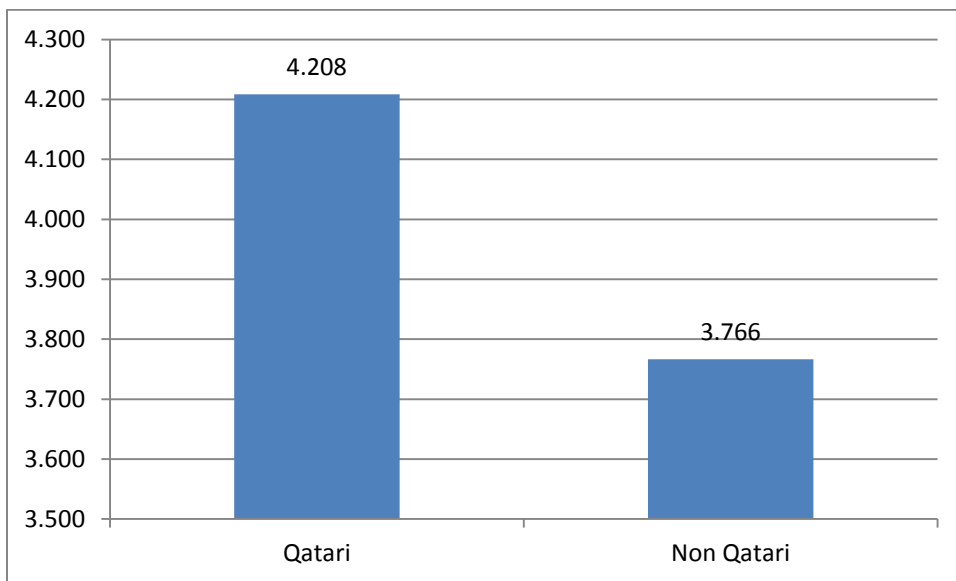
It is found that tenants are better satisfied with their social experience of the souq than visitors and workers. Tenants have scored 3.34 on a scale of 5, while worker and visitors achieved 4.07 and 3.71 on the same scale.

FIGURE 36 – SOCIAL EXPERIENCE INDICATORS – BY TYPE OF USERS



It is also noted that Qataris appreciate the social aspects of the place more than expatriates. That is expected as many social indicators stem from the collective memory, pride in addition to the economic activities for locals within the souq. Satisfaction of Qataris by the indicators referred to in our questionnaire has reached 4.21 out of five while the same for expatriated stood at 3.77.

FIGURE 37 – SOCIAL EXPERIENCE INDICATORS – BY LOCAL / NON LOCAL



The chart and table overleaf illustrate the total satisfaction emanating from the project in terms social sustainability indicators (elaborated in many parts of this report and selected through the process examined in the previous section). The chart represents the total results by all types of users while details by different categories are provided in the appendix [Additional Charts](#) and commentary and explanations are provided within this section and the next chapter with reference to the corresponding chart when necessary.

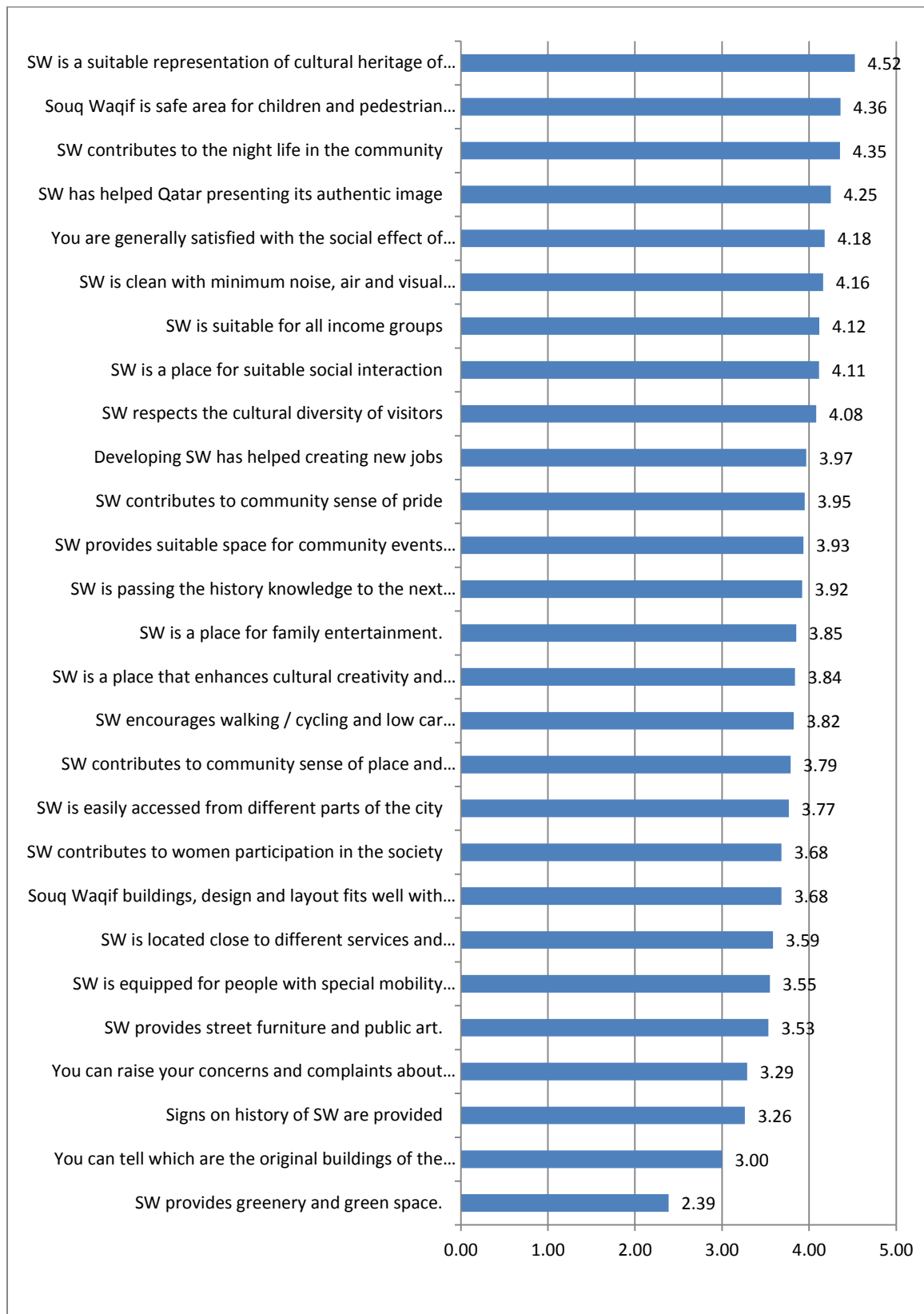
Top Indicators: As indicated in this chart, majority of statements have seen above-average satisfaction by users. The topmost indicator in the list as per the result stated that *“Souq Waqif is a suitable representation of cultural heritage of Qatar”* followed by *“Contribution to the night life of the city”* at 4.52 and 4.35 out of 5 points. *“Safety”*, *“Authentic Image”* and *“the overall satisfaction”* came next on the list. Furthermore, indicators talking on *“environment”*, *“income suitability”*, *“social interaction space”* and *“cultural diversity”* have been ranked in the positions 6 to 9, respectively and have scored above 4 points. It is noted that *“Sense of Pride”*, *“Sense of Place”* and *“Women Participation”* have ranked at the positions 11, 17 and 19 respectively. The least satisfied factors are *“History signs”*, *“physically preserved buildings”* and *“green spaces”* in the last three positions.

TABLE 10 – SURVEY RESULTS - ALL

#	Code	Question	Result (in descending order)
1	5.04	SW is a suitable representation of cultural heritage of Qatar	4.52
2	5.01	Souq Waqif is safe area for children and pedestrian friendly	4.36
3	5.21	SW contributes to the night life in the community	4.35
4	5.05	SW has helped Qatar presenting its authentic image	4.25
5	5.25	You are generally satisfied with the social effect of Souq Waqif	4.18
6	5.10	SW is clean with minimum noise, air and visual pollution.	4.16
7	5.17	SW is suitable for all income groups	4.12
8	5.02	SW is a place for suitable social interaction	4.11
9	5.03	SW respects the cultural diversity of visitors	4.08
10	5.07	Developing SW has helped creating new jobs	3.97
11	5.20	SW contributes to community sense of pride	3.95
12	5.22	SW provides suitable space for community events and celebrations	3.93
13	5.23	SW is passing the history knowledge to the next	3.92

		generation.	
14	5.16	SW is a place for family entertainment	3.85
15	5.06	SW is a place that enhances cultural creativity and promotes inter-cultural understanding	3.84
16	5.11	SW encourages walking / cycling and low car dependency.	3.82
17	5.19	SW contributes to community sense of place and identity	3.79
18	5.08	SW is easily accessed from different parts of the city	3.77
19	5.18	SW contributes to women participation in the society	3.68
20	5.27	Souq Waqif buildings, design and layout fits well with the surrounding neighbourhoods	3.68
21	5.09	SW is located close to different services and amenities (healthcare, educational, entertainment, shopping, leisure, etc.)	3.59
22	5.15	SW is equipped for people with special mobility requirements / handicapped	3.55
23	5.13	SW provides street furniture and public art.	3.53
24	5.14	You can raise your concerns and complaints about SW easily.	3.29
25	5.24	Signs on history of SW are provided	3.26
26	5.26	You can tell which are the original buildings of the souq and those that are newly built	3.00
27	5.12	SW provides greenery and green space.	2.39

FIGURE 38 – RESULT OF SURVEY – SOCIAL INDICATORS - ALL



6 CHAPTER 6 – CONCLUSION AND RECOMMENDATIONS

6.1 REFLECTION AND DISCUSSION

As the main hypothesis this search is trying to justify is basically contrasting planning (or no planning) for social sustainability with the social impacts of the project, we are obliged to seek information on the planning process occurred of the project through project designers, development managers and people who witnessed the transition. In addition, we had to seek consultancy from experts on heritage close enough to the project so they can have answers to our questions.

The discussion with experts has been focused on two main themes; (1) the planning process of the project and the expected outcome; and (2) the main indicators introduced in the survey (the previous section) through the eyes of experts.²

6.1.1 PLANNING FOR SUSTAINABILITY

According to the project designer, the project main theme was to revitalize the space and to bring back its core function, which is being a market place. Aims of the project can be summarized into four points (*Abdullah*): (1) restore the identity of the heart of the capital city (2) revitalize the authenticity and the original footprint of gulf architecture; and (3) to create a tourist destination for locals and foreigners. (4) to restore the commercial function of the place with shops and offices available for locals and expatriate residents.

Sustainability notion, by itself, was not present upon conceptualization of the project. However, we can assert from the designer points that commercial activities were the basic thread to give the place its life. Therefore, the economic aspect has been considered as a condition for the project success. Later, the environment aspect was partially considered through trying to use traditional building materials and technologies. However, according to experts (*Radoine*), buildings within souq Waqif are not considered green.

Though the above mentioned four objects don't contradict with the different social sustainability themes as elaborated earlier in this report, planners didn't take into account different perspectives of this notion and it was not brought into their framework at that time, and there was no social dimensions in their priority list at the time, according to the planner. Nevertheless, planners knew that the project will obviously affect the social lives of the locals and residents.

² Experts are referenced within this section by adding their names within parenthesis. (*Example*)

At some point, planners admit that some social aspects were completely ignored as “*the protection of the old buildings was a priority, so we had to preserve the original design. We didn’t consider other implications.*” Social impacts have been regarded as “*evitable*” and as “*by-products*” and “*embedded*” within the project main goals.

No social studies have been conducted in the design stage of the project. The designer has consulted the property owners on-site and some elderly in the city to sketch a conceptual design based on the actual image existed on the site 60 to 70 year ago. During this process the main points upon which the designer’s survey was based, were the physical characteristics and the appreciation of the past among these people.

From discussion with the designer, two dimensions of social sustainability

It was not possible, during the preparation of this report, to acquire any document that is related to the planning process and the plan details. Documents pertaining to this project, and the project itself, are considered a property of the Private Engineering Office, a direct subsidiary of the Emiri Diwan, and thus they are highly confidential and not allowed to be distributed.

6.1.2 EXPECTED SOCIAL IMPACTS

As discussed above a number of social impacts have been captured during the designing stage by planners and was part of the goal of restoring the function of the market. With time these expected social impacts has been proved correct.

A gathering place: Knowing the importance of the Souq itself as a symbol of the past for most of the Qataris, it was expected that the market will be a gathering place for elderly locals. It has been a popular place in the past for them and revitalizing it will attract them again, specifically to popular cafes inside it. The designer (*Abdulla*) has referred to the fact that the souq has become “*a retreat*” for locals after a day of stress at their businesses. He noted that Souq Waqif is close to different parts of the city especially the commercial centre of the city, for example, the stock market centre. Many traders in the stock market park their cars in the Souq parking zone and walk to the building nearby. After a heavy and stressful day they come back to their cars and they take the opportunity to have some rest in a café or at a restaurant. They used to say that the souq has become for them a retreat to relax after a long stressful work day. Mr. (*Boussaa*) has explained that meetings in the souq are distinguished with their traditional Bedouin coffee with shisha. They meet at the mosque or at the Cafés.

THE SOUQ HAS BECOME “*A RETREAT*” FOR LOCALS AFTER A DAY OF STRESS AT THEIR BUSINESSES.

M. A. ABDULLAH, PROJECT DESIGNER

Collective Memory: The gathering of local people in cafes almost on a daily basis, have enhanced the verbal conveying of history to the country to the next generation through telling stories during these sessions. *Majlis, the reception hall of a traditional Gulf house*, has been functioning as a gathering place since the days of tents, and currently locals have created their own *Majlis's* inside souq Waqif. They meet in the souq to socialize, to chat, to tell stories of the past, to reflect on their history and their current time (*Bousaa*). Thus, creating a collective memory that can be sustained to many generations to come.

Sense of Place, Sense of Pride and Identity: Within the core message this project is designed to deliver is realizing a better image for the country that symbolizes the identity and the pride of locals. As inferred by reviewing different literature regarding the Souq and its development history including news reports in addition to discussions took place during the preparation of this report, the Emir has realized the necessity of an icon that symbolize the city, its history and its potential. The rise of the small state as a host to regional and international events (not beginning only with the Gulf Cup 2004, and the Asian Games 2006), has urged the decision makers to improve their image. Experiences of regional cities in this regard, especially Sharjah and Dubai, have helped a lot in conceptualizing the idea.

Restoring the Market Function: As mentioned in the previous subsection, restoring the commercial activity of the market was one of the main purposes of the project and planners have anticipated that by doing so, the society in Qatar will gain a distinguished shopping destination and it will be an income source for business owners and workers within its shops, and it will contribute to the overall economy of the country.

Apart from the above, we didn't sense that planners have had a full idea on the social impacts of the project.

6.1.3 A CASE OF CONTRA-GENTRIFICATION

There is no gentrification happening over the development of souq Waqif. The typical case of gentrification that is similar to what is found in for example the other Arab countries or Europe is usually expected in most cases of inner-city developments (Robert & Hykes 2010, UNESCO 2007). However, the case of Souq Waqif is contra-gentrification as the locals (supposedly earning higher income than expatriates) have left the central parts of the city to newly built areas. Local people when they get the money, they sought new and large houses and shops so they left their properties and rented them out to expatriates. The only apartments left in the souq are accommodating some workers who are staying in the upper levels of the shops (*Boussaa*)

6.1.4 BENEFITS OF A TOP-DOWN POLICY

As elaborated earlier in the section on Souq Waqif development, the project was one of the ideas conceived by the Emir of Qatar. It is clearly that the design and execution approach was vertical top down. Consulting different parties participating in this research, including experts and tenants, they all applauded this approach and felt it is suitable for this kind of projects.

“It is necessary because the purpose is to save and protect the heritage”, said one interviewee. “If we left it to original owners, they will destroy the properties and built new structure. If we gave them freedom they will come up with non-harmonic mix of buildings. The government did the right thing by not allowing that happen”.

Another point was highlighted by the designer is that the government found that there is a legal and economic problem to work on properties owned by locals of whom some are dependent on their properties in terms of living and earning. So the government was forced to buy all properties to do the rehabilitation. “For example, we had to remove and replace the ceilings of the old buildings in the souq, this will require the closure of the place, and it won’t be functioning during the whole project period. This is something owners cannot afford to live with. You need to replace doors, windows, and other fixtures, to do painting, finishing, etc”.

The case of the region, the gulf, the philosophy of association and public partnership is not yet common as the society is still developing and it has witnessed rapid changes over the last decades (*Boussaa*). These concepts are not yet fully realized and the top down approach answers key development questions without disturbing the harmony and serenity in the society.

People who were directly affected by the project have laid their trust in the government. They thought that this project will flourish their trade, and therefore their lives (*Abdullah*). People knew that this project will increase the number of visitors and this will have a great impact on the people.

6.1.5 AUTHENTIC VS. REVITALIZED

According to the designer, the project developers did a survey to evaluate the state of the souq. They found that more than 75% of buildings are old and original. The remaining 25% of buildings were newly built in place of demolished structures. So the idea was to demolish the new structures and to erect replacements similar in design to those existed before. The original buildings has been rehabilitated and improved to restore their original look. This modification has resulted in the loss of the authenticity of the buildings. However, for a number of interviewees, the term *authentic* is usually misunderstood as it is mixed with “*physically long-existed*”.

We sought from experts participating in this research answers for the specific question of classifying the type of the project; the answers came varying to some extent. (*Abdulla*) and (*Al Salem*) used the words *Heritage*, (*Boussaa*) used the words *Regeneration* and *Conservation*, while (*Radoine*) used the word *Rehabilitation*. It reflected the debate among specialists and executives on the heritage-related notions. Nevertheless, the four experts used the term “*Revitalization*”, referring mainly to the function of the souq.

Radoine (2010) has referred to a group of professionals who could not fully accept the project; mainly archaeologists who criticize the restoration method of the souk. Specialized in archaeological sites, these archaeologists could not grasp the revival of heritage to be updated

for contemporary use. However, the souq gradually is becoming an integrated part of the cityscape of Doha.

6.1.6 THE SOUQ AS A GENERATOR FOR CREATIVE ACTIVITIES

Creative industries are a recent notion to Qatar as little activity has been witness prior to the nineties of the last century. Introducing a number of cultural initiatives in the country by the government has triggered the creative industries such as filming, events and arts. The Souq has been active in hosting a number of exhibitions and festivals. Having the Souq Waqif Art Centre in the middle of the souq has given the place a unique identity as a place of art. The souq is also a festival arcade for a number of events such as the Spring Festival and national days' activities such as parades and formal spectacles. *(Please refer to the appendix [Photos](#)).*

To the east of Souq Waqif (technically within the Souq's boundaries), the vacant land plot is turned into a temporary stadium during festivals where public concerts are held every year. These concerts are mainly targeting locals and the Arab expatriates.

6.1.7 NEGATIVE IMPACTS OF SOUQ WAQIF

We tried to have a feeling for the possibility that Souq Waqif has affected negatively in a way or another on the Qatari society. However, interviewees have asserted that the project didn't affect negatively the social texture of the city. Negative remarks were revolving around the process of development, the management and the usage of the space, but generally speaking impacts has been regarded as positive by users and experts participating in the survey.

6.1.8 EXTENDED EFFECT OF SOUQ WAQIF

Other projects being currently developed in the country such as Doha Land will be inspired by Souq Waqif. Many architects and artists in the area have been inspired by the Souq Waqif experience. Doha Land "aka Musheireb" Project is promising a Souq arcade with Islamic architecture and elements from the Gulf style found in Souq Waqif.

Katara, the cultural village of Doha, has been built to lead the role of a cultural district with a façade inspired by the built heritage of the country and the world, indicating a growing attention to the importance of this type in reshaping the city's image.

In addition, the success of Souq Waqif as a new image of the city has encouraged the government to initiate other heritage-based projects similar to the concept of souq waqif. These projects include the rehabilitation of Al Asmakh Street, Souq Al Najada, and the Old Hitmi. These projects will comprise a large residential component where the focus is mainly residential. They already started evacuating some parts of Al Asmakh Street, but project completion is yet to be announced. These projects are promising to revitalize the heritage 'touch' to this area and it is very important to link Souq Waqif to these developments to sustain the life of the central parts of the city.

6.2 INTERPRETATION OF THE RESULTS

The social indicators used in the questionnaire are being segregated into the social sustainability ten themes as illustrated by literature. Discussion of these themes is based on responses of the respondents and the elaboration of experts interviewed. We are trying to summarize these results linking them to the social sustainability notion.

The following sub-section details the social impact of the project within the social sustainability themes.

6.2.1 DEMOGRAPHIC CHANGE

Due to the commercial nature of the project, it has not been able to exert any demographical change on the society. Its effect in this regard is limited to the number of worker within the space. However, it is expected to form a positive factor upon developing the areas surrounding Souq Waqif as then it will be a unique selling point for these new developments and will help encouraging people to move to the inner cities.

6.2.2 EDUCATION AND SKILLS

As put by one of the experts (Boussaa): “There is no education happening in the Souq”. A big issue is the signboards on the buildings; Stories about the Souq are told on the mouth of elderly people, but visitors don’t have the chance to get exposed to these stories.

However, the importance of the place as a means to pass the knowledge to the next generation is appreciated by respondents as they have rated this factor at 3.84 out of 5.

On the other hand, by asking visitors to the place; they indicated that they don’t know the Souq or its history and there is no reference to educate visitors as expected in any heritage related development. Young local Qataris visiting the Souq have specifically showed less knowledge on the Souq’s history.

The Souq might be considered as an education centre for arts as it accommodates the Souq Waqif Art Centre.

6.2.3 EMPLOYMENT

Though Souq Waqif is not regarded as an important provider of employment, their indirect effects are significantly appreciated. Our survey has also indicated that employment factor is well understood by users of this development. For the total respondents, this factor has scored 3.97 on a 5-point scale and ranked 10 on our list of indicators. However, this factor is more appreciated for Workers (4.25) and Tenants (4.4)³.

³ Detailed results at this level are not provided within this report.

The place is the number one tourism destination in the country, according to residents and experts and many tourism services providers have been active in marketing the place and growing.

In addition the preservation of the traditional handicrafts, especially among locals, has been long placed as part of the sustainability of any place. Souq Waqif has been successful in protecting these professions and allowed space for their expansion and development according to business owners inside the Souq.

The Souq provides an employment opportunity for between 1,000 and 2,000 employees, according to the managers. No precise estimates on the indirect employment impacts of the Souq are available.

6.2.4 HEALTH AND SAFETY

The function of the souq as a market place has resulted in a less contribution to the health component of community sustainability. The souq doesn't provide any health services.

Safety is highly appreciated by the visitors, tenants and workers and it is considered achieved. As per our survey results, satisfaction of users in safety measures have scored 4.3 out of 5 among all respondents ranking it the second among other factors.

Nevertheless, some visitors have highlighted the fact that due to the narrow streets of the Souq and the increasing numbers of visitors, children might be prone to getting lost.

Protection against fire is another concern and some have indicated that measures of fire alarms are provided but they deem it not sufficient. The small country has witnessed a number of serious fire accidents and due to the many flammable materials existing in the area it is necessary to review safety measures every now and then.

Though the Souq is guarded by police day and night, security is still a concern for some tenants.

6.2.5 HOUSING AND ENVIRONMENTAL HEALTH

The contribution of souq Waqif to housing is limited within the project itself as it doesn't include residential element. However, it is expected to contribute to the residential areas surrounding it once developed in the future. It is regarded as an attraction factor and a sustainability bond.

On the other hand, environmental issues have grabbed some attention from respondents. Two questions have been included in the questionnaire to touch on the contribution of Souq Waqif to the environment. The first is asking on the "*Cleanness, noise, and air and visual pollution*" which have scored high on the scale of the questionnaire. (4.00 out of 5 for all respondents). It is clearly evident that the space is regarded as clean and environmentally accepted. Tenants and workers have ranked this factor higher than visitors (4.58 for workers and 4.6 for tenants.)

The second question was asking on the greenery existed in the project as it would be crucial to the development to be regarded as environmentally sustainable. It was clearly found that the lack of green spaces have been seen as a negative aspect. The statement “*SW provides greenery and green space*” has obtained the least points in our survey for all types of respondents. (2.16 on a scale of 5).

It is found that the souq Waqif experience encourages walking and cycling and low car dependency among users. Respondents to this statement have rated it at 3.64 points out of five.

Another issue is the climate of the city and its implication on the visit experience to the souq. Climate is taken for granted in inner places of the city and the shading of souq Waqif is usually not effective during summer times and even day time of less harsh seasons. Tenants and visitors alike highlighted the impact of the climate on businesses and the attraction of the development. They are of the opinion of adopting the help of cooling technologies to be used in the souq.

6.2.6 IDENTITY, SENSE OF PLACE AND CULTURE

Cultural aspect of the project is the main significance of the project and constitutes its core value and purpose at the same time. The Souq is regarded now as a symbol of the cultural heritage of Qatar and by far a source of pride, identity and sense of place.

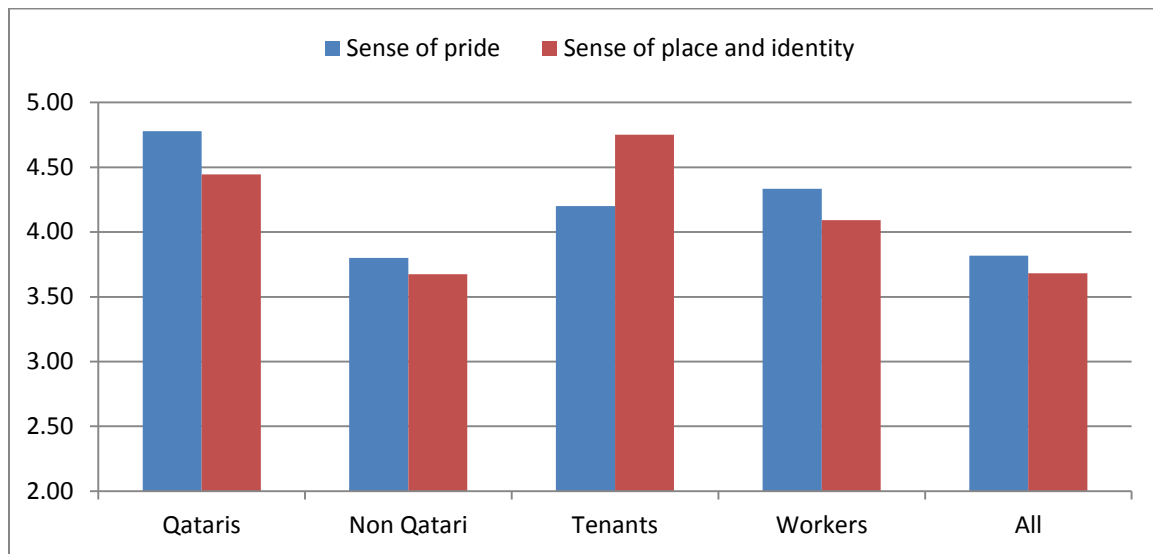
As elaborated by Stubbs (2004), Yung (2011) and Colantonio and Dixon (2009), these factors are the main contributors to social sustainability of the heritage-based projects. Therefore they have been addressed within our survey in a number of detailed questions.

All respondents to the survey think that SW is a suitable representation of cultural heritage of Qatar. This statement has scored the highest among all other factors at 4.47 for all respondents. The same thing applies to the statement that SW has helped Qatar presenting its authentic image (4.2 points) at the fourth place for the overall users.

However, asking on the sense of pride and sense of place has resulted in a lower satisfaction among users. This is clearly understood if we separate visitors from Tenants and workers or if Qataris and non-Qataris are examined separately.

For the entire sample of respondents, the factors of “sense of pride” and “sense of place and identity” have achieved a satisfaction level of 3.82 and 3.68, respectively. The following chart explains the differences and clearly illustrates how Qataris feel the contribution of the souq to their community Sense of pride, sense of place and identity.

FIGURE 39 –SENSE OF PRIDE AND SENSE OF PLACE BY DIFFERENT TYPES OF USERS



6.2.7 PARTICIPATION, EMPOWERMENT AND ACCESS

Participation is a key word towards social sustainability. The survey has considered a number of aspects of participation including decision making process and women participation and the proper distribution of information among stakeholders.

It is found that the tenants have little awareness on the process of participation and its importance. They believed that the management is taking best possible decisions on their behalf and they are satisfied with its performance. This might raise an alarm towards a possible contradiction with social sustainability principles.

Low participation is thought to be behind the less awareness of improvement possibilities in the souq. As stated by many tenants, they believed that an optimum state of space usage of Souq capacity has been reached and thus they can't anticipate more improvement.

We asked participants if they can raise concerns and complaints about SW easily, the result was not encouraging as this statement was ranked second to the last at 3.07 point on a scale of 5. This is evident that participation, though justified by users sometimes, is not achieved.

It is believed that the project contributes to women participation in the society through opening the door for female workers in the place and providing an open space for social interaction. This point has rated at 3.68 points by respondents.

However, due to complaints to shoppers about the large of masses of workers who flood the souk on holidays, the municipality has limited the access of workers in groups or big masses. (Radoine 2010) This is regarded as negativity to the social cohesion a typical socially sustainable development would aim at achieving.

6.2.8 SOCIAL CAPITAL

The social capital notion in its simplest definitions is expressing the strength of social networks among individuals in the group or as put by Cuthill (2009) *“Promoting social networks and a sense of social responsibility”*.⁵⁸

To address the notion of social capital Colantonio and Dixon (2009) has suggested a number of factors that help verifying and assessing the social capital in the community such as figures related to organizations encouraging socializing and gathering and related activities by users of the space. In Souq Waqif, however, it is evident that it has become a voluntary gathering place for locals and expatriates. Elderly locals have found in the place the suitable meeting area as seen in the previous section from discussion with locals on the site and experts.

The social networks are very strong and highly appreciated in the Arab and Islamic communities in general (Elsheshtawy 2008). Therefore, experts consider this factor is achieved in the community and Souq Waqif is helping it.

Tenants in the Souq are dealing with each other in a friendly way, most of the cases; they ask for each other and they exchange favours. However, arguments are raised that the level of trust has been gradually declining due to the increase in the complexity of the social network being built up with time, according to a number of business owners.

6.2.9 SOCIAL MIXING AND COHESION

The city of Doha, like other cities in the region of the Gulf, has been particular in terms of the social mix they accommodate. It is accepted that the communities within these cities are heterogeneous as they are composed of smaller communities that don't mix properly due to many factors elaborated in the section on the society characteristics. Therefore, it is required by any future development or governmental policy to ease the social exclusion and disparity among residents.

As elaborated by the designer of Souq Waqif: *“I think diversity of offering is a positive thing, because Qatar has a rich diversity of culture. Qataris in the country account for approximately 10% of total population. Thus, it is important to reach some sort of a cautious balance in offering that doesn't breach the philosophy of the place”*.

To address this issue our survey has incorporated a number of questions around this particular aspect. Souq Waqif is found suitable for all income groups (4.02 out of 5 points) and it respects the cultural diversity of visitors (3.91) and it provides suitable space for community events and celebrations (3.8).

Events and cultural activities encourage interaction between people of varying ages, incomes, ethnicities and abilities.

On the other hand, Souq Waqif is not fully equipped for people with special mobility requirements / handicapped. Routes are difficult to roam for wheel-chaired persons and special access is not provided. This statement has scored 3.30 on a scale of five by respondents.

The open spaces of the souq are visited by different groups of different categories and ethnicities.

6.2.10 WELL-BEING, HAPPINESS AND QUALITY OF LIFE

Souq Waqif is now considered as an open space retreat for Doha residents and tourists and it continues to attract visitors of all categories. Therefore, it is contributing to the welfare of the society. A number of factors can help elaborate on this notion. The gathering of the elderly is one important factor as they are requiring special care in some societies while it is self-sustaining in souq Waqif for many. In addition, Souq Waqif contributes to the night life in the community (4.29 on the survey list).

Souq Waqif is located close to different services and amenities such as healthcare, educational, entertainment, shopping, leisure, etc. (Achieved 3.49 points), and it is easily accessed from different parts of the city (3.52 points out of five)

Though Souq Waqif is a place for family entertainment (3.68 points out of 5), it is lacking special playgrounds and kids attractions. This was highlighted by a number of visitors to the souq.

On another point, Souq Waqif doesn't provide street furniture and public art (except for the restaurants and cafés street tables and antiques exhibited by shops).

6.3 RECOMMENDATIONS

As seen from the analysis of the interviews with the planner, the manager and the experts in addition to the survey results we arrived to a number of conclusions.

6.3.1 PLANNING FOR SOCIAL SUSTAINABILITY

Asking on what if social studies were present during the planning process, three of the experts have agreed while (*Radoine*) has showed a different opinion as social studies wouldn't have had great impact due to the top down approach used in designing the project.

It is admitted by all interviewed experts that there were no social studies conducted prior to commencing the project. The Souq has been considered very confidential as it is under the direct guardianship of the Private Engineering Office of the Emiri Diwan (the Office of the Emir). Thus, information is not openly shared and confidentiality is at its high levels.

The project is considered the last Fareej of Doha heritage. The Private Engineering Office is dedicated to top important projects and souq Waqif management office is dedicated to the souq.

Social studies are very important and critical in reshaping the target of the development and the Souq would have been given a better face in response to people perspectives (Boussaa). The souq has lost a big part of its purpose by adding foreign elements that are not connected to heritage, traditions or anything related to the past (e.g. the new shops such as Hagen Daas and Starbucks). This is disturbing the identity of the project and the people response to such change is not studied thoroughly.

A number of planning issues have been raised during discussions; especially coordination among different governmental planning entities. According to (Boussaa), there are a number of associations, governmental bodies and institutions that are active in the cultural and the built heritage, but there is a severe lack of coordination between them. The souq is under the direct supervision of the Emiri Diwan, with a separate management with minimal coordination with other parties. Other built heritage is under the Qatar Museum Authority. This caused some chaos in Doha. We have almost 8 bodies that are active in this field but no coordination between them. Thus, there is no unified conservation strategy in Doha.

6.3.2 MANAGEMENT RECOMMENDATIONS

- Protection against fire is another concern and some have indicated that measures of fire alarms are provided but they deem it not sufficient. The small country has witnessed a number of serious fire accidents and due to the many flammable materials existing in the area it is necessary to review safety measures every now and then.
- It is possible that mixing the new with the old is a strategy to attract a bigger portion of visitors and to make a cultural diversity of the offering of the souq.
- Maybe. But it disturbs the theme of the project. You can find the other variety of shops in many other places of the city. You can go to Villaggio, City Centre or any other large retail mall. Expectations of visitors to Souq Waqif are limited to the authentic and traditional places, not something international. Heritage is supposed to address the needs of the past, the present and the future on the condition it doesn't harm the past, specifically.
- These shops have a different façade with colors that are visually disturbing the overall theme of the market. The color palette of the Souq is in harmony except when you see these 'intruders'.
- Greenery is one big issue as it lacks green plants
- Many people complain about Shisha as it affects the aesthetics and function of the souq. It is considered, for Qatari local, that shisha is foreign to traditional life of Qatar which this development is supposed to represent.
- It is proposed to consider prohibiting Shisha from the ground floors and moving it to open terraces in the upper level of restaurants and cafes to leave pedestrians moving freely on the street.

- no ample parking spaces.
- no pedestrian links with adjacent neighbourhoods. No crossovers or pedestrian bridges or tunnels over the busy G. Hamad St. for example. It is very dangerous.
- Part of the survival of the Souq is to be connected to the different surrounding to make in a one experience.
- There is no special handicapped access or privileges apart from car parking. But handicapped can roam around with not too much difficulty.
- The souq is a destination for all family members right now. However, there is no proper designated children area or playground. It is a big gap; it is urgency.
- For community events, it is not very popular as its size and the lack of wide open spaces don't support events. The Cornish is a better place.
- A big issue is the signboards on the buildings,

6.3.3 AVOIDING DECAY

The city of Doha, like other cities in the region of the Gulf, has been particular in terms of the social mix they accommodate. It is accepted that the communities within these cities are heterogeneous as they are composed of smaller communities that don't mix properly due to many factors elaborated in the section on the society characteristics. Therefore, it is required by any future development or governmental policy to ease the social exclusion and disparity among residents.

The most important factor of all is the activities of Souq Waqif, we have to preserve the activities in order to keep attracting visitors. This is the main function of the project. If these activities fade with time, the Souq will be dead for sure.

If Souq Waqif remained an isolated island in the middle of nowhere it will die for sure. It should be inter-connected to other projects and neighbourhoods around it. The best near example is Musheireb project and Cornish. It will make it more livable and more sustainable. Thus, even if activities are preserved, the project will fade and eventually die if it is not linked properly with the coming projects and the surrounding areas. There is a proposed project of a tunnel that links with Musheireb.

Within the next 10 years, the challenge is how to enhance the inner areas of Qatar and how to upgrade their quality to international standard to be more viable and able to attract more visitors and to show the heritage of Qatar. The challenge is to make this area more exposed and the strategy of connecting the local and the global.

Souq Waqif has a specific stamp in the daily life of the city. In order to remain alive it has to protect this stamp and to protect its identity. The competency with other projects is not a big factor if Souq Waqif kept its originality and uniqueness. It is the only heritage-based project so far. Other competing projects include Katara (the cultural village) but it is a completely new development.

There are new heritage-based project similar to the concept of souq waqif. These projects include the rehabilitation of Al Asmakh Street, Souq Al Najada, and the Old Hitmi. These projects will comprise a large residential component where the focus is mainly residential. They already started evacuating some parts of Al Asmakh Street, but project completion is yet to be announced. These projects are promising to revitalize the heritage 'touch' to this area and it is very important to link Souq Waqif to these developments to sustain the life of the central parts of the city.

The main goals for the other three projects in the central Doha at this stage are to stop the degradation of the area, evacuate labourers who are staying there, and start the restoration process and later they will decide what kind of activities they will put.

Having this project successful to this extent reflects the great effort that has been put into it. If the management couldn't be able to preserve these great efforts, and leave it subject to personal discretion and arbitrary modifications, the development will soon fade. Any unbalanced and unplanned changes are negatively affecting the project and might lead to its decay. This might happen due to a number of malpractices such as allowing for heterogeneity in colours or visual appearance, in building materials, in architectural theme or in activities. Therefore, I am afraid that such irresponsible and irrational practices (by both users and managers) will lead the project to avert away from its main objectives and eventually decay.

6.4 FURTHER RESEARCH

As discussed in the introduction and the methodology, this research is meant to provide an overview of the social sustainability of a heritage-based project and to establish the grounds for a full-fledged research that takes into account various indicators on more detailed levels.

This research will open the door wide to studying sustainability for culturally led / historical rehabilitation projects especially from the point view of social sustainability, and more specifically, in cities with historical centres. The lessons learned from this research are expected to be utilized in many similar project being either planned or under-construction in different cities in the same region. The study might be a starting point to develop a rating system to measure more precisely the social sustainability of similar urban development in a quantitative scaling system. Moreover, further research might lead to use similar methodology to inspect other aspects of sustainability.

7 APPENDICES

7.1 REFERENCES

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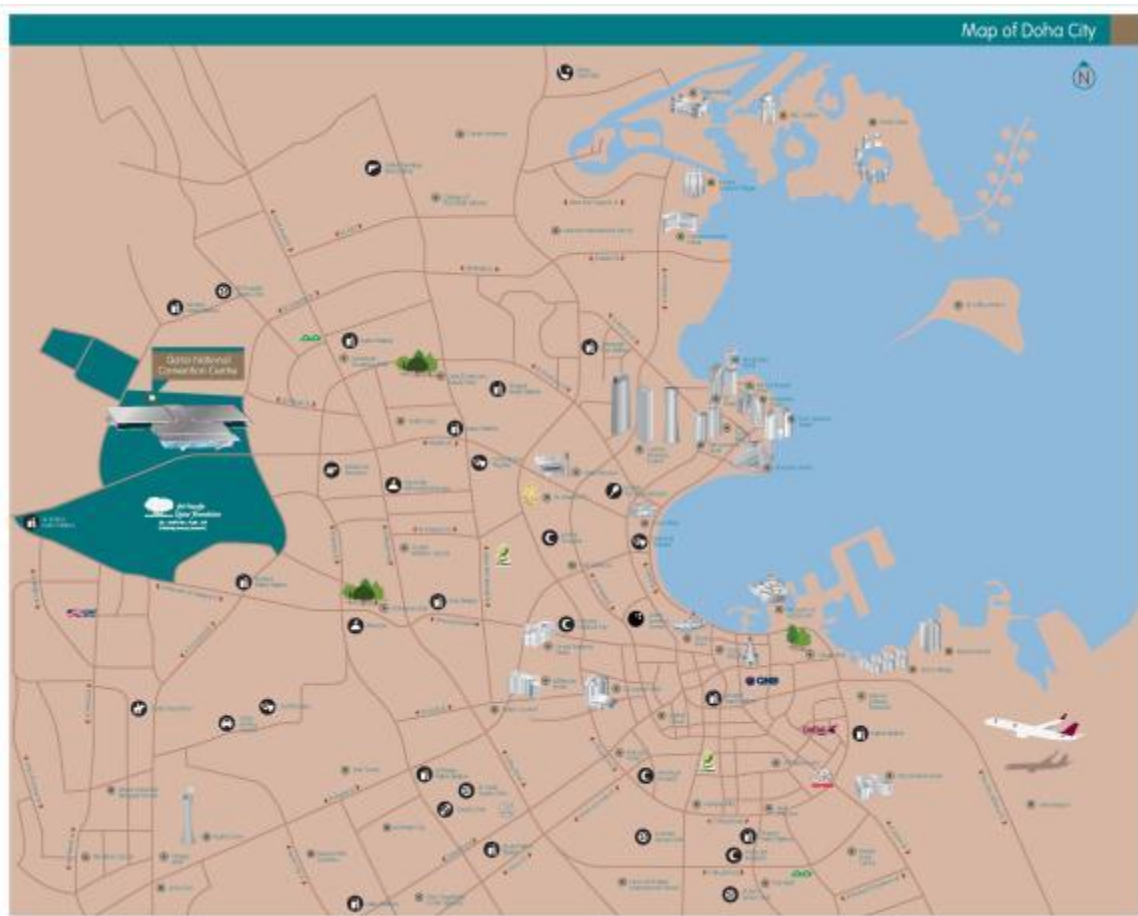
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7.2 MAPS

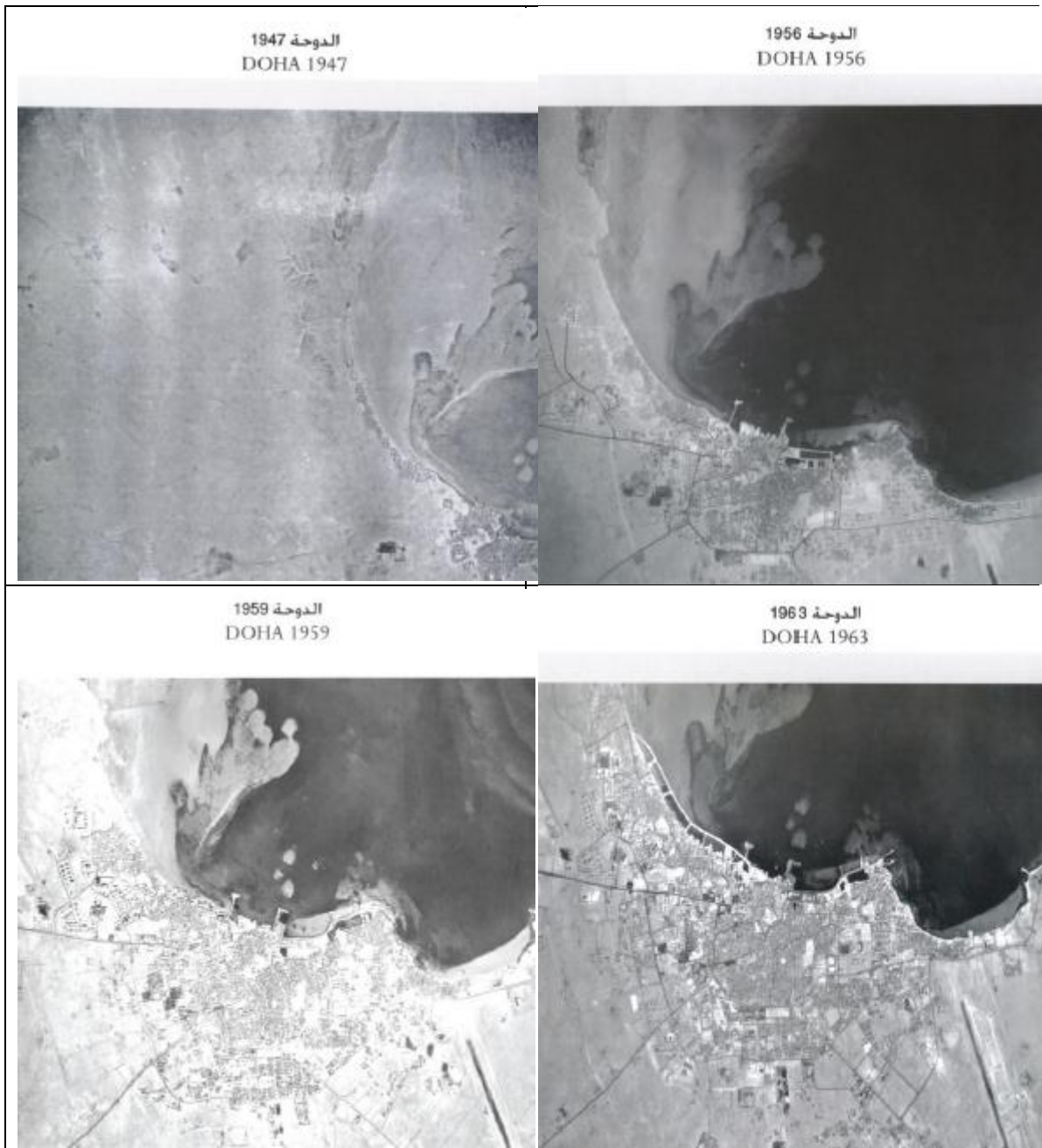
7.2.1 QATAR MAPS

FIGURE 40 – DOHA MAP – (QATAR FOUNDATION)



7.2.2 DOHA URBAN TEXTURE 1947 – 2003

TABLE 11 – DEVELOPMENT OF DOHA URBAN TEXTURE (1947 – 2003) – SOURCE: KHAYAT CONTRACTING & TRADING



الدوحة 1966
DOHA 1966



الدوحة 1971
DOHA 1971



الدوحة 1973
DOHA 1973



الدوحة 1977
DOHA 1977





7.2.1 SOUQ WAQIF MAPS

FIGURE 41 – SOUQ WAQIF PLAN



FIGURE 42 – SOUQ WAQIF SHOP PLAN – SOURCE (AARIF, AL SOOJ & AL KHAABI 2008)

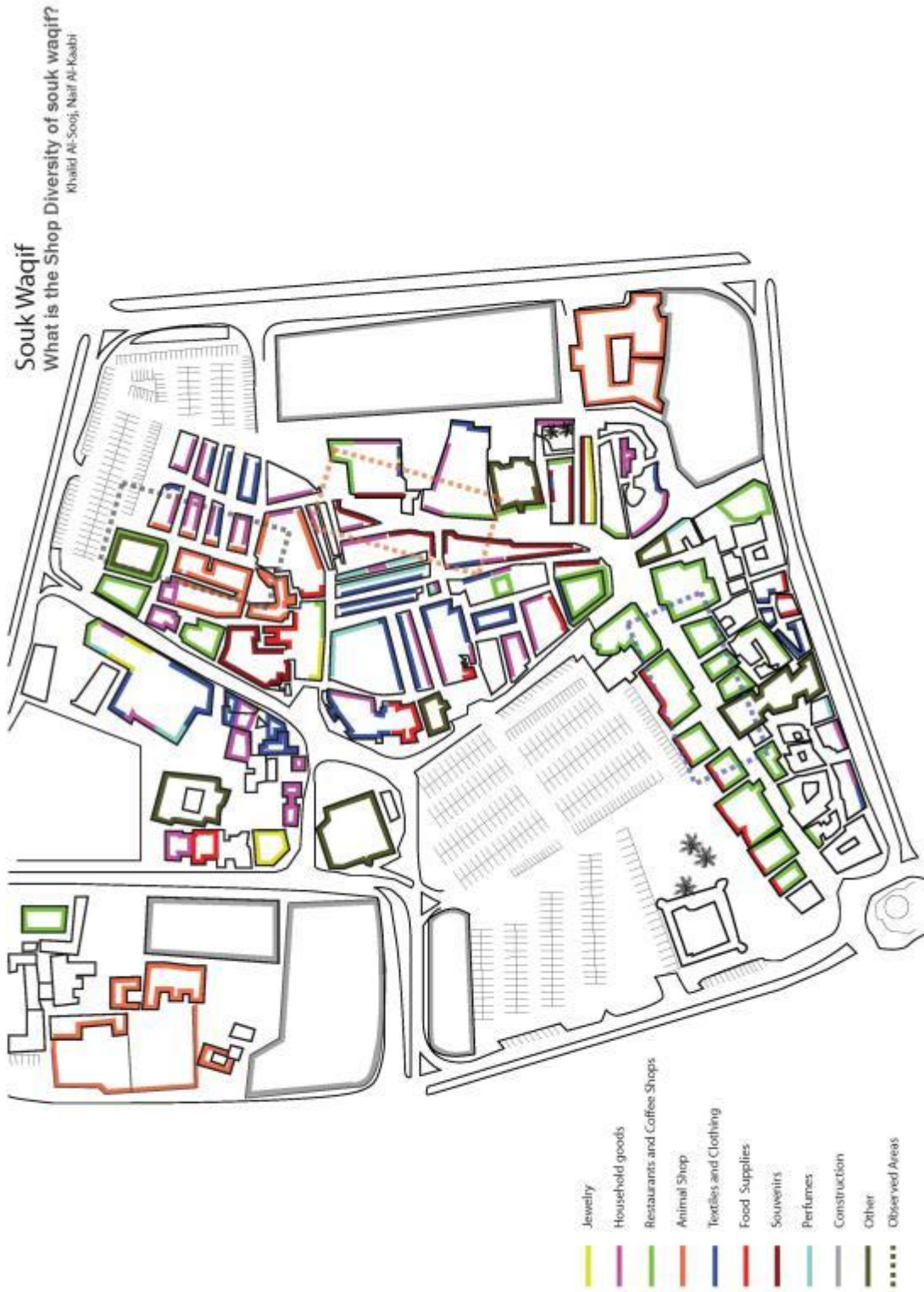


FIGURE 43 – PARKING SPACES IN SOUQ WAQIF - (AARIF, AL SOOJ & AL KHAABI 2008)

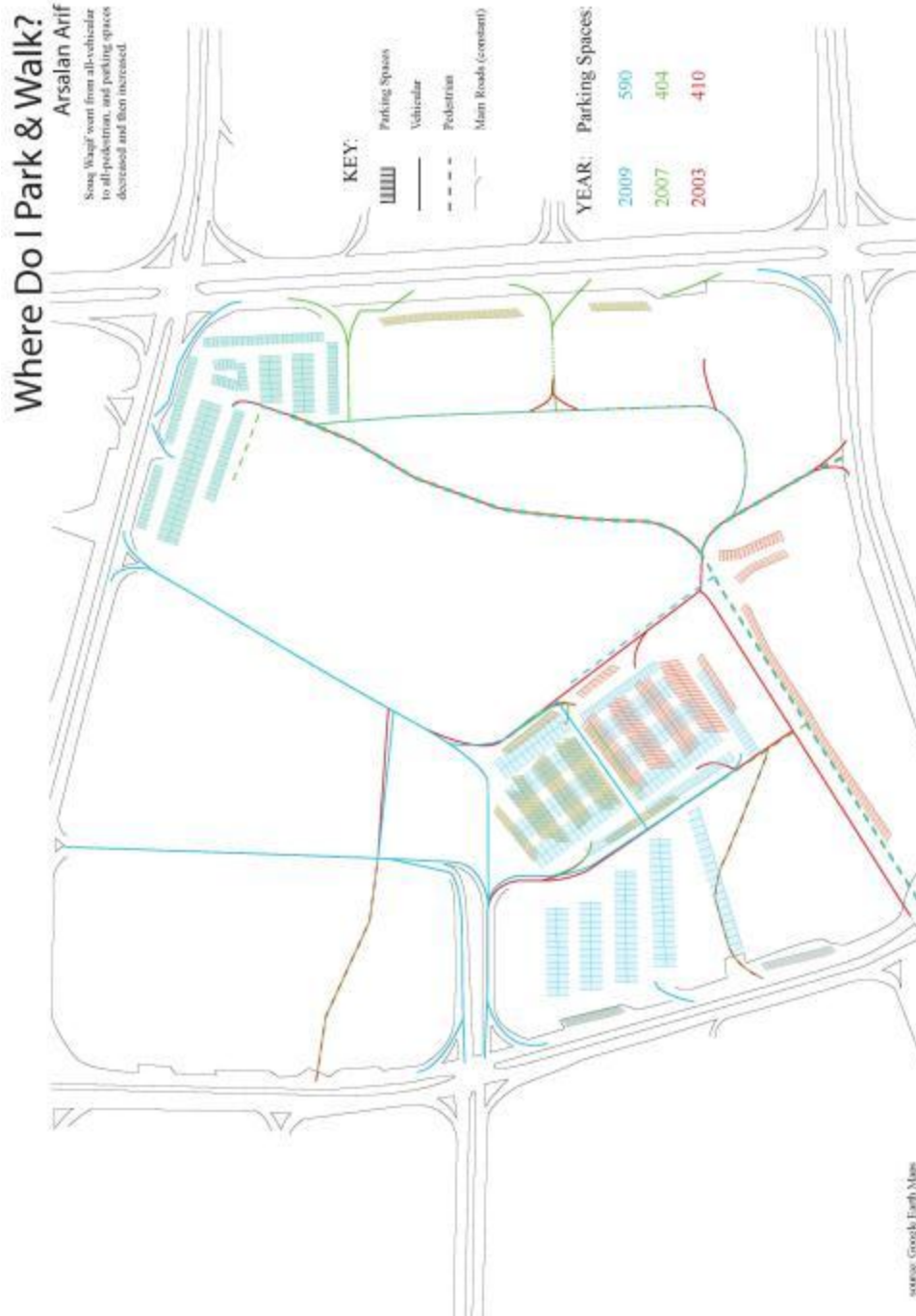
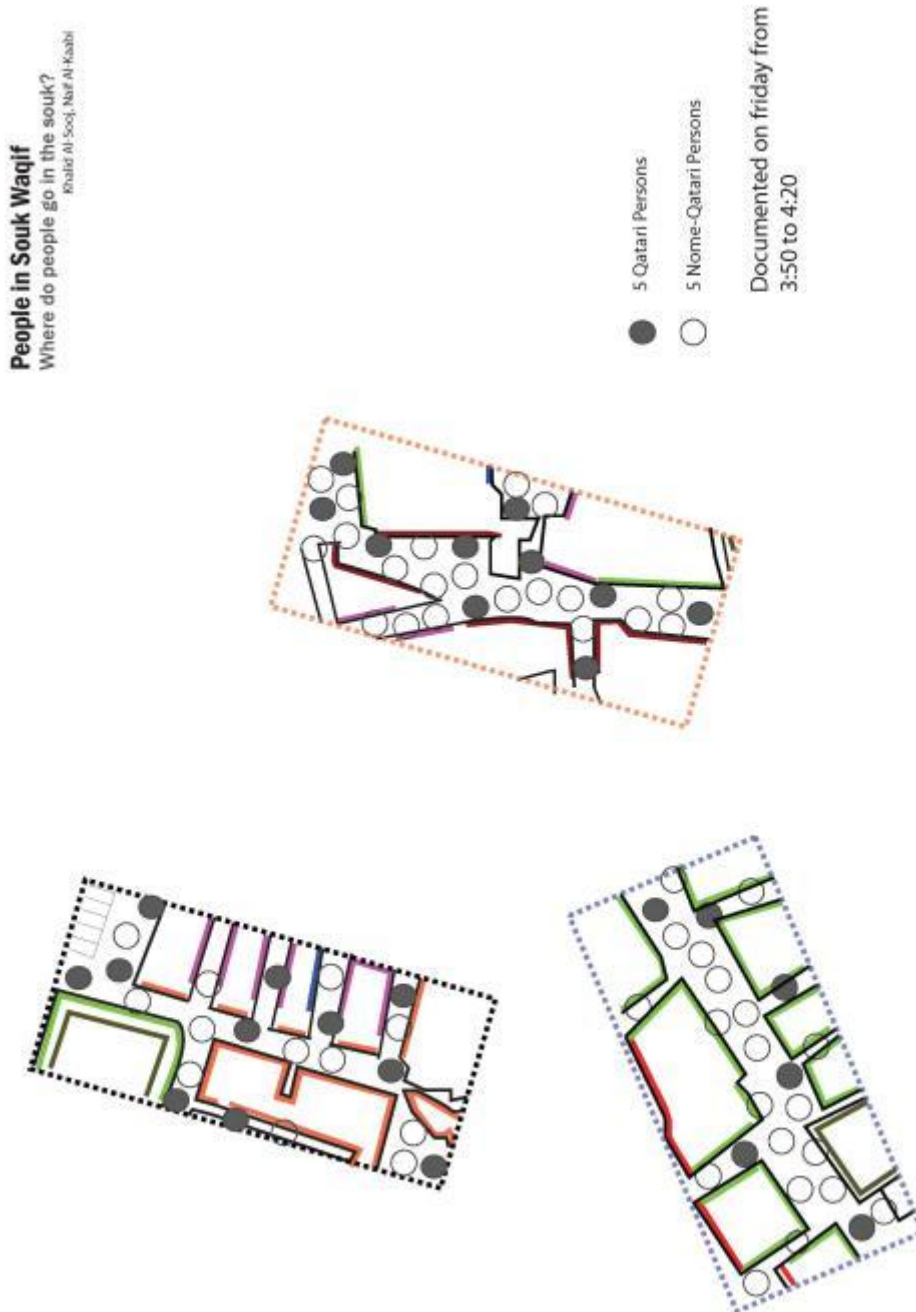


FIGURE 44 – VISIT SPATIAL PREFERENCES IN SOUQ WAQIF (AARIF, AL SOOJ & AL KHAABI 2008)



7.3 THE LONG LIST OF SOCIAL SUSTAINABILITY CHECKLIST ITEMS

The following table exhibits the long list of social sustainability indicators we have based our field research upon. This list is referenced to Colantonio and Dixon (2009) and based on a number of literature resources listed at the end of this table.

Out of these indicators we, with help from experts and based on reviewing different literature we were able to design our questionnaire and later on analyse our results based on the classifications provided below:

TABLE 12 - SOCIAL SUSTAINABILITY CHECKLIST ITEMS – (COLANTONIO & DIXON 2009)

Code	Indicators	Points (1 to 5)
1	Demographics (migration, ageing etc.)	
1.01	Percentage of population above 65 years old	
1.02	Percentage of population below 15 years old	
1.03	Number of community centres for the elderly	
1.04	Proportion of long term residents	
1.05	Percentage of newcomers	
1.06	Percentage of ethnic minorities	
1.07	Birth rate	
1.08	Mortality rate	
1.09	Number of marriages	
1.1	Number of divorces	
1.11	Satisfaction with current facilities for elderly	
1.12	Satisfaction with current facilities for young people	
1.13	Satisfaction with current facilities for less represented groups	
2	Education and Skills	
2.01	Number or Percentage of educational facilities within 500 meters of 15 minutes' walk	
2.02	Percentage of children enrolled in schools outside the area	
2.03	Percentage of children in schools maintained by the local education authority achieving certain standards	
2.04	Number of pupils per teacher	
2.05	Number of after-school and youth development programmes	
2.06	Number of training programmes for disadvantaged or traditionally marginalised groups	
2.07	Number of training programmes for women and minority groups	
2.08	Number of skills development centres	
2.09	Number of training opportunities provided by local authority or available free	

3	Employment	
3.01	Number of jobs created (per 1000 square metres)	
3.02	Unemployment rate	
3.03	Percentage of new enterprises still operating after 3 years	
3.04	Percentage of low skill jobs generated (e.g labour) Percentage of medium-high skill jobs generated (e.g. managerial)	
3.05	Percentage of independent jobs	
3.06	Percentage of jobs in chains	
3.07	Percentage of jobs in businesses with CSR or SRI policies	
3.08	Average rent to income ratio	
3.09	Anti-poverty benefit uptake	
3.1	Anti-poverty campaigns to increase uptake	
3.11	Deprivation index if available	
3.12	Percentage of children and people over 60 that live in households that are income deprived	
3.13	Previous investment per capita on social infrastructure	
3.14	Percentage of social benefit claimants	
4	Empowerment, Participation and Access	
4.01	Proportion of registered electorate voting in national elections	
4.02	Proportion of registered electorate voting in local elections	
4.03	Number of local residents or their representative associations involved in the design of the scheme	
4.04	Number of local residents or their representative associations involved in the implementation of local programmes and projects	
4.05	Number of local residents or their representative associations involved in the monitoring of the project	
4.06	Number of local associations	
4.07	Percentage of households with internet access at home	
4.08	Number of initiatives or attention centres for the elderly	
4.09	Number of initiatives and attention centres for ethnic minorities or immigrants	
4.1	Number of public internet access points	
4.11	Existence of local libraries and information centres	
4.12	Number of administration forms available for download from local authority official web site	
4.13	Percentage of adults who feel they can influence decisions affecting their local area	
4.14	Percentage finding it easy to access key local services	
4.15	Percentage who feel well-informed about local affairs	
4.16	Proportion of those able to express and articulate their needs	

5	Health and Safety	
5.01	Proportion of a population within a 15 minutes' walk or 500 metres of a health facility	
5.02	Number of hospital beds per 1000 residents	
5.03	Number of patients per General Practitioner (doctor)	
5.04	Incidence of specific disease	
5.05	Visits to General Practitioners (doctors) or other medical care	
5.06	Estimated proportion of drug-related accidents	
5.07	Number of anti-social behaviour accidents in the area	
5.08	Number of minor crimes per 1,000 inhabitants	
5.09	Number of serious crimes per 1,000 inhabitants	
5.1	Number of neighbourhood police officers per 1000 inhabitants	
5.11	Number of built-environment initiatives to improve local security (e.g. improved lighting system etc.)	
5.12	Percentage who feel 'fairly safe' or 'very safe' outside after dark	
5.13	Percentage who feel 'fairly safe' or 'very safe' outside during the day	
6	Housing and Environmental Health	
6.01	Percentage of built up area	
6.02	Population density	
6.03	Percentage of non-decent/unfit homes	
6.04	Average price for a house per m ²	
6.05	Total number of new housing completions	
6.06	Occupancy levels	
6.07	Affordable dwellings as percentage of new housing completions	
6.08	Average price per m ² for an apartment / median household income	
6.09	Annual social housing rents to median household income	
6.1	Ratio of owned/rented housing	
6.11	Ratio of converted buildings	
6.12	Ratio of retrofitted building	
6.13	Percentage of newly built housing that follows main environmental and design protocols, standards and certifications (LEED, BREAM, Secure by Design, etc.)	
6.14	Percentage of construction-related green infrastructure (e.g. Installation of energy efficient/ water saving devices, use of recyclable/durable construction materials)	
6.15	Percentage of design-related green infrastructure (e.g. optimization of natural lighting & ventilation, provision of sun shades, balcony)	
6.16	Percentage of residents satisfied with their home (s) and neighbours	
6.17	Percentage of residents who do not feel resentful towards higher income newcomers who may own better houses	







7	Identity, Image and Heritage	
7.01	Proportion of long term residents	
7.02	Percentage of households owning their accommodation	
7.03	Percentage of households renting their accommodation	
7.04	Number of projects or programmes contributing to the enhancement of buildings and areas of significant cultural or heritage value	
7.05	Number of commercial free public spaces	
7.06	Number of adequate multi-faith places	
7.07	Percentage of people who have moved out of the area	
7.08	Percentage of residents who would like to improve the neighborhood image	
7.09	Percentage of residents who feel the area is changing for the better	
7.1	Percentage of residents who feel they 'belong' to the neighborhood/community	
8	Social mixing, Inclusion and Cohesion	
8.01	Number of events and cultural activities encouraging interaction between people of varying ages, incomes, ethnicities and abilities	
8.02	Number of associations encouraging interaction between people of varying ages, incomes, ethnicities and abilities	
8.03	Number of public spaces frequented by residents of varying ages, incomes, ethnicities and abilities	
8.04	Number of informative 'training' workshops for newcomers concerning the social qualities of the area	
8.05	Percentage of class or schools attended exclusively by pupils from ethnic minorities	
8.06	Percentage of schools attended by pupils from different income or background households	
9	Social capital	
9.01	Number of groups, organizations, or associations operating in the area	
9.02	Number of voluntary organisations in the neighbourhood	
9.03	Number of local residents' regular meetings and gatherings in public buildings or spaces	
9.04	Numbers of social networks	
9.05	Percentage of residents who feel the level of trust has improved/ worsened/ stayed the same since the beginning of the regeneration project	
9.06	Percentage of neighbours who look out for each other	
9.07	Percentage of residents who have done a favour for a neighbour	
9.08	Percentage of residents who have received a favour from a neighbour	
9.09	Percentage of residents who trust their neighbours	
9.1	Percentage of residents who saw or spoke to friends at least once a week	
9.11	Percentage of residents who have at least one close friend who lives nearby	

9.12	Percentage of residents who see or speak to a relative at least once a week	
9.13	Percentage of residents who have at least one relative who lives nearby	
10	Well-being	
10.01	Access to open space—average journey time for residents/employees by foot (minutes)	
10.02	Access to leisure facilities—average journey time for residents/employees by foot (minutes)	
10.03	Access to retail facilities—average journey time for residents/employees by foot (minutes)	
10.04	Access to entertainment facilities—average journey time for residents on foot (minutes)	









7.4 PHOTOS




The following photos are explaining visually different observations referred to in the report.

Table 13 A Collection of Photos from Souq Waqif – © Alex Klim

<p>Traditional furniture is also on offer</p>	<p>Traditional Building Material used in the project</p>
	
<p>The Souq has helped protecting local hand crafts</p>	<p>Handcrafts</p>
	
<p>Flooring is made of artificial stones.</p>	<p>A touch of the past</p>
	

The market enhances the sense of pride	The market enhances the sense of pride
	
Spice Shops and Local products	Spice racks
	
pet shops is a popular destination	Pet Shops
	
Market Place for Local Custumes	Precious handcraft products
	

Handcrafts	Handcrafts
	
Original antiquities	Handcrafts
	
A popular gathering place for Qataris	A popular gathering place for Qataris
	
Typical Bazaar Street	Market Place for Local Customs
	

<p>Souq has seen participation of local women as workers</p>	<p>Souq is a meeting place for elderly</p>
	
<p>Bargaining is a common practice</p>	<p>Antique shops</p>
	
<p>Boat industry is an important source of history and pride</p>	<p>Camels are a Symbol of the Bedoin Culture is present</p>
	

7.5 QUESTIONNAIRES

As seen from the analysis of the interviews with the planner, the manager and the experts in addition to the survey results we arrived to a number of conclusions.

7.5.1 MAIN QUESTIONNAIRE

Note: questions are for guidance only, the both interviewer and interviewee have the freedom to elaborate according

Please indicate your satisfaction level for the following statement where 5 = very satisfied, 1 = not satisfied at all.

الرجاء إبداء مستوى رضاك حول العبارات التالية بحيث 5 = موافق بشدة، 1 = غير موافق أبداً.

1	General:	Satisfaction					الرضى
		الاسئلة العامة	1	2	3	4	5
1.1	Sex	الجنس					
1.2	Age	السّن					
1.3	Type: Tenant – Worker – Visitor	العلاقة مع السوق					
1.4	Occupation:	المهنة					
1.5	Nationality	الجنسية					
1.6	How long have you been in Qatar	منذ كم سنة وأنت مقيم في قطر؟					
1.7	Do you know SW before it is rehabilitated?	هل تعرف سوق واقف قبل إعادة تأهيله؟					
1.8	Do you think SW reminds you of your country? How?	هل تعتقد أن سوق واقف يذكرك ببلدك؟ كيف؟					
2	Open Ended for visitors						
	أسئلة مفتوحة للزوار						
2.01	How often do you come to Souq Waqif?	كم مرة تزور سوق واقف عادة (شهرياً)؟ في أي يوم (من الأسبوع)؟ في أي وقت (صباحاً، مساءً)					
2.02	What is the main purpose of visiting: Dining – Shisha - Shopping - Walking - Entertainment	ما الغاية الأساسية من القدوم إلى سوق واقف (المطاعم - الشيشة - التسوق - التنزه - الترفيه)					
2.03	For social life, which places in Qatar you prefer more than SW?						

	من ناحية الحياة الاجتماعية، أي الأماكن التي تفضلها على سوق واقف في قطر				
2.04	What is your favorite part of Souq Waqif ما هو القسم المفضل لديك في سوق واقف؟				
3	Open Ended for Tenants أسئلة مفتوحة للمستأجرين				
3.01	How the rehabilitation of Souq Waqif affected your business? كيف أثر مشروع سوق واقف على عملك؟ هل ساهم بزيادة دخلك؟ كيف؟				
3.02	How do you describe your participation in the main Gov. decisions related to the Souq? كيف تصف مستوى مشاركتك في القرارات الحكومية المتعلقة بالسوق؟				
3.03	How is business in SW affected by cultural events? ما أثر النشاطات الثقافية على الأعمال في السوق؟				
3.04	Did SW contribute to preserve your original profession, or gave the opportunity for a new one? هل ساهم مشروع واقف في الحفاظ على مهنتك الأساسية؟ أم قدم لك الفرصة في مهنة جديدة؟				
3.05	How do you think business can be improved in SW? برأيك هل هناك ما يجب فعله لتحسين مستوى العمل في السوق؟				
3.06	How far is the current SW from the original architecture of old souq? ما مدى بعد التصميم الجديد للسوق عن الشكل المعماري الأصلي للسوق؟				
4	Open Ended for Workers أسئلة مفتوحة للعمال				
4.01	How is the design of SW contributing to the work environment? كيف تصف العلاقة بين تصميم السوق بالنسبة لجر العمل؟				
4.02	How is SW contributing to the increase in income for workers? كيف ساهم مشروع سوق واقف في زيادة دخل العمال فيه؟				
5	Statements (5= Totally satisfied, 1 least satisfied) كيف تقيم العبارات التالية (5 موافق تماما - 1 غير موافق)	Satisfaction Level	مستوى الرضى		
		1	2	3	4
					5

- 5.01 Souq Waqif is safe area for children and pedestrian friendly
سوق واقف منطقة آمنة للمشاة والأطفال
- 5.02 SW is a place for suitable social interaction
سوق واقف مكان مناسب للتواصل الاجتماعي
- 5.03 SW respects the cultural diversity of visitors
سوق واقف يراعي التنوع الثقافي لزواره
- 5.04 SW is a suitable representation of cultural heritage of Qatar
سوق واقف يمثل الإرث الثقافي لقطر
- 5.05 SW has helped Qatar presenting its authentic image
سوق واقف ساعد في إظهار الوجه التقليدي الأصلي لقطر
- 5.06 SW is a place that enhances cultural creativity and promotes inter-cultural understanding
سوق واقف يعزز الإبداع الثقافي والتفاهم بين الحضارات
- 5.07 Developing SW has helped creating new jobs
ساهم سوق واقف في خلق وظائف جديدة
- 5.08 SW is easily accessed from different parts of the city
يمكن الوصول إلى سوق واقف بسهولة من أماكن مختلفة من المدينة
- 5.09 SW is located close to different services and amenities (healthcare, educational, entertainment, shopping, leisure, etc.)
يقع سوق واقف بالقرب من مختلف الخدمات والمرافق (صحة، تعليم، ترفيه، تسوق.. إلخ)
- 5.1 SW is clean with minimum noise, air and visual pollution.
سوق واقف نظيف، ويتمتع بمستوى مقبول بالنسبة للضجيج، والتلوث البصري وتلوث الهواء.
- 5.11 SW encourages walking / cycling and low car dependency.
يشجع السوق على المشي أو ركوب الدراجة وعدم الاعتماد على السيارة.
- 5.12 SW provides greenery and green space.
يوفر السوق مساحات خضراء ونباتات.
- 5.13 SW provides street furniture and public art.
السوق مجهز بأثاث طرقات (مقاعد) وكذلك بتحف فنية في الهواء الطلق
- 5.14 You can raise your concerns and complaints about SW easily.

	تستطيع الإدلاء بأرائك واقتراحاتك وشكواك بسهولة في سوق واقف
5.15	SW is equipped for people with special mobility requirements / handicapped
5.16	السوق مجهز بما يناسب ذوي الإعاقات الحركية SW is a place for family entertainment.
5.17	السوق هو مكان ترفيهي لجميع أفراد العائلة. SW is suitable for all income groups
5.18	السوق مناسب لكل فئات الزائرين بغض النظر عن دخلهم SW contributes to women participation in the society
5.19	السوق يعزز مشاركة المرأة في المجتمع SW contributes to community sense of place and identity
5.2	السوق يساهم في إثراء حس المكان والهوية في المجتمع SW contributes to community sense of pride
5.21	السوق يساهم في تعزيز الشعور بالفخر في المجتمع SW contributes to the night life in the community
5.22	السوق يساهم في الحياة الليلية للمدينة SW provides suitable space for community events and celebrations
5.23	السوق يشكل مساحة مناسبة للأحداث المهمة في المجتمع والاحتفالات SW is passing the history knowledge to the next generation.
5.24	السوق ينقل المعرفة بالتاريخ إلى الجيل القادم Signs on history of SW are provided
5.25	السوق مجهز بلوحات تعريفية بتاريخ السوق You are generally satisfied with the social effect of Souq Waqif
5.26	أنت راض بشكل عام عن الأثر الاجتماعي لسوق واقف You can tell which are the original buildings of the souq and those that are newly built
5.27	تستطيع التمييز بين الأبنية القديمة الأصلية والمبنية حديثاً في السوق Souq Waqif buildings, design and layout fits well with the surrounding neighbourhoods
Final	تصميم سوق واقف وأبنيته تلائم الشوارع والأحياء المحيطة Do you have any specific comment, suggestion or recommendation? هل لديك مقترحات أو رأي خاص بالسوق؟

7.5.2 QUESTIONS FOR EXPERTS:

Note: questions are for guidance only, both interviewer and interviewee have the freedom to elaborate according to the discussion direction and the specialty or occupation of the respondent.

- Have you been in Qatar before the project
- Old buildings and new buildings
- How Qatari people view this project in terms of authenticity.
- What are the social impacts of the project on the society of Qatar.
- What change could possibly have been done if social studies were conducted.
- Are there any signs of gentrification in the project
- What are the benefits of a top-down approach in planning.
- What are the possible factors that might lead to the decay of the Souq in the future?
- Are there any parts of the project that have been conserved rather than rebuilt? (are there any authentic historical buildings in the Souq?)
- What is the difference in social impact between authentic heritage and the heritage-led?
- What if there was a democratic approach with title deeds remain in the hands of original owners? What about public partnership?

7.6 ADDITIONAL CHARTS

7.6.1 QATAR SOCIAL TRENDS

The following charts are credited to Qatar Statistics Authority.

FIGURE 45 – ANNUAL GROWTH RATE OF POPULATION IN QATAR (1999 – 2010)(QSA 2011)⁴

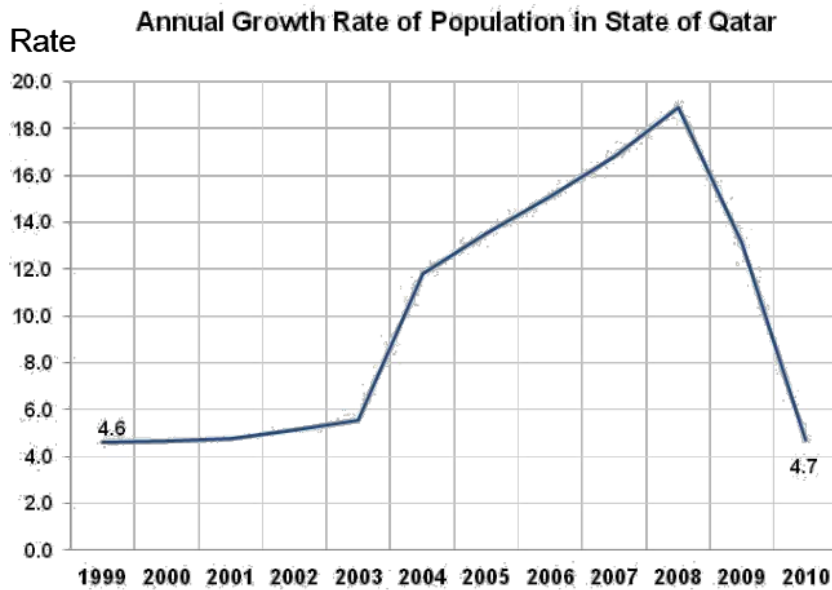
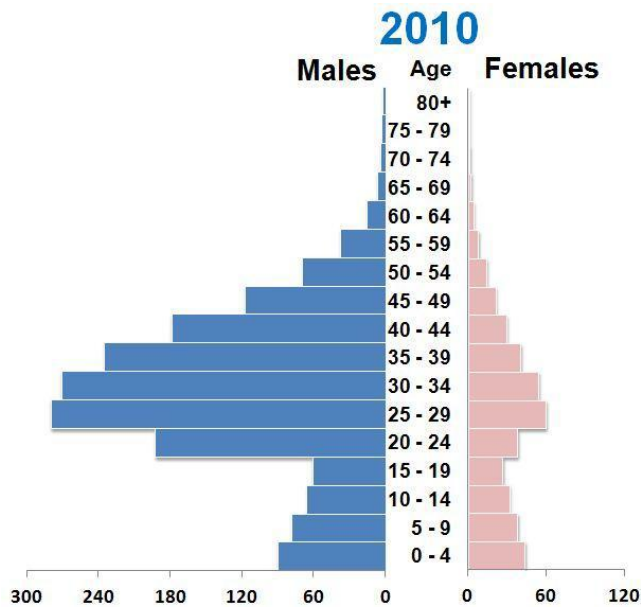


FIGURE 46 – QATAR POPULATION PYRAMID 2010 (QSA 2011)



⁴ QSA (2011) Qatar Social Trends: 1998 – 2010. Qatar Statistical Authority

7.6.2 SURVEY RESULTS

FIGURE 47 – SURVEY RESULTS - VISITORS

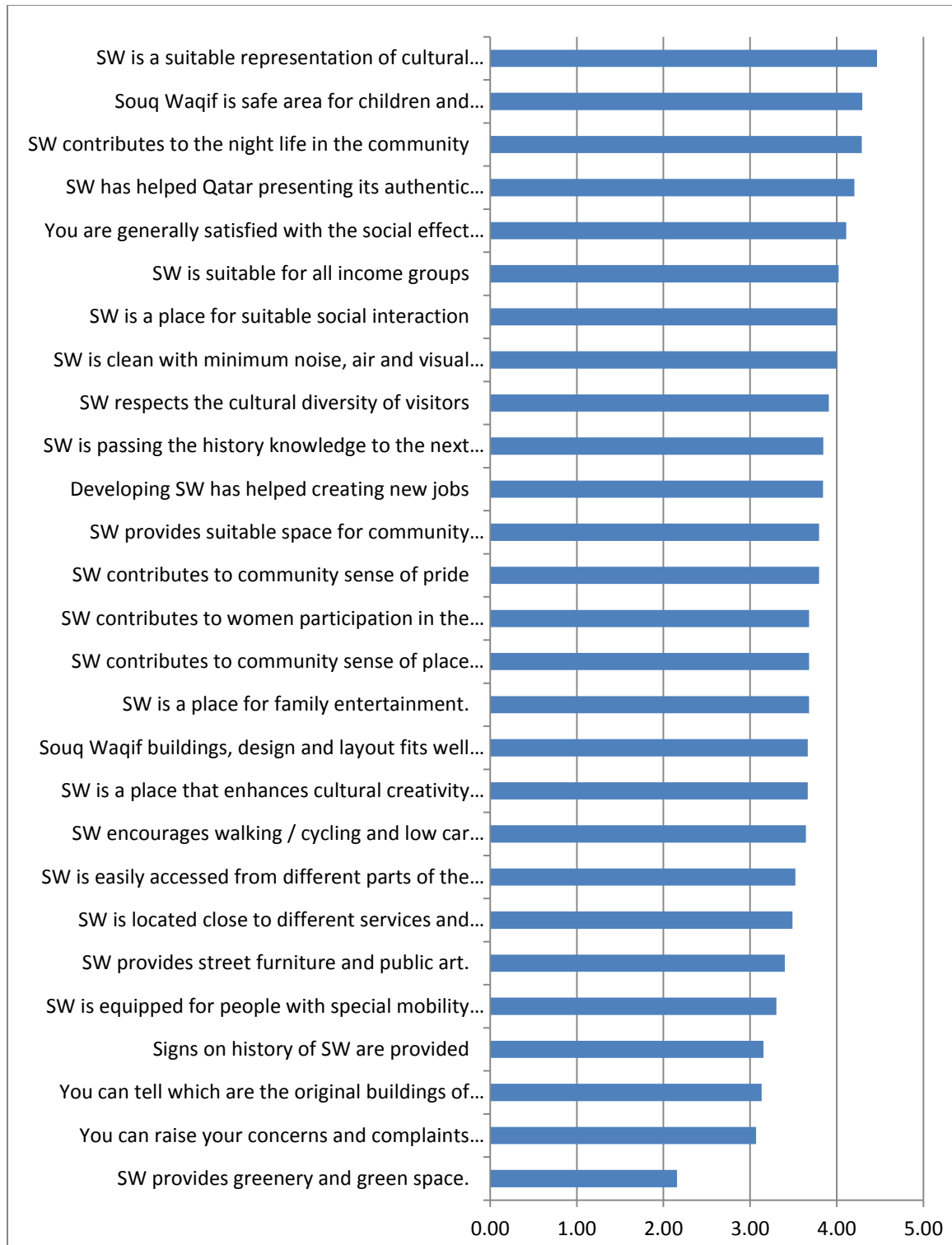


FIGURE 48 – SURVEY RESULTS - QATARIS

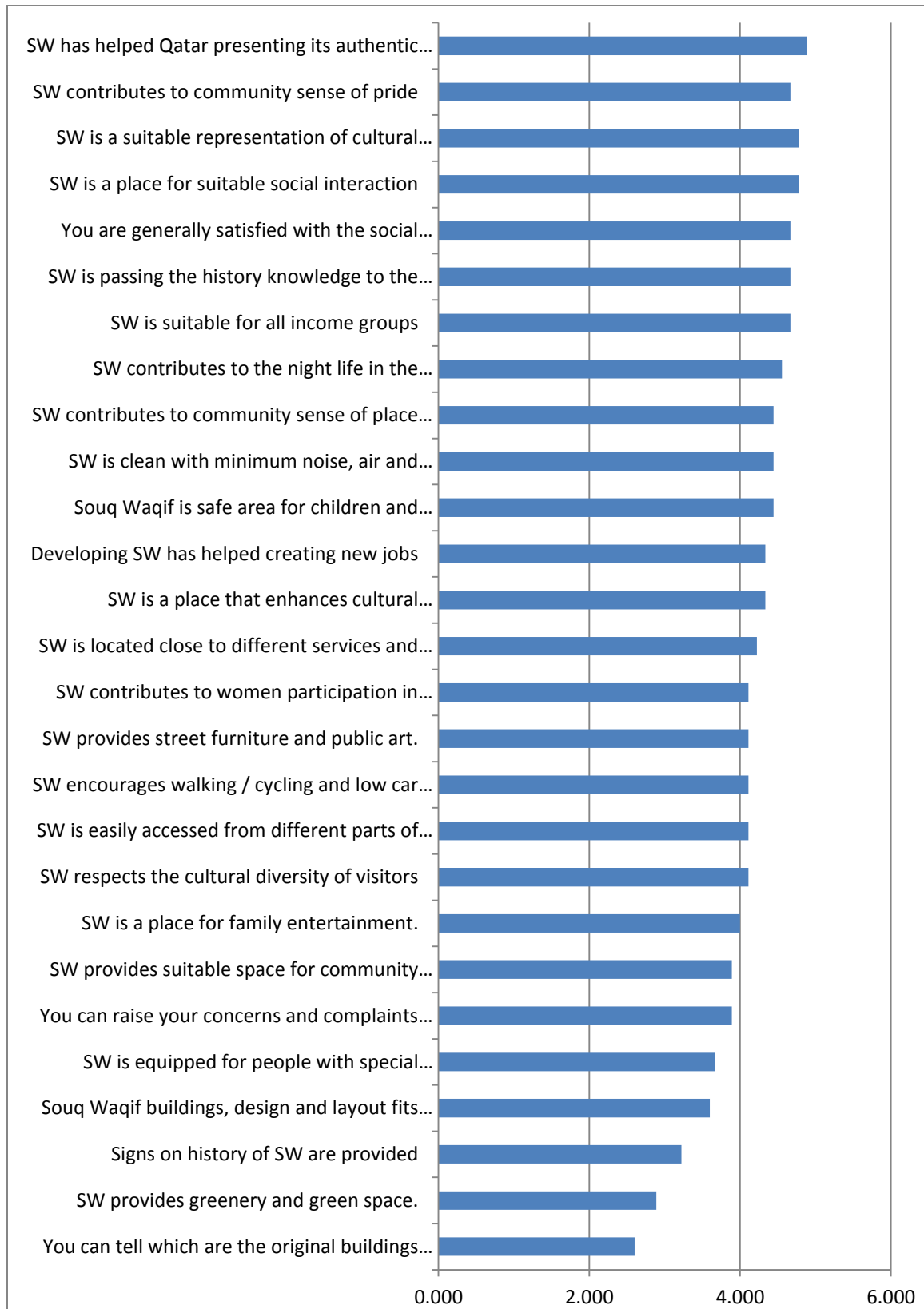


FIGURE 49 – SURVEY RESULTS - EXPATRIATES

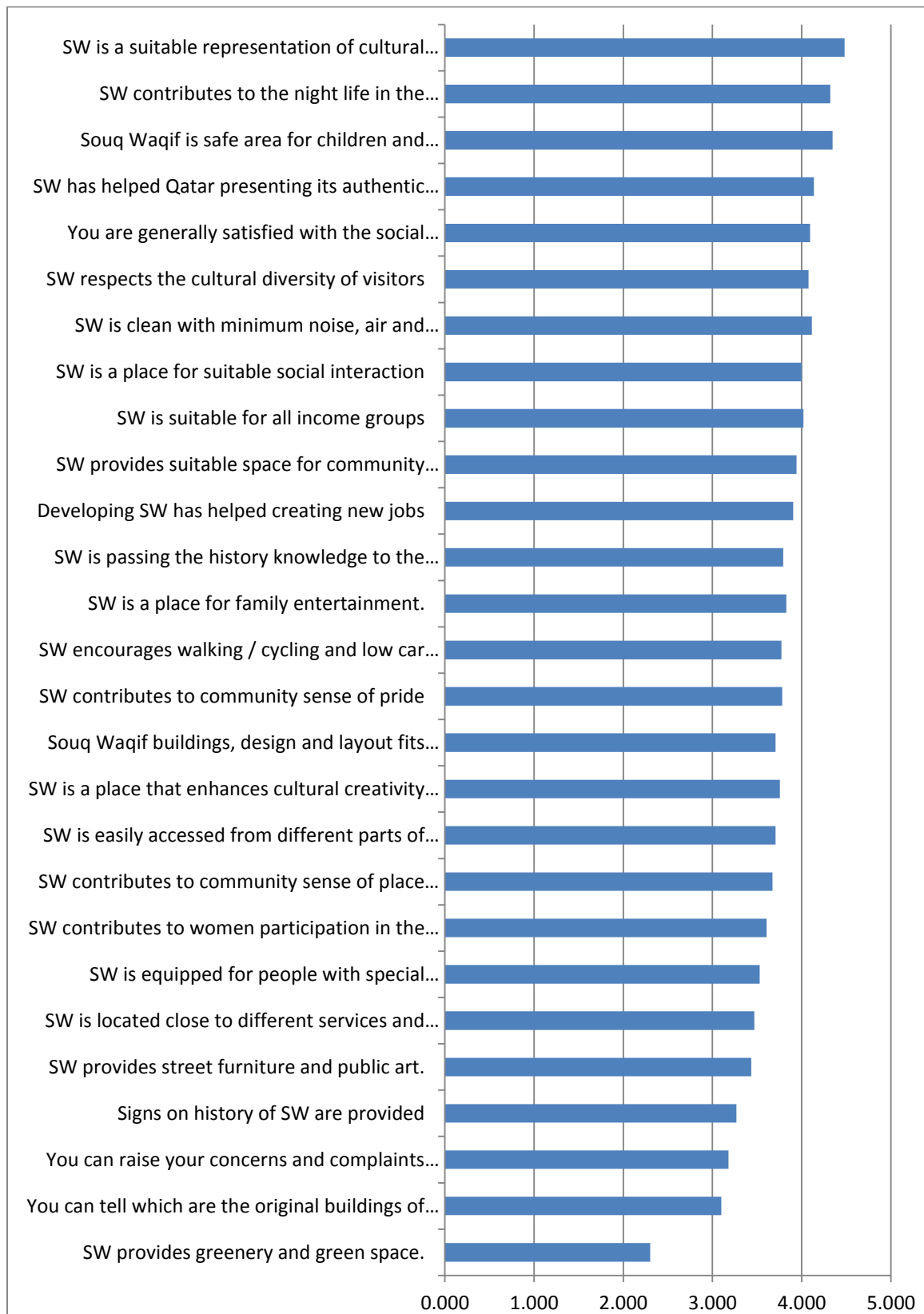


FIGURE 50 - SURVEY RESULTS BY AGE (ALL)

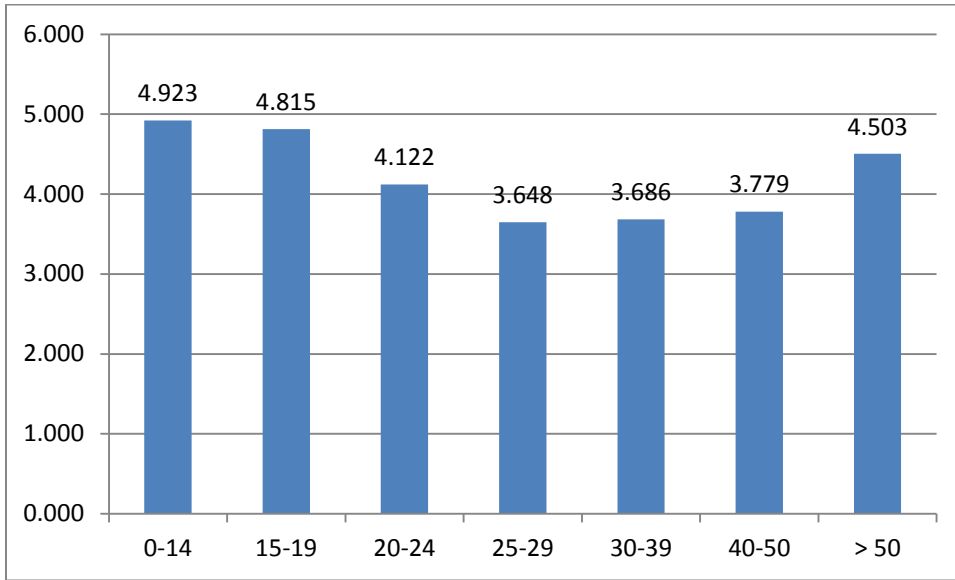
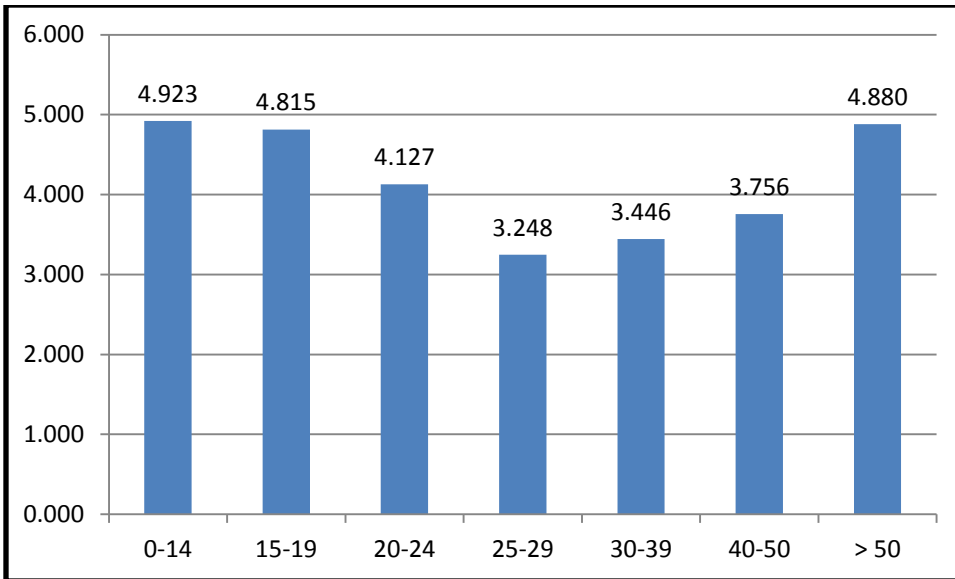


FIGURE 51 - SURVEY RESULTS BY AGE (VISITORS - NON QATARIS)



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