



Satisfaction research in urban transformation projects: The case of Üsküdar Çamlıca Mosque neighborhood urban transformation project

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Abstract

Urban areas are living and evolving areas. The urbanization process, which begins with migration from rural areas to urban areas, turns the urban area into a collapsed area as it becomes unable to meet the needs of the local people. The physical and social revitalization of these areas, which have become dilapidated, is only possible with an intervention. This intervention is urban transformation. The main purpose of urban transformation applications is; It is the reintegration of living spaces within the city, which are isolated from the city, with the city. This integration should not only be physical and economic but also social and cultural. In this article, the concept of urban transformation, the urbanization process in our country, urban transformation methods are explained, the Üsküdar Çamlıca Urban Transformation Project is examined, and the problems encountered and whether the project has achieved its purpose in terms of citizens are evaluated through surveys. The zoning, lottery and rent problems encountered have been resolved, especially with the contribution of Üsküdar Municipality. A 6-question survey was applied to 120 people. Questions about satisfaction have options ranging from 1 point to 10 points. When the score corresponding to the answers given was calculated and the total average was taken, it was observed that a satisfaction rate of 77% was achieved. This transformation application, which is carried out with the on-site transformation method and revitalization method, affects the local people; It has provided healthy, reliable, earthquake-resistant residences that fit the silhouette of Üsküdar without moving away from living spaces. When these problems were resolved, it was seen that the method applied for this project with a high satisfaction rate was correct.

1. Introduction

Cities in the world and in our country are in need of renewal, transformation, relocation and improvement projects and practices due to reasons such as economic reasons, inadequacy in social development, overpopulation, wrong site selection, natural disasters. There are many examples of project implementation on this subject. These projects vary in terms of their objectives, implementation methods and results.

The renewal of problematic areas should not only be considered as a spatial transformation, but should also be planned to contribute to social and cultural development.

New urban areas, new infrastructure and transportation systems to be created as a result of transformation projects must be in line with today's conditions.

The main purpose of urban transformation is; Our aim is to connect the regions that have fallen into physical, economic, social and cultural collapse with the city, to turn them into lively spaces and to bring these regions back to the city.

Many municipalities, especially metropolitan municipalities, are implementing urban transformation projects at different scales.

The Marmara earthquake is an expected reality. There are many portable transformation projects completed and carried out by Üsküdar Municipality, apart from the Üsküdar Çamlıca Mosque Urban Transformation Project,

which we will examine for possible consequences in the earthquake in Istanbul. Güzeltepe District Çengelköy Redbud Houses Transformation Project started in 2019 and was successfully completed in 2021. Merger projects are continuing in Burhaniye, Bulgurlu, Kandilli neighborhoods at the end of 2024. In addition, the project has started to be carried out in the Yavuztürk neighborhood with the slogan of voluntary transformation, and it is aimed to cut off the maintenance on parcel 4, island 1652, in May 2024 at the latest. It is envisaged that most of this neighborhood will be converted to volunteers within the next 5 years. It is very natural that people do not want to move away from their workplaces and the environment in which they have lived for years. The transformation is completed on-site and with very high expectations through the revitalization method. Because people have attained healthy and reliable structures and are satisfied with psychological, social and cultural behaviors in order to move away from the region they live in during and after this process.

In addition, municipalities are creating strategic plans with the aim of carrying out many forward-looking studies on urban transformation. This situation shows that the investments to be made by municipalities for urban transformation will increase in the future. For this reason, establishing an institutional organization in line with urban regeneration policies and strategies and making the necessary legal arrangements are crucial for the successful implementation of projects.

2. Definition, purpose and methods of urban transformation

2.1. Definition of urban transformation

The Turkish Language Association Turkish Dictionary defines the word "transformation" as "taking another form, taking another state, tahavvül, inkılap, transformasyon". Transformation is the restructuring of unhealthy areas that are no longer able to meet the needs of the users in terms of economic, social and physical aspects, and bringing them back to the city [1].

In summary, urban regeneration can be defined as a comprehensive project design process that takes into account economic, spatial and social conditions in the improvement of unhealthy urban textures and the solution of urban problems.

2.2. Purpose of urban transformation

We can generally list the purpose of Urban Transformation as follows.

- One of the most important reasons why urban areas become depressed is social collapse or deterioration. By investigating the causes of these deteriorations, it is aimed to prevent urban areas from becoming depressed by eliminating this situation.
- Apart from physical and social deterioration, one of the important reasons why urban areas become depressed areas is the loss of their economic vitality. For this reason, it is necessary to put forward a successful economic development model that will increase urban welfare and quality of life.
- It is the redevelopment of parts of the city according to the new physical, social, economic, environmental and infrastructural needs of the rapidly growing, changing and deteriorating urban fabric.
- Re-use of idle areas in the city, avoiding unnecessary urban sprawl and determining strategies for the most efficient use of urban areas.
- To ensure the participation of civil society organizations and different segments of society in planning in order to meet the need to shape urban policies that are the product of political forces.

In summary, the aim of urban transformation is to create healthy, safe and modern buildings and living spaces with urban space standards in line with the future urban roles of the project areas.

2.3. Methods of urban transformation

The principle of sustainability, which is one of the objectives of the entire planning approach from regional development policies to the smallest scale spatial arrangements, is also among the objectives of urban transformation, which is one of the tools of planning.

Sustainability is an environmentalist worldview that aims to ensure economic development without sacrificing the principle of rational use of environmental values and natural resources in a non-wasteful manner, taking into account the rights and benefits of present and future generations.

In this direction, the objectives of urban regeneration are to maintain the characteristics of the urban space, the elements that make up the urban space (texture and structures) and the existing traditions and cultures of the people living in the urban space in a more developed environment, to maintain the existing ecological order with the urban space and to improve and maintain economic opportunities. Urban transformation methods vary according to the purpose to be achieved, the size of the area where the application will be realized and different requirements.

2.3.1. Urban renewal

It may occur as a result of the physical and social obsolescence of the buildings in the city, or it may be the result of a significant decrease in rents in a certain urban area. This situation is realized either by the decision of the building owners themselves or by demolishing the old ones under the influence of external factors and replacing them with buildings with high floor density. This method, called "regional cleaning", allows for the functional transformation and economic revitalization of the area. With this approach, local governments can make maximum use of the available space, attract high income earners to the city center with more floor space and concentrate economic activities in these areas. Although this method has been abandoned in developed countries, in Türkiye, it is considered as the most convenient tool to provide appropriate housing, infrastructure and environmental conditions and to modernize the city center.

2.3.2. Rehabilitation

Within the framework of the principle of conservation, repair and restoration by preserving the existing structure of the region, it includes the approach of restoring the old urban areas that have developed within the framework of a plan but have been worn out over time, increased in density and moved away from fulfilling their function.

Rehabilitation is the act of reorganizing buildings and building groups that have worn out over time, increased in density with various additions and changes, but have not yet lost their original quality, and making them healthy. Rehabilitation aims to provide the buildings with modern technical facilities, repair, maintenance and renovation, as well as to improve the environmental conditions. This method is a treatment method for urban depressed areas caused by the physical and social wear and tear of an urban area and thus its obsolescence. Although it is a very difficult intervention to be applied in all urban areas, it can produce successful results at lower scales [2,3].

2.3.3. Revival-revitalization (revival, revitalization)

Revitalization refers to the revitalization of parts of the city, especially urban centers, which have experienced a period of economic, social or physical decline or have been abandoned or left unattended as a result of this period of decline, by eliminating or changing the factors that are the source of the decline. In the urban revitalization projects implemented, the most frequently used method is to give functions that will revitalize the city economy, especially in the areas vacated by the industry moving out of the city [3,4].

2.3.4. Urban preservation (urban preservation/conservation)

The concept of conservation can be evaluated in two dimensions. The first one is preservation without changing the buildings or groups of buildings, i.e. preservation in its original form, while the other one, conservation with limited change, is "the adaptation of buildings, groups of buildings or assets to the conditions of the time by preserving their quality and scale in order to maintain their economic use, making additions, developing and modernizing them" [5].

At the urban scale, the conservation action for protected environments should be in the direction of continuous adaptation of the existing building stock, which has already been established and should be taken into account at every stage of the conservation process, to the developments and changes in the city as a whole. For this reason, the existing structural accumulation of any planning process needs to be taken into account both for its own life cycle and for possible new conditions in the future within the scope of the plan [6]. With this approach, the conservation of urban areas as a whole formed by different historical periods and social, cultural, anthropological, geographical and economic relations requires the protection of not only cultural and historical values but also economic and social qualities [3].

2.3.5. Improvement

It is one of the methods used in urban transformation to "transform unhealthy and irregular illegal building communities or residential areas built in "violation" of zoning plans and urban planning standards into parcels in compliance with the zoning law.

2.3.6. Urban regeneration

It refers to the creation of a new texture in the depressed areas of the city or the reintegration of these areas into the city through the improvement of existing areas and structures. It is criticized for being a practice that causes displacement of low-income earners as a result of creating a cost they cannot afford.

2.3.7. Sanitation, upgrading

It is a method in which an urban area that is inadequate in terms of infrastructure is tried to be improved together with its inhabitants. It is a transformation method in which cultural structures are preserved in their original form, local production style and relations, and social life are supported.

2.3.8. Gentrification

A concept first coined by sociologist Ruth Glass in 1964, it refers to the revolutionary transformation of urban areas and social structure in order to create an elite social class. Gentrification has been widely criticized for radically changing the old way of life, economic relations and social structure in the transformed area, including the process of displacing residents.

To look at the definitions of gentrification; gentrification is the process by which higher classes begin to settle in the decaying housing areas in the city where low-income people live. In the neighborhoods where the change takes place, on the one hand, there are visible physical improvements through the renovation of old and neglected houses, while on the other hand, it is seen that the former inhabitants leave their places to the newcomers, somewhat reluctantly [7].

It is a process that involves the renovation or, in some cases, the demolition and reconstruction of old and obsolete spaces in these areas. The process of renovation also increases property values and imposes a change of hands in the market. This change of hands also makes it possible for a new class to replace the old social classes using the properties [3].

2.3.9. Improve building stock

It refers to the demolition of legally constructed buildings that have completed their lifespan or have become unstable against disasters and the construction of new ones in their place [8].

3. Development of urban regeneration in Türkiye and Legal Bases

3.1. Development of urban transformation in Türkiye

Türkiye has experienced a rapid urbanization process that started in the 1950s. The urbanization process, which accelerated with industrialization in the 1950s, brought with it the uncontrolled growth of cities such as Ankara, Istanbul and Izmir, which received heavy immigration. One of the important factors of the uncontrolled development in our cities has been the slum areas that have developed due to the lack of sufficient housing to respond to rapid urbanization. In the 1970s, while urbanization continued in large Turkish cities, satellite cities began to form. By the 1980s, as the rate of urbanization slowed down, the formation of shantytowns in the sub-regions of city centers, and the outflow of industrial areas out of the city began to be observed. As in other countries, historical texture and old city centers are important in Türkiye. The preservation and renovation of existing historical buildings and their reuse, often by changing their functions, form the basis of transformation projects in these areas.

Another area where transformation takes place is the renovation of industrial buildings within the city to accommodate commercial, cultural and sometimes residential uses. Especially after the Marmara earthquake in 1999, the areas that are at risk of earthquake should be transformed by taking precautions against this risk. Especially in Istanbul, there are transformation projects carried out in this direction.

In Türkiye, urban transformation is realized more intensively in slum areas. In the transformation process of slum areas, the last amnesty law enacted in 1984 titled "Law No. 2981 on Certain Procedures to be Applied to Structures Contrary to Zoning and Slum Legislation" and "Law No. 6785 on the Amendment of an Article of the Zoning Law" play an important role. With this law, the possibility of making rehabilitation zoning plans for slum areas emerged, indirectly enabling the formation of urban transformation projects [9].

It also made it possible to increase the number of storeys in slums, to buy and sell slums and to give them to contractors. However, the fact that this law envisages that the slum problem can only be solved by addressing the ownership and title deed issues according to the construction rules does not make it possible to improve the economic, social, physical and environmental structure of the slum areas in the long term through Improvement Development Plans. As a result of the rehabilitation zoning plans implemented, only a physical transformation is realized and economic, social and environmental transformation, which are the main objectives of urban transformation, cannot be realized. Over time, the goal of local governments to benefit from urban rents has come to the forefront in urban regeneration projects and the social and physical objectives of urban regeneration have begun to be ignored.

In the responses given to different transformation problems in our country, transformation problems have generally been reduced to the transformation of physical space and the social, economic and environmental dimensions of transformation have been ignored. However, urban transformation can only be successful if it is handled with a comprehensive and integrated approach that includes social development, economic development,

protection and sustainability of the environment and natural balance in addition to the transformation of physical space.

In urban transformation processes in Türkiye, the Prime Ministry Housing Development Administration (TOKİ) steps in on behalf of the public and triggers transformations in these areas. With the role assigned to it by the legal framework, the institution assumes the mission of a State Economic Enterprise (SOE) and carries out public interventions in these areas. While capital companies themselves carry out projects and implementations in the empty areas of the city or in the large privately owned lands, TOKİ is seen to be involved in the shantytown areas of the city where projects are risky.

In our country, 3 approaches are taken by the private sector in areas where urban transformation is needed.

1. Large construction companies are rapidly transforming the areas with the highest rents.
2. The transformation of less profitable areas, such as the peripheries of important transportation axes or prestige residential areas, is carried out by small-scale firms or builders.
3. Transformation cannot be realized in unprofitable areas of the city, in slum areas located on the urban periphery or next to industrial areas, and slum dwellers reject different solutions with the expectation of rent generated by rehabilitation zoning plans [10].

Analyzing the process of urban transformation in Türkiye, Ekinci [11] states that there has already been a continuous transformation in our cities for 50 years, but this process has been guided by economic, political, social, cultural and environmental dynamics rather than the principles and methods of architecture and urbanism. On the other hand, whether the examples produced today as urban transformation projects are suitable for human needs and whether they are consistent with the identity of cities is also an issue that needs to be discussed. From this point of view, the practice of urban regeneration in Türkiye has a twofold consequence.

1. Urban transformation is perceived to focus on real estate and to be only about the organization of physical space, without reference to the social, economic and cultural structure of society.
2. The spaces produced through the transformation process are foreign to the spirit and space of the city [12,13].

3.2. Legal basis of urban transformation in Türkiye

In cities with a dynamic structure, transformation processes develop in different ways in different time periods. In many countries, different forms of intervention emerge at different times as a condition for these transformations. The basis of all these interventions is to eliminate the deterioration in cities. Turkish cities have experienced a rapid urbanization process starting from the 1950s. By the 1980s, in addition to rapid urbanization in large cities such as Istanbul, Ankara and Izmir, urban transformation also started to gain importance [14].

Urban change and transformation, which is a process experienced in settlements in today's world, should be perceived as a period in which approaches to urbanization are reviewed in our country; the creation of regular, healthy and sustainable urban spaces is expressed; in this context, existing zoning plans and their implementation will be questioned and re-contextualized.

In Türkiye, the first implementation method for the renewal of slum areas and their incorporation into the urban land market is rehabilitation zoning plans. Rehabilitation zoning maps are the areas that are made or commissioned ex officio by the municipality or governorship in order to create zoning parcels in accordance with the rehabilitation zoning plans in the areas within the scope of the Law No. 2981 on Certain Procedures to be Applied to Structures Contrary to the Zoning and Slums Legislation and the Law No. 6785 on the Amendment of an Article of the Zoning Law, where the relevant municipality is responsible for clearing the land, bringing the substructure and parceling it, and where the new construction can be shaped by the agreement between the slum and the contractor [15].

Another application tool in urban areas is the applications made or commissioned ex officio by municipalities or governorships based on Article 18 of the Zoning Law No. 3194 in order to create zoning parcels [2].

The first step towards the preparation of the legal infrastructure of the Urban Transformation concept was taken with the regulation made in Article 73 of the Municipal Law No. 5393 titled "Urban Transformation and Development Area". With this regulation, local governments are authorized to dispose of large construction companies and small property owners in a manner that does not take into account their rights (regardless of the nature and target group of the planned housing units).

The planning system in our country has a structure that follows the construction behind, is inflexible, lacks comprehensive planning management, adequate participation and effectiveness. In this framework, planning has been used as a tool for the loss of historical monuments and common living resources, for un-equipped spatial development, for the distribution of additional development rights, for horizontal and vertical densification and for the legalization of illegal developments [16].

In the Republican years in Türkiye, the practices in urban spaces constitute the legal legislation of the Ebniye Law of 1883, the Zoning Law No. 6785 of 1956, the Law No. 2805 of 1983, the Law No. 2981 of 1984 on the amendment of an article of the Zoning Law No. 6785, the Law No. 3194 of 1985 on the amendment of an article of the Zoning Law No. 6785, and the Law No. 2805 of 1983 and the Law No. 2981 of 1984 on the amendment of an article of the Zoning Law No. 6785, Law No. 3542 dated 1989, Law No. 3194 on the amendment of the zoning law,

Law No. 5006 dated 2003, Law No. 3194 on the amendment of the zoning law, aimed to solve the zoning problems of our country at the time they were enacted and to provide the best habitable places and based their scope on these requirements. However, in our country, which is constantly changing in the line of social development, these laws with zoning content have fallen behind the expectations in winter time intervals and have felt the need for change/renewal [17].

The laws related to urban regeneration that are currently in force are listed below.

- Zoning Law No. 3194 (09.05.1985)
- Law No. 5366 on the Renovation, Protection and Utilization of Deteriorated Historical and Cultural Immovable Assets (05.07.2004)
- Article 73 of the Municipal Law No. 5393 (13.07.2005)
- Law No. 5216 on the Amendment and Adoption of the Decree Law on the Administration of Metropolitan Municipalities (10.07.2004)
- Law No. 6306 on the Transformation of Areas under Disaster Risk (31.05.2012)
- Law No. 775 on Slums (20.07.1966)
- Law No. 5162 on Amendments to the Law on Collective Housing (12.05.2004)
- Law No. 5966 on the Renovation, Preservation and Utilization of Historic and Cultural Immovable Assets that have been worn out (05.07.2005)
- Law No. 5273 on Amendments to the Law on Land Office, the Law on Collective Housing and the Section of the Annexed Schedules of the Law on General Staff and Procedure pertaining to the Housing Development Administration (12.05.2004)
- Law No. 5226 on the Amendment of the Law on the Protection of Cultural and Natural Heritage and Various Laws (27.07.2005)
- Law No. 5104 on North Ankara Entrance Urban Transformation Project
- Draft Law on Transformation Areas

4. Sample application area: Üsküdar Çamlica Mosque surroundings urban transformation project

Within the scope of the "Çamlica Mosque Surrounding Urban Transformation Project" located in the Kirazlıtepe and Ferah neighborhoods of Üsküdar district of Istanbul province (Figure 1), an area of 180,550 m² was declared a risky area with the decision of the Council of Ministers dated January 8, 2018. The project was put into operation in this area, which can be called the "Showcase District" of Istanbul, in order to create healthy, orderly, safe living environments in accordance with the norms of science and art, in accordance with the zoning plan, unlicensed, irregular, unhealthy and unhealthy structures, most of which are slums.



Figure 1. Aerial photograph of the region before urban transformation.

There are 556 buildings and 1595 independent units in the risky area consisting of 7 parcels (Figure 2). With a total population of 5765 and 785 right holders in this area, 2/3 majority was easily achieved in the project, which proceeds with the on-site transformation method through the reconstruction (revitalization) method.

Urban transformation activities in this area were carried out under the coordination of Üsküdar Municipality (reconciliation), Ministry of Environment, Urbanization and Climate Change Housing Development Administration (TOKİ) (demolition-construction), Istanbul Metropolitan Municipality (infrastructure) as a tripartite protocol.

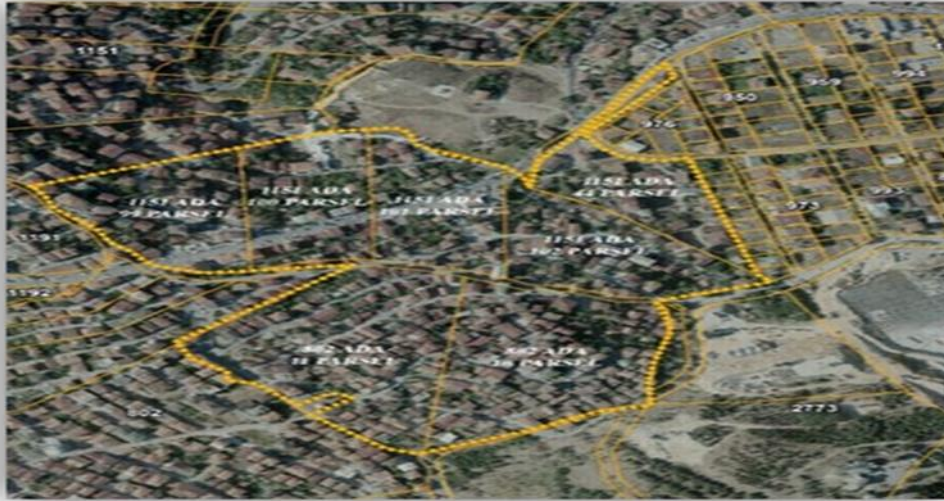


Figure 2. Parcels within the urban transformation area.

The urban transformation project consists of 3 phases. In the first stage, 504 houses and 47 commercial independent units; in the second stage, 706 houses and 75 commercial independent units, 1 mosque and 2 lodging houses; in the third stage, 666 houses, 20 commercial independent units, 2500 car parking lot, 24 classrooms school, information house, mukhtar's office and family health center will be built (Figure 3). The project consists of a total of 2018 independent units (1876 housing units and 142 commercial units), a school, a mosque and its lodging, an information house, a mukhtar's office, a parking lot, a family health center and parks [18].

The buildings (Figure 4), which will consist of 4 floors above ground, will be built with a horizontal architectural model, and all independent units will be owned by the right holders in the project, which is an example of on-site and voluntary transformation.

Urban transformation is a process that needs to be handled with seriousness and sensitivity. Urban transformation should not be carried out with the same type of projects regardless of the need in each region, with the sole purpose of renewing housing for high rent.

It should be borne in mind that housing without aesthetics, where the urban identity and environmental conditions are not taken into account, can damage the urban identity and risk becoming anonymous while trying to revitalize its historical identity.

While the buildings are not surrounded by walls to preserve the neighborhood texture (Figure 5), it is aimed to maintain the neighborhood relations of the right holders who buy their independent units where the old buildings are located.



Figure 3. Aerial photograph of the region after urban transformation.



Figure 4. Building and environment after urban transformation.



Figure 5. Area project after urban transformation.

The completed independent units in the first stage were handed over to the right holders on 27.04.2023. The independent units in the 2nd and 3rd stages are expected to be completed by the end of March 2024.

Not every region has the same urban regeneration problems. Each region has different problems and resources that can be effective in solving these problems. It is important to identify these resources and develop local regeneration strategies and policies based on them.

For this reason, urban transformation should focus on projects that prioritize originality and locality instead of standard uniform projects.

Another issue that needs to be addressed is the economic and social problems of the people of the region. Urban transformation should not be perceived as cleaning. It should include programs for social and economic development. It should include projects that are in line with the common needs and characteristics of the people of the region and that will integrate them.

Within the scope of urban transformation completed in the region selected as the application area, a satisfaction survey was applied to the right holders. Thus, it was aimed to evaluate whether this application has achieved its purpose from the citizen's point of view.

4.1. Problems encountered in practice

This application was realized in one of the most beautiful and valuable areas of Istanbul. The right holders here wanted on-site and voluntary transformation, both because their workplaces are located here and because they live in an area that we can call the "Showcase District" of Istanbul. The rent value of the region is quite high due to its location.

There is no profit policy on the flats built. Therefore, flats with different values within the same building are subject to a lottery. Although a transformation method is carried out in accordance with the wishes of the right holders, this difference in value causes the public to be uneasy, despite the fact that the housing contract signed by the parties' states that the apartments will be determined by lottery.

In addition, even if the buildings in the area are old and unhealthy, rents are high due to its location. Beneficiaries whose independent units were demolished are looking for rental houses during this period. Since they generally need to live in the neighborhood for work and neighborhood reasons, problems arise due to high rents.

In every urban transformation project, beneficiaries receive rental assistance. However, since the rents are higher in this region, the beneficiaries are victimized in this regard. In order to eliminate this victimization, the implementer went beyond the standard rental assistance and provided more rental assistance and eliminated the victimization.

The application area is within the "Bosphorus Back View" boundaries. For this reason, the project to be built must comply with the "Bosphorus Law" as well as the regional zoning plan (Figure 6). There were zoning problems in the region for this reason. In addition to these technical problems, there were also problems that led to a legal process, such as attempts to block the project because it was a region with a high rent value, and various discourses about the project. These technical and legal problems were resolved step by step by Üsküdar Municipality and TOKİ.

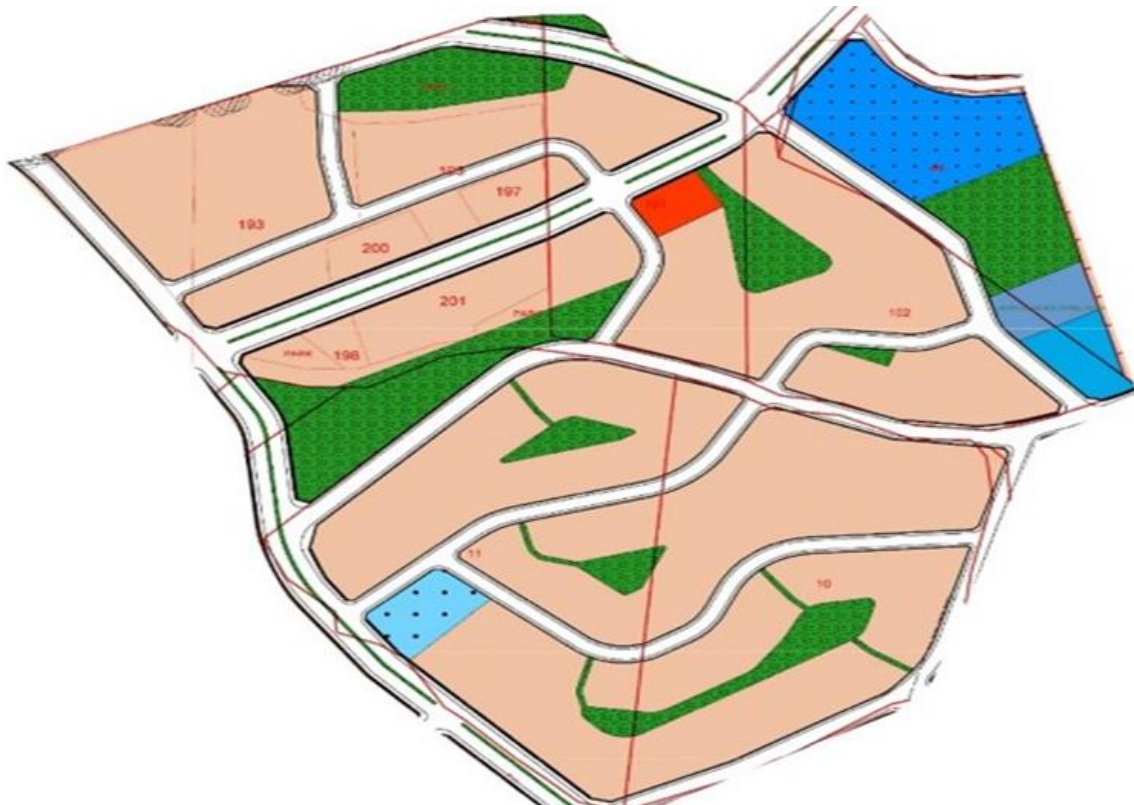


Figure 6. Urban transformation area zoning status.

4.2. Survey study on the results of urban transformation

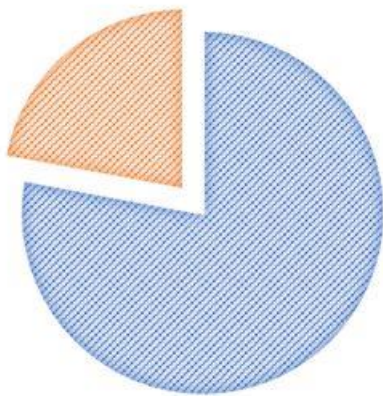
A questionnaire consisting of 6 questions was applied to a group of 120 people in order to determine whether the expectations of the right holders who received their independent units and title deeds at the end of the first stage were met as a result of this transformation and to determine their satisfaction with the physical and economic results of this new living space. The number of questions was kept low in order to prevent the

participants from giving up by finding the number of questions and the length of the questions too long and to obtain the most accurate answers without wasting time. In addition, the number of participants in the survey was kept low due to reasons such as the absence of the right holder or tenants themselves (cleaners, caretakers), residents not opening the door (due to unwillingness or other reasons), residents not wanting to participate in the survey or expressing their comments only verbally, etc. If the survey had been conducted as a telephone interview, it would have been more comprehensive, with a lower margin of error, as there would have been more participation. Information on these surveys and their results is presented below.

4.2.1. Survey participation status

Blue color indicates the number of beneficiaries whose independent units were delivered. Red color indicates the total number of people (beneficiaries + tenants) who participated in the survey within the delivered independent units (Figure 7). This ratio is approximately 1/4.

■ Delivered ■ Survey Participants

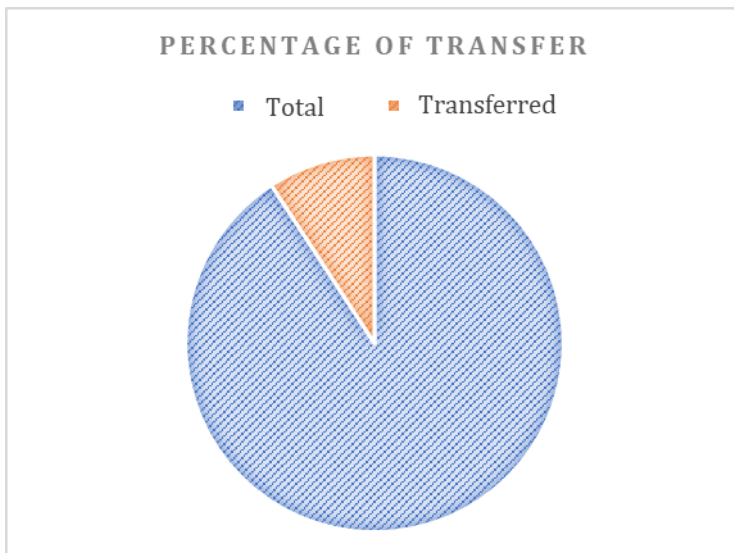


Delivered	413
Survey Participants	117

Figure 7. Survey participation rate.

4.2.2. Transferred independent unit status

Blue color indicates the number of independent units delivered. Red color indicates the number of independent units surveyed among the delivered independent units (Figure 8). Approximately this ratio is 1/10.

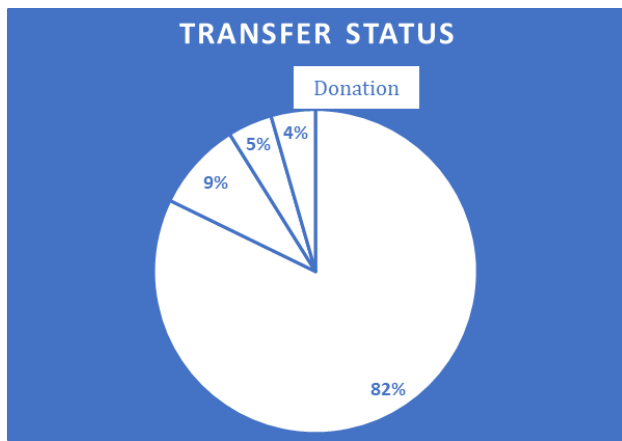


Total	445
Transferred	45

Figure 8. Independent unit turnover rate.

4.2.3. Turnover distribution road status

The % percentages in the graph indicate the percentage of the realized turnover compared to the total and in which way (Figure 9).



Sale	37
Transfer	4
Other	2
Donation	2
	45

Figure 9. Turnover distribution path ratio.

4.2.4. Knowledge about transformation

Blue % indicates the percentage of respondents (right holders and tenants) who were previously informed about urban regeneration compared to the total. Red % indicates the percentage of respondents (right holders and tenants) who have not been previously informed about urban transformation compared to the total (Figure 10).

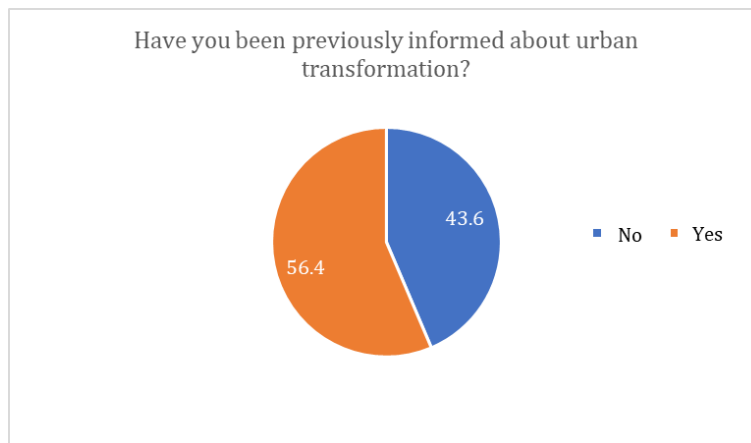


Figure 10. Rate of knowledge about transformation.

4.2.5. Property use status

Blue % indicates the percentage of those who live in the surveyed independent units as right holders compared to the total. Red % indicates the percentage of those living in the surveyed independent units as tenants compared to the total (Figure 11).

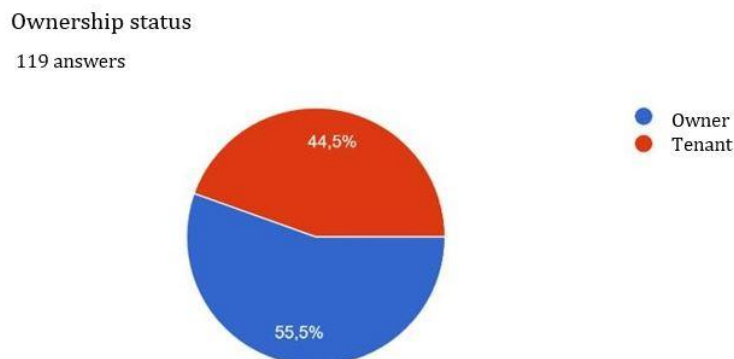


Figure 11. Current property utilization rate in the region at the end of transformation.

4.2.6. Whether or not to continue to reside in the region

Blue % indicates the percentage of respondents who do not plan to sell/relocate their independent unit (owner/tenant) compared to the total. Red % indicates the percentage of respondents who are planning to sell/relocate their independent unit (owner/tenant) compared to the total (Figure 12).

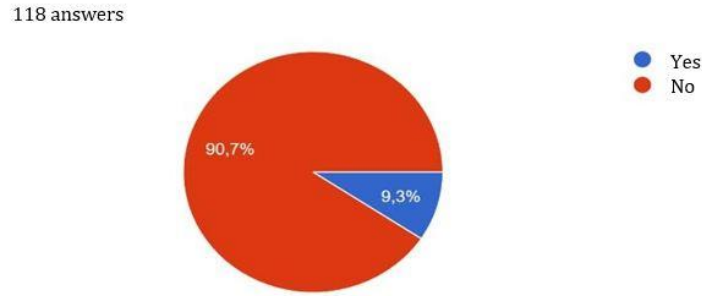


Figure 12. Rate of whether or not beneficiaries continue to reside in converted houses

4.2.7. Housing satisfaction status

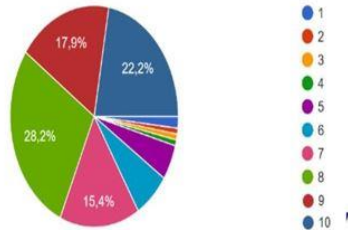
In **Figure 13**, each score between 1-10 (**Table 1**) is listed with a different color. The graph % percentiles indicate the percentage of the total number of colors corresponding to the score given to the dwellings by the residents of the independent units.

Table 1. Scoring table.

1 → I don't want to answer	2 → Zero Satisfaction
3 → Not Satisfied at All	4 → Not Satisfied
5 → Partially Dissatisfied	6 → Undecided (Neutral)
7 → Partially Satisfied	8 → I am satisfied
9 → Very Satisfied	10 → I am Extremely Satisfied

Are you satisfied with the apartments delivered to you within scope of our project?

117 answers



22.2% → 10 points
17.9% → 9 points
28.2% → 8 points
15.4% → 7 points
16.3% → 6 points and below

Figure 13. Housing satisfaction rates.

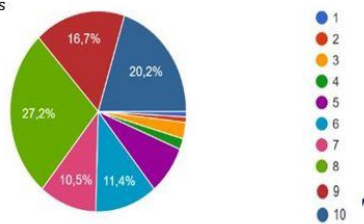
According to the results, the housing satisfaction rate (7 points and above) of the respondents is 83.7%.

4.2.8. Meeting expectations

In **Figure 14**, each score between 1-10 (**Table 1**) is listed with a different color. Graphic % percentiles indicate the percentage of the total percentage of the colors corresponding to the score given by the residents of the independent units to the project as a whole (physical, social, cultural, etc.).

Has Çamlica Urban Transformation Project satisfied your expectations?

114 answers



20.2% → 10 points
16.7% → 9 points
27.2% → 8 points
10.5% → 7 points
11.4% → 6 points
14% → 5 points and below

Figure 14. Project expectation satisfaction ratios.

Satisfaction rate (7 points and above) of respondents in meeting expectations according to the results 74.6%.

4.2.9. Satisfaction with practitioner's planning

In Figure 15, each score between 1-10 (Table 1) is listed in a different color. Graphic % percentiles indicate the percentage of the total percentage of the colors corresponding to the score given by the residents of the independent units to Üsküdar Municipality, which is the implementing party, for being able to communicate with an authorized person on any issue (problem, request, etc.) during the completion period of the project, for taking care of the issue raised and for its return.

Are you satisfied with the implementations of our municipality within scope of Çamlıca Urban Transformation Project?



Figure 15. Satisfaction rates with the implementing municipality.

Satisfaction rate of the respondents with the implementing municipality according to the result (7 points and above) 72.3%.

5. Conclusion

Public participation in the transformation process is an indispensable principle for urban transformation. In addition to the need for the public to be influential in the decision-making process in the decision-making committees of urban transformation projects, local governments should conduct sociological observation and survey studies based on scientific basis in order to prevent unforeseen social problems from arising in the region subject to transformation. In order to avoid problems in the area subject to urban transformation, the aim of urban transformation should not be to force the people living in the renewal area to move elsewhere, but on the contrary, to make this area livable for them and to improve their living conditions, and the transformation should be done with this method as much as possible.

When the result graphs of the surveys conducted in the Üsküdar Çamlıca Mosque Environment Urban Transformation Project Implementation are examined, it can be said that the right holders are generally satisfied with the transformation. To explain this mathematically; The answers to questions about satisfaction are options between 1 point and 10 points. The answers given to these questions one by one were added up as points and a rating was made. In order to achieve a satisfaction result, a score of 7 or above must be the most important. According to this calculation, the lowest average rate in each question was 70%. When the average of all questions was taken, this rate increased to 77%. The main factor in achieving this result is that the "human-space" relationship is taken into account in practice and the transformation is carried out in a complementary and balanced way physically, economically and socio-culturally. The project has been carefully prepared in terms of both scientific, aesthetic and urban planning; It can be said that reasons such as the feeling of confidence of living in earthquake-resistant houses and even the high quality of materials used in construction also play a role in this satisfaction.

According to the survey results, it is seen that the beneficiaries are satisfied that their problems have been resolved and that they will continue their lives in healthy, modern, reliable houses that will be produced within the borders of the project area, without moving away from their environment after the transformation. Based on this, it can be said that a correct implementation has been achieved with the project progressing with the on-site transformation method and revitalization method.

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Author contributions

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Conflicts of interest

The authors declare no conflicts of interest.

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