

roomservices presents:

# NoReV

*Nomadic Restoration Vehicle designed for housing repairs in heritage and poor areas.*

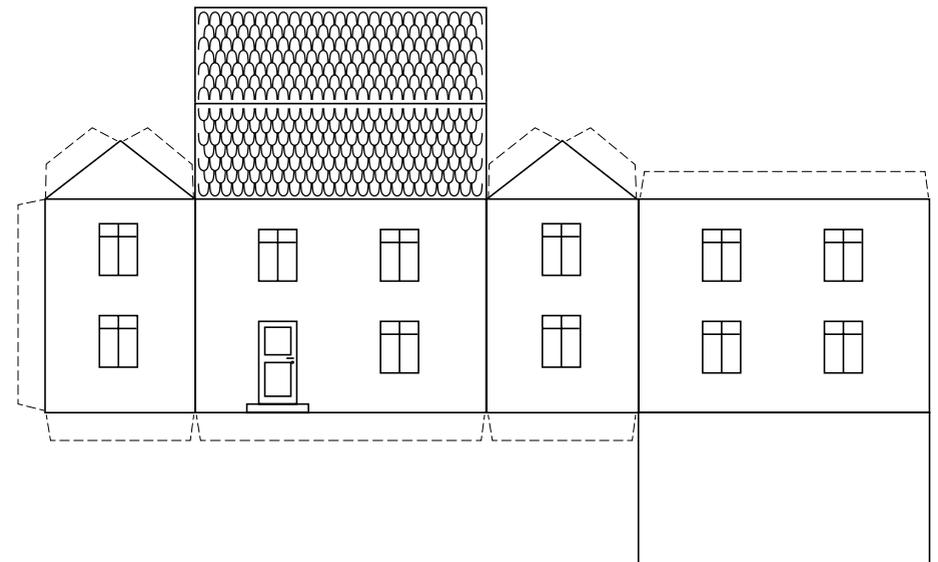
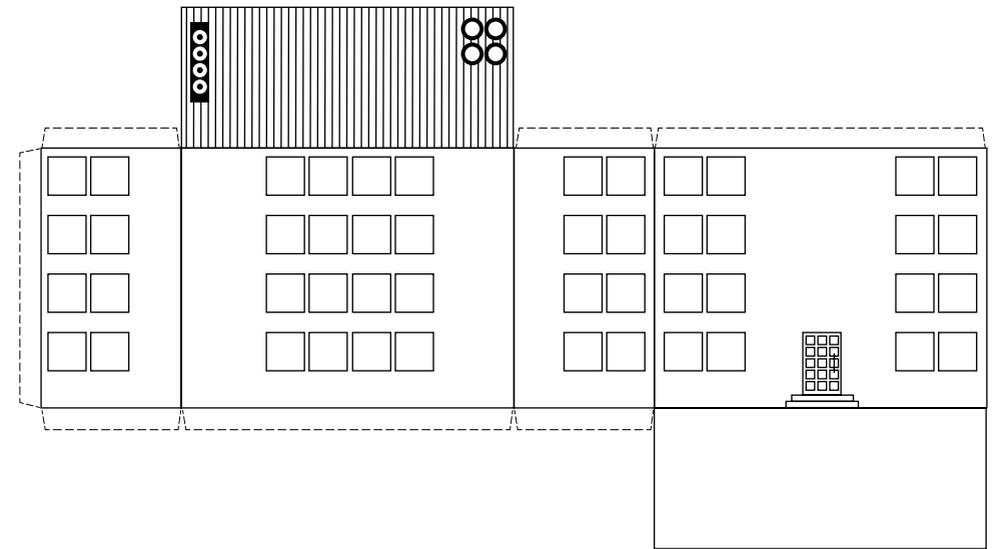
This is a manual and design toolbox for setting up a mobile restoration service. With a step-by-step process and fill-in-forms the manual slowly grows and becomes a logg during the journey with collaborative notes, documenting in transparency.



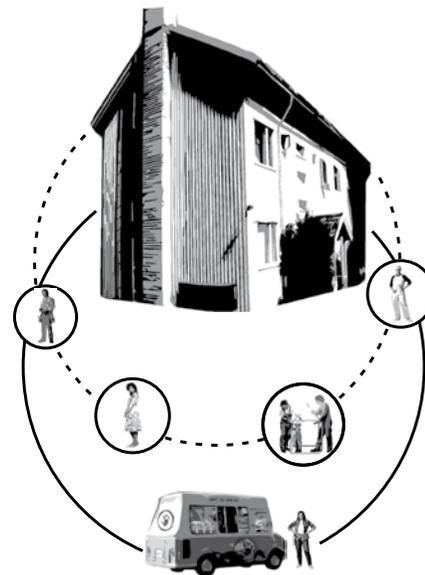
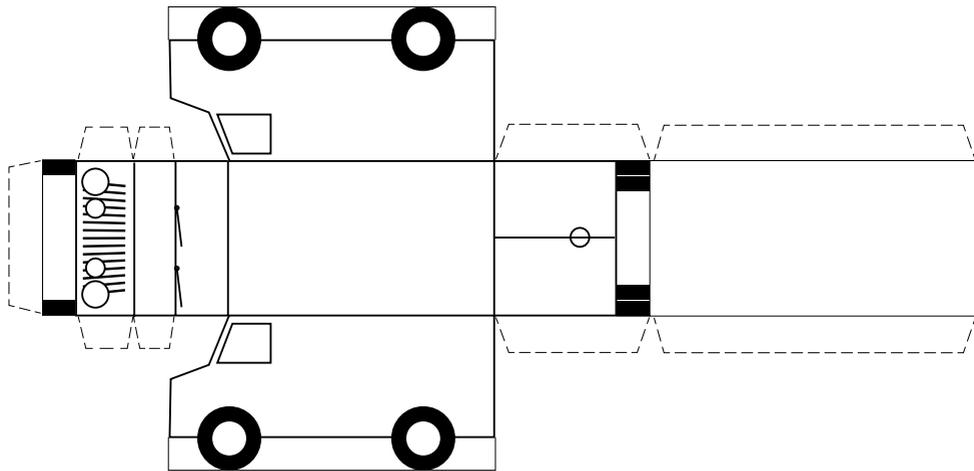
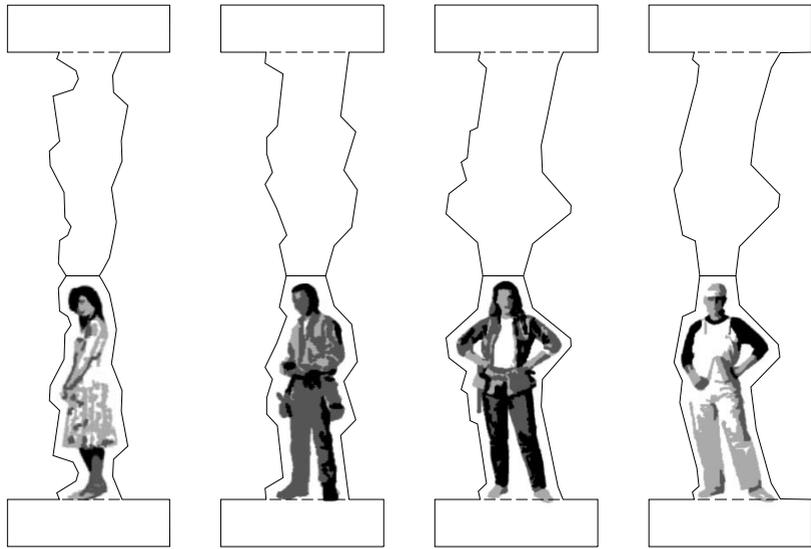
This is a manual and design toolbox for setting up a mobile restoration service. With a step-by-step process and fill-in-forms the manual slowly grows to become an extensive logg during the journey with collaborative notes and comments documenting the nomadic restoration process in transparency.

*With great contribution from Oranssi and NIFCA, Helsinki*  
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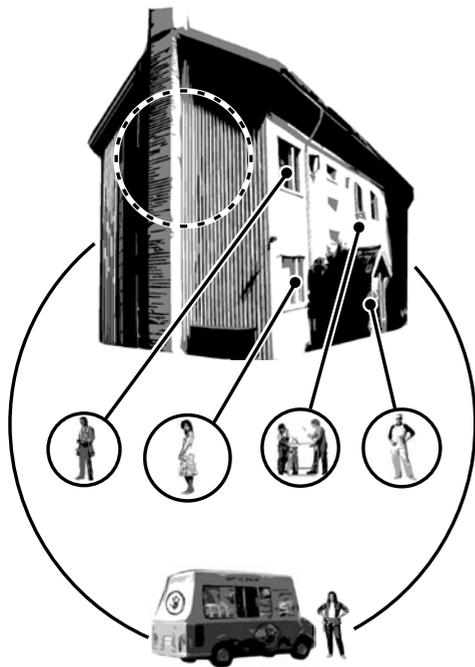
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Foldable figures for turning the meeting into a playful workshop. Enlarge in photocopy machine, cut out and glue together.

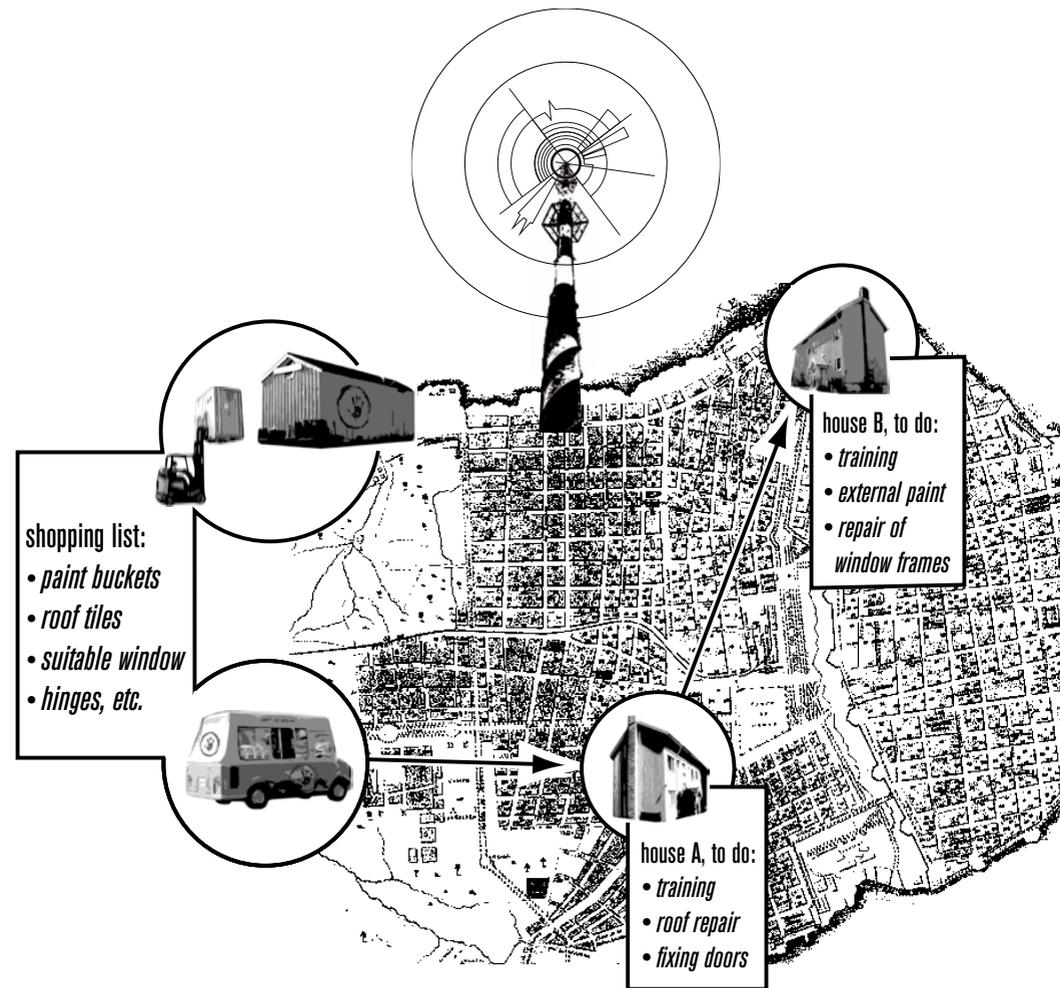


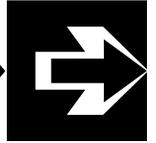
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**This manual** aims to be a basic guide for establishing and running a mobile restoration service; a Nomadic Restoration Vehicle - NoReV\*. This mobile restoration service can be used for inner city areas, in some cases also having a cultural heritage value and is currently serving as residential areas for low income people. These houses are threatened both by the structural weaknesses because of lacking basic maintenance done by the habitants whom have different priorities in daily life and not having economic resources. Small scale interventions like mending leaking pipes, fixing windows and roof would have a dramatic affect in long term for the well being of housing structures and increasing environmental quality. Many Local and Central Governments are too poor to directly intervene to deteriorated areas for restoration, upgrading or redevelopment. For those areas, NoReV service could provide sustainable service and interventions, since it includes enablement by training the inhabitants.

The NoReV idea takes its starting point from a group restoring low cost rental houses together with the future inhabitants for the youth in Helsinki, called **Oranssi** (<http://www.oranssi.net>). The former squatter group is a unique functioning example of a local community preserving and restoring historical wooden houses within a sustainable idealist system, combining indepen-





### Further Change: *the proxy-radio planning mode*

One way of widening the interface between inhabitants and planners, and also a tool of “talk-back-media” is to establish a small proxy-radio station. Using a very small transmitter (around 1w), with a limited range (around 1 km) and sending in an unused frequency on the FM band, the NoReV group can create a local radio station for facilitation discussions. Since the power is so low it reaches only the effected area.

The proxy radiostation can be broadcasting the discussions, meetings and latest news about the project. It can be open for people to come and have their say. It can also have open studio, creating slots for local artists and musicians to perform.

A main advantage of local programs is that they also reach people who cannot come for meetings. Especially in regions where it is hard for women to engage it can be a tool for bringing the news and discussion to everyone.

- > Broadcast discussions, meetings and news about the project.
- > Facilitate for inhabitants to engage broadly in the service and its future.

*Hints: A small radio transmitter you can build yourself - and there are a lot of manuals on the internet. You can also buy kits or ready assembled versions.*

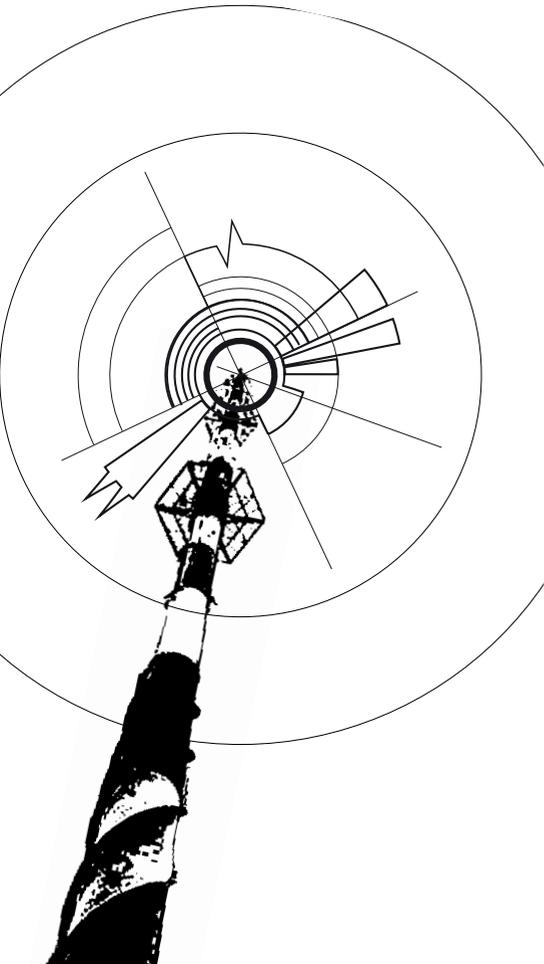
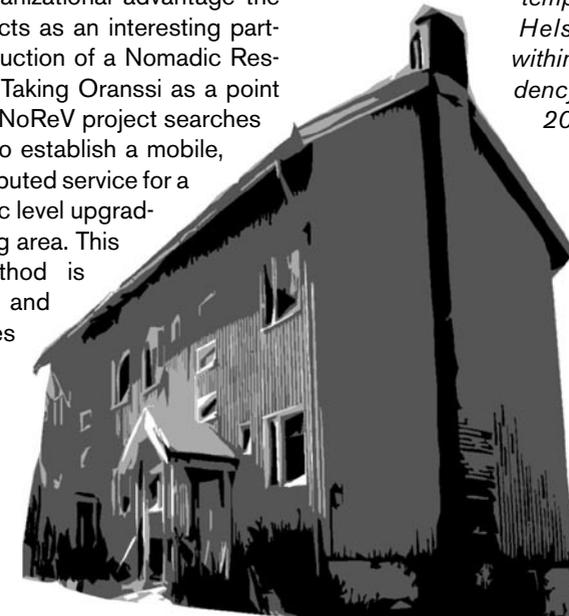
*Remember to keep the doors open to the studio, but keep people from speaking at the same time!*

dence with market capitalist strategies (mainly unspoken within the organization). In Tallinn and other cities in the Baltic region there are houses in desperate need of repair of the same type as restored by the group in Helsinki. Because of this locational and organizational advantage the Oranssi group acts as an interesting partner in the construction of a Nomadic Restoration Vehicle. Taking Oranssi as a point of departure the NoReV project searches for possibilities to establish a mobile, flexible and distributed service for a sustainable, basic level upgrading in the housing area. This model and method is open for change and also encourages local groups to modify it according to their needs, local circumstances, financial conditions, social and physical structure.

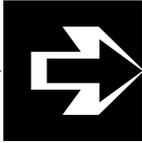
This manual is arranged a sequence of tasks on a timeline with each task framing a field including sub tasks. It is an inspiration and general framework to work from, attempting to lower the threshold to action.

*\*Nomadic Restoration Vehicle - NoReV manual is prepared by roomservices, Evren Uzer and Otto von Busch ([www.roomservices.org](http://www.roomservices.org) | [roomservices@gmail.com](mailto:roomservices@gmail.com)). Initial studies have been made by great contribution of Nordic Institute of Contemporary Art -NIFCA Helsinki/Suomenlinna within the artist in residency period in March 2005. The manual is a part of a process to raise the concerns and interest of the involved partners and lowering the threshold for its construction if these same partners find a common ground for collaboration for the interested cities. We hope to provide the toolbox and manual to local*

*groups, but also municipalities with deteriorating housing areas to anchor the project firmly into a sustainable and relevant service according to their specific needs.*



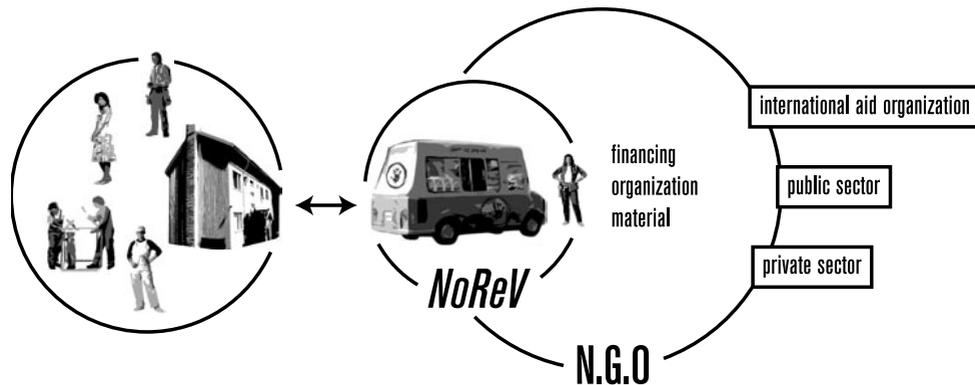
## STARTING



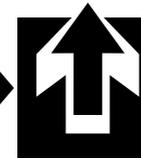
### Establishing a local NoReV basis

A prolific implementation of NoReV service takes its strength from a community having the will and power to change their environment to better. In order to win the people's confidence and convince them that this will be an intervention to increase the level of their life quality. Instead of a central power coming to the area and ordering how things should be better there should be someone who is close to their lives and the interventions should be within the limits of their request. It could be a locally engaged NGO that already has the trust of the inhabitants.

A local NGO already active on the field as a basis of NoReV would be ideal. Former experience, being familiar with the area, and understanding local structures and problems will all be key advantages for facilitating the general process. The local NGO will be an in-between platform connecting inhabitants and institutions. Main responsibilities will be organization of the whole process, communication between inhabitants and stakeholders, distribution of information, fundraising and supplying material and tools.



## CHANGE



### Future possibilities

This implementation, because of working on a community teamwork, may create further collaborations like an institution giving educational courses, and/or for further interventions based on the same system. This could be more structural upgrading in the heating system or changing layout, etc.

- > Observing, documenting and participating the social change or change in future trends of the work area.
- > Empower the social local community - create political influence channels.
- > Facilitate further collaborations; between economic, cultural and political interests.
- > Create further projects with government bodies or NGOs.

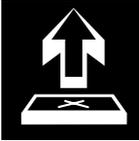
> Do you have any information or observation on a change/collaboration/social change, caused by or during NoReV process?

> What could be the future collaboration with an institution, NGO or municipality to make further interventions in the same area?

> Did you send your comments to [roomservices@gmail.com](mailto:roomservices@gmail.com) ?



## FEEDBACK



This stage is combining the experience of application with the basic process manual. Main aim is to have more flawless further applications. Also information related to the implementation can be added as a case to the manual.

- > Ensure feedback from the process.
- > Get feedback from every application.
- > Modifying the manual according to this feedback and comments of NGO, inhabitants, etc. (Change rout? Material? Tools? Further funding? Expansion of project?)
- > Change this manual!

> How do you think to gather all the information compiled during the whole process?

> What is your opinion about the whole process?

> What would you make differently if you have another application area?

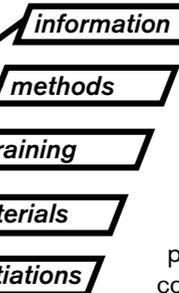


## DEFINING



This task stage includes defining the target area, ideally proposing three alternatives for establishing NoReV service and defining the stakeholders in the process. These

stakeholders who will take part in the common decision making process will be from; local NGO, representatives from public sector (municipality, city planning office, conservation board, city museum, etc.), private sector (construction companies who are interested in financial contribution), other institutions (culture and art institutions, international NGO representatives) and most important; active local inhabitants.



- > Defining the target area(s).
- > Defining the stakeholders who are specialized and/or effect on physical, social, legal, economic and organizational issues on the proposed project.
- > Reaching a wide range of representatives as stakeholders.
- > Meeting individually and convincing these stakeholders on the benefits of the project and gathering them for a meeting.

*Hints: Main idea is to gather people who have expertise and effect on physical, social, legal, economic and organizational issues on the proposed project. These stakeholders will be briefly informed on the project and convinced to gather in a meeting with the others.*

# DEFINING



> Which target area(s) do you plan to work on?

> Who are the stakeholders?

> What can NoReV contribute with in this area?

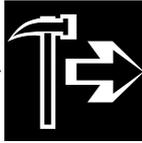
> Who may give suggestions and/or make critique and contribution on physical/ structural issues and on urban planning?

> Who may give suggestions and/or make critique and contribution on social structure?

> How will the feedback process work?

> What is your opinion about the finished work?  
Anything you still can add to make it better?  
Iterate the process.

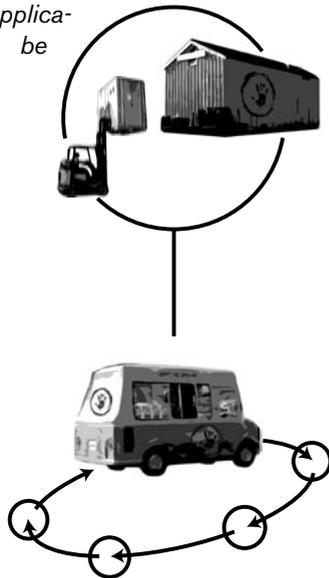
# WORKING



This stage includes the NoReV crew giving the initial training (such as painting walls and the ceiling properly, fixing the windows and doors, fixing the leaking pipes, etc.) and distributing the one week material to the houses.

- > Giving the initial training.
- > Distributing one week material.
- > Giving periodic visits and distributing material.
- > Taking notes on the visits, documenting problems and progress.
- > Getting final checks and follow up work.

*Hints:*  
 NoReV crew should be clear in language when giving the training and show the work in details. Work plan can be discussed with the tenants. Questions, unforeseen problems, experiences during the application should be reported.



> How do you plan to give the initial training?

> How do you plan to distribute weekly material and necessary tools?

> How will you ensure the finalization of the work?

> Who may give suggestions and/or make critique and contribution on legal issues?

> Who may give suggestions and/or make critique and contribution on economic issues, fundraising and cost calculation?

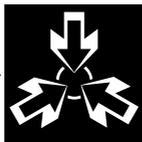
> Who may give suggestions and/or make critique and contribution on organizational issues?

> Who may give suggestions and/or make critique and contribution on organizational issues?

> What are the contacts of the people suggested? Who will contact them?

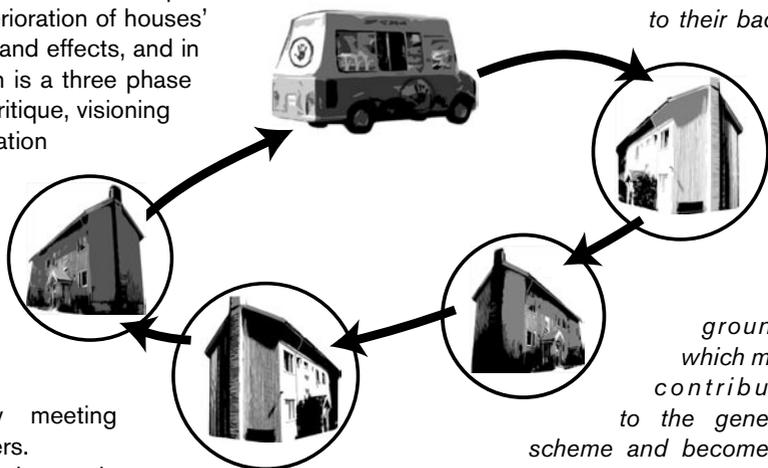
> Set a time for the meeting:

# MEETING



This stage includes meeting and discussion of the project schema and service area alternatives with the stakeholders. The meeting includes presentation, problem tree making and three stages of idea production in a one day workshop format. Problem tree making is a discussion on core problematic of 'deterioration of houses' and its causes and effects, and in idea production is a three phase composed of critique, visioning and implementation that are on the economic social, physical, legal and organizational issues of the project.

- > Preparatory meeting with stakeholders.
- > Presenting the project briefly.
- > Presenting the area alternatives and discussing with stakeholders.
- > Making a common problem tree for the chosen area with the stakeholders.
- > Critique of the bad affects and/or weak sides of the project (in physical, social, economic, organizational and legal means).
- > Visioning what could be done and arranging them in order of priority.
- > Production of concrete implementation ideas, with stakeholders' explanations of how they can contribute to each stage.



*Hints: Every idea is valued in the meeting, preferably directed by an unbiased and open-minded coordinator. In problem tree making everyone should be evaluating the core problematic of 'deterioration of houses' and its causes and effects according to their back-*

*ground, which may contribute to the general scheme and become a foundation for the following process. All parts of the projects should be discussed; economic as well as social and physical aspects. (Basic costs like car, two people as NoReV crew, basic tools, material, publication of information sheets, questionnaires, newsletter, etc. and the ways to provide them should be discussed)*

*It is important that people should feel relaxed and even playful during this discussion meeting/workshop and feel free to speak out every idea. Model game or using paper cut house, car, institution models can be helpful in this to create a playful atmosphere where everything is possible.*

*Try the foldable figures in the end of the manual on a sketch or map of the area.*

> Sketch or stick your map, and your to-do-list here:

## PLANNING



In this stage, NoReV crew and local NGO will be planning the type of work and route for NoReV car will follow and will be giving what type of training and which kind of training they'll give to the people according to their primary needs and skills. They will define the types and amount of interventions they plan to make in the area and make a work plan out of this list. This planning will have specific to do and to provide lists as outcome.

- > Planning the type of work according to time (winter-summer / inner-outer), needs and resources with NoReV crew visits to the interested households.
- > Planning the route for NoReV car.
- > Providing the necessary materials and preparing training sheets (one page explanatory texts/visuals).
- > Informing the residents about the planned visit for training and how the project proceeds.

*Hints:*  
 Make sure that people know how the plan is proceeding; especially about the parts they're involved such as confirming the date of training and type of work.

Another way to inform the inhabitants could be through local radio - see last chapter.

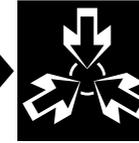


> How do you plan to make the initial visits of NoReV for inspection and to discuss the time schedule with the inhabitants?

> How do you plan for the types of the works you can do according to season (winter-summer)?  
 What resources, and needs?

> What will be the route for NoReV car?

## MEETING



> How will you choose the area? Why?

> How does your problem tree look like in the end of common discussion?

causes:

core problem:

effects:

> What are the critiques on weak sides of the project and views/ideas in the context of the application area?

> What are the ideas to improve the visions of the project and possibilities of the area within the project context?

> What are the ideas for implementation?

# MEETING



> How will each stakeholder/participant contribute to this process?

> How many houses do you plan to visit and bring service to, approximately?

> Hint of costs:  
Basic costs:  
car;  
crew of two people;  
basic tools;  
information sheets, flyers:

> What kind of service do you plan to bring?

> Varying costs  
material;  
special tools:  
continous information:

> Is there any special issue related to the area in means of social pattern?  
(Ethnic tension, social structure, homogeneity, heterogeneity, etc.)  
If there is any, how do you plan to take this into consideration?

> How will you manage the basic and varying costs?

> Sketch your information sheet & questionnaire here:



This task stage is for informing inhabitants about the NoReV service with information sheets and local meeting(s) with the target population and distributing questionnaires asking physical needs in their apartments, their order of priority for themselves, inhabitants technical skills, their past experience in such a technical work as skilled or non-skilled, their availability in time/ working hours and so.

- > Distributing information sheets as flyers and informing people on the local meetings place and time.
- > Having a local meeting on NoReV service with local NGO and NoReV crew, explaining service's specialties, benefits and distributing information sheets and questionnaires to the inhabitants. Giving a face to the future service.
- > Documenting the talks during the meeting.
- > Gathering the information sheets and questionnaires with the information;
- >> Inhabitants; technical skills, experiences as skilled and non-skilled work, their available time for initial visit, common training and working hours, their assumed total contribution in work.
- >> Houses; specialty, condition, needs in a priority order, details of the needs.

*Hints:*  
 The information to the people should be convincing for their own beneficity. The organization will act as a facilitator in the whole stage. Observing and understanding group conflicts or limitations because of the social fabric of the area will be helpful to a more productive working process.

> Where and how do you think an informative meeting with the inhabitants, on NoReV service, can be?

> Do you need to split the information meeting into two or three groups and/or repeat the meeting at different times of the week for reaching every interested household?

> What kind of service do the interested households want to have?

> Is there any urban planning or architectural limitation or rule that you have to consider for the chosen area? (chosen area is a green area in the urban plan in ten years, or houses are under strict protection because of their historical value and you have to consult an expert, etc.) If there is any, how do you plan to consider this?

> Is there any legal issue that you have to consider?

> What is the final plan on organizational pattern of NoReV and roles of stakeholders?

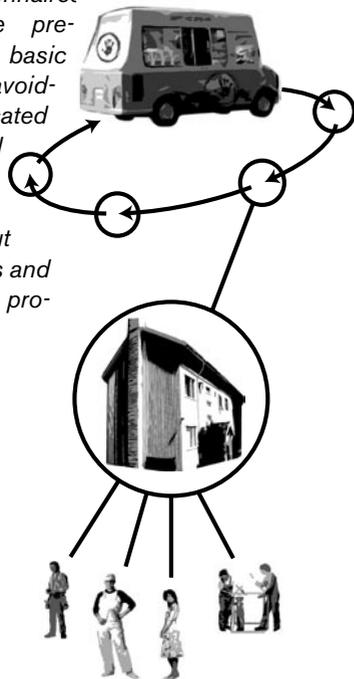
# PREPARING



This stage includes preparation of general work plan, information sheets on the NoReV service and questionnaires for the inhabitants. The stage aims to prepare the general framework as a sum-up of meeting with the stakeholders and also preparation for gathering information from the target work area.

- > Preparing general work plan, as a sum-up of the meeting with the stake holders and modifying the process if necessary.
- > Preparing information sheets.
- > Preparing questionnaires.

*Hints:*  
 Information sheets and questionnaires should be prepared in a basic language, avoiding complicated technical terms, and should be clear about the process and the service provision.



> What are the results of the meeting?

> Do you need to organize any more meetings or to prepare applications for economic, organizational, social, physical or legal issues?

> What do you think the tenants need to know about NoReV?

> What do you need to know about people and houses for bringing NoReV service to the area?

> What form will the information media take?

*Does your questionnaire include;*  
*Information on inhabitants; technical skills, experiences as skilled and non-skilled work, their available time for initial visit, common training and working hours, their assumed total contribution in work?*  
*Information on houses; specialty, condition, needs in a priority order, details of the needs?*