

Verbeterdebuurt 2.0

CREATION DATE	02/08/2015
CREATOR	Stijn van Balen
DESCRIPTION	<p>Verbeterdebuurt is a platform for the public space. It aims to help people get engaged in their direct surroundings and helps people, organisations and government connect around issues and ideas in the public space.</p> <p>Practically it helps users via web and app to create issue reports and ideas for improvement. gps it determines who is repsonsible and sends them a message, starting a process to help t problem.</p> <p>This document specifies a redesign of the web app. It focusses on three aspects: Responsive Social Media Integrated & directly linkable for cities.. This way cities can use the app as a contact form.</p> <p>De interaction is designed to be applike and uses graphical elements that resemble both apps (iPhone en Android). The webapp functions standalone and communicates with the database via a JSON API. This to streamline maintance and consistency of the apps and web.</p>

NOTE: Some Functionality is described for a later fase. It is marked as fase 2.

Verbeterdebuurt 2.0

Persona Overview



Naam	Claire City worker	Hugo Heavy User	Irene Idea	Simon Social
Rol	City Front Office Worker	Very Engaged Citizens	Idea Creator	Lead Social Media User
BACKGROUND	Female 45+ and front office work. Has much direct contact with citizens and reports. Structurally stressed, much implicit knowledge but little formal influence. Does not work well with change. Responds well to listening.	55 jaar, higher education and male. Near the end of his technical/formal carrière (think of your high school geography teacher). Older but still tech savvy (think of an ipad) accustomed to be engaged in decisions in local politics too (but also with Verbeterdebuurt itself). Frequent reporter,	A female of age 35 - 45, mother and parttime worker. Active in the neighborhood on the more sociale level. She is makes ideas mostly far less frequent than Hugo makes reports. She focuesses on Green and play facilities. She is willing to go the extra mile (collecting signatures for instance or	25 - 35, works in the capital for a startup or a communication agency. Knows VDB first or second hand. Is willin g to post about you if you ask him to (on facebook or twitter). will use the software once or twice out of curiosity. Likely candidate for word of mouth merking (also events)
QUOTE	<i>Verbeterdebuurt is real improvement for the citizens, but something always goes wrong and then I will have to fix as always.</i>	<i>My report was treated by civil servants who did not take the case seriously. So I wrote a complaint tot the mayor.</i>	<i>This park is now a lot better for the childern in the street.</i>	<i>Verbetedebuurt is a very good idea (but i dont use it very often)</i>
GOALS	<p>Claire: I want to be able to make reports for customers, see what is reported by others and spots prior reported doubles</p> <p>It is important that reporting goes fast and that see has oversight. She values formal customer friendliness and likes order and regularity (think of a secretary)</p> <p>In the end she wants to be queen of her own work. When processes get dictated from higher up the hierarchy this leads to frustration.</p>	<p>Victor want to be able to report and keep trakc of his reports. If need he likes to follow up reports.</p> <p>It's important to victor that his reports make it to the city and cause an action. He likes contact with the city council.</p> <p>Victors motivation is visibility. He values that his knowledge and skills are still being put to good use and that he receives recognition.</p>	<p>Irene's motivation is the idea itself. she wants to share it and connect people to it.</p> <p>It is important for her that the idea keeps moving. The actual implementation is not necessarily more important than the process. Other citizens are perhaps as important as the city.</p>	<p>Simon values keeping up wiht the latest technologu. And likes to help Verbeterdebuurt by providing the right connection/</p> <p>He will judge the platform by the ease of use, graphical impression and the promise to change the world for the better.</p> <p>Possibly interested in the API and Open Data.</p>

Verbeterdebuurt 2.0

Storyboard 1: Victor maakt een melding



Hugo sees trash and wants to report it.



He opens the app



The app presents the map and Hugo clicks on the make report issue.



Hugo makes a picture and describes what he sees.



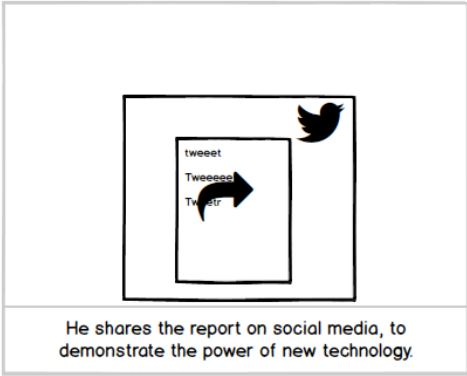
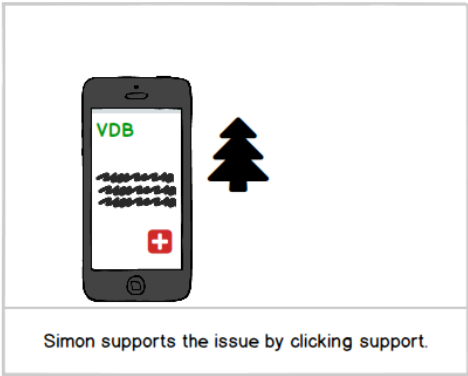
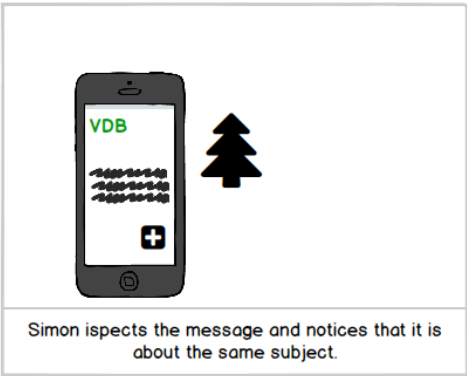
The issue is send to the local authorities.



The local authorities treat the issue and Hugo receives a message.

Verbeterdebuurt 2.0

Storyboard 2: Simon steunt een melding



Verbeterdebuurt 2.0

Storyboard 3: Klara helpt een beller



Claire is at work. She gets an incoming call by a citizen.



The citizens want to report a pothole. Claire boots up VDB.



She asks for the adres (postalcode or streetname) and looks around.



She opens up 2 or 3 issues to see if they are about that subject.



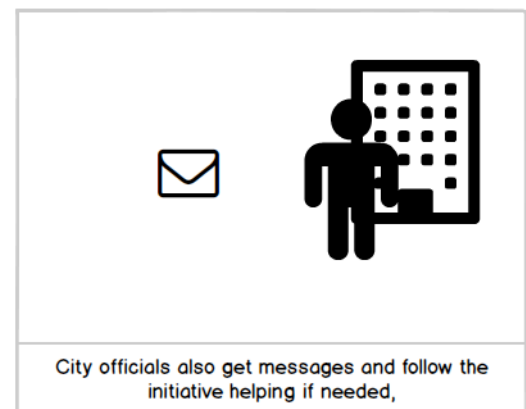
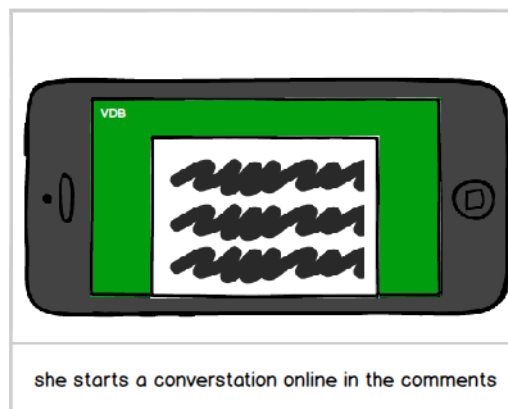
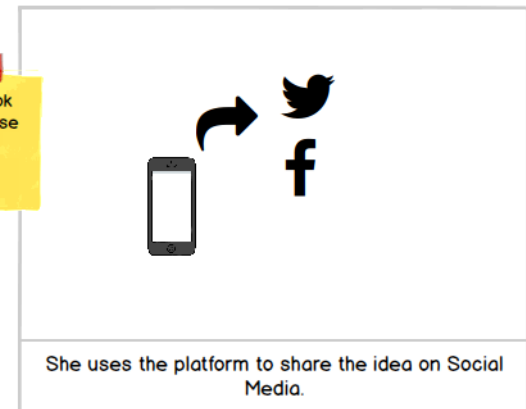
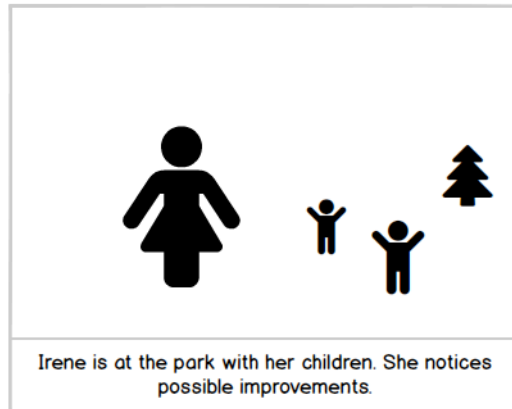
The subject is not found, she makes a new report for the citizen.



She goes over the issue and manages expectations. she closes the call.

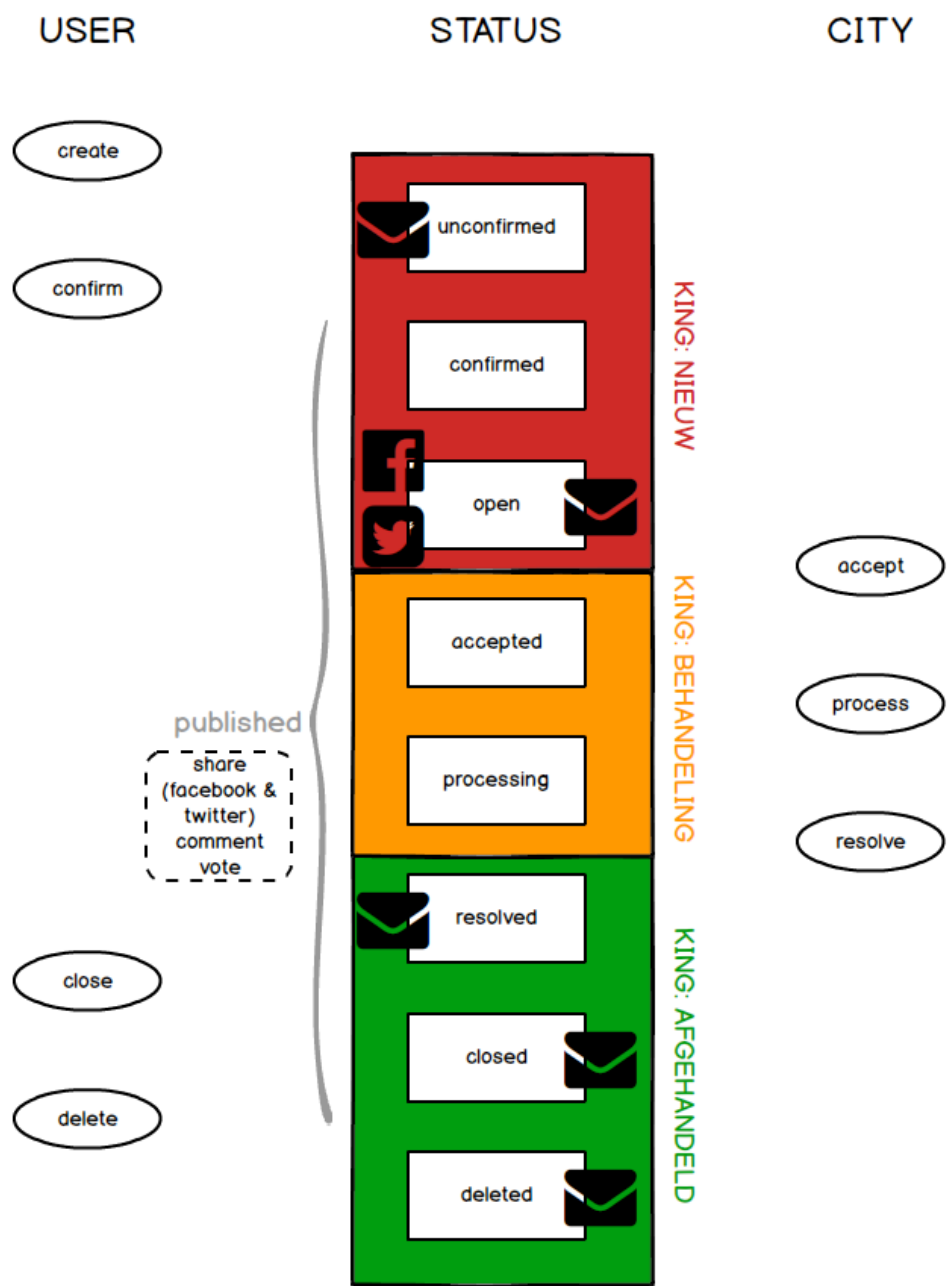
Verbeterdebuurt 2.0

Storyboard 4: Ineke maakt een idee



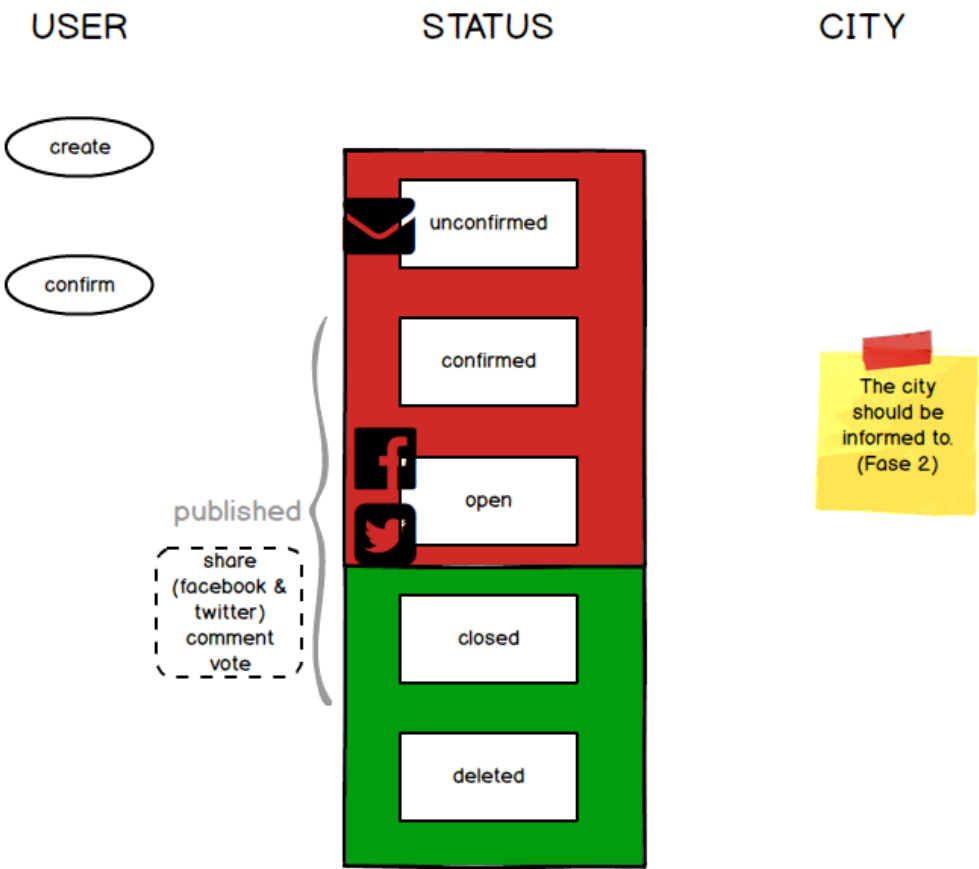
Verbeterdebuurt 2.0

Problem Process V1.2



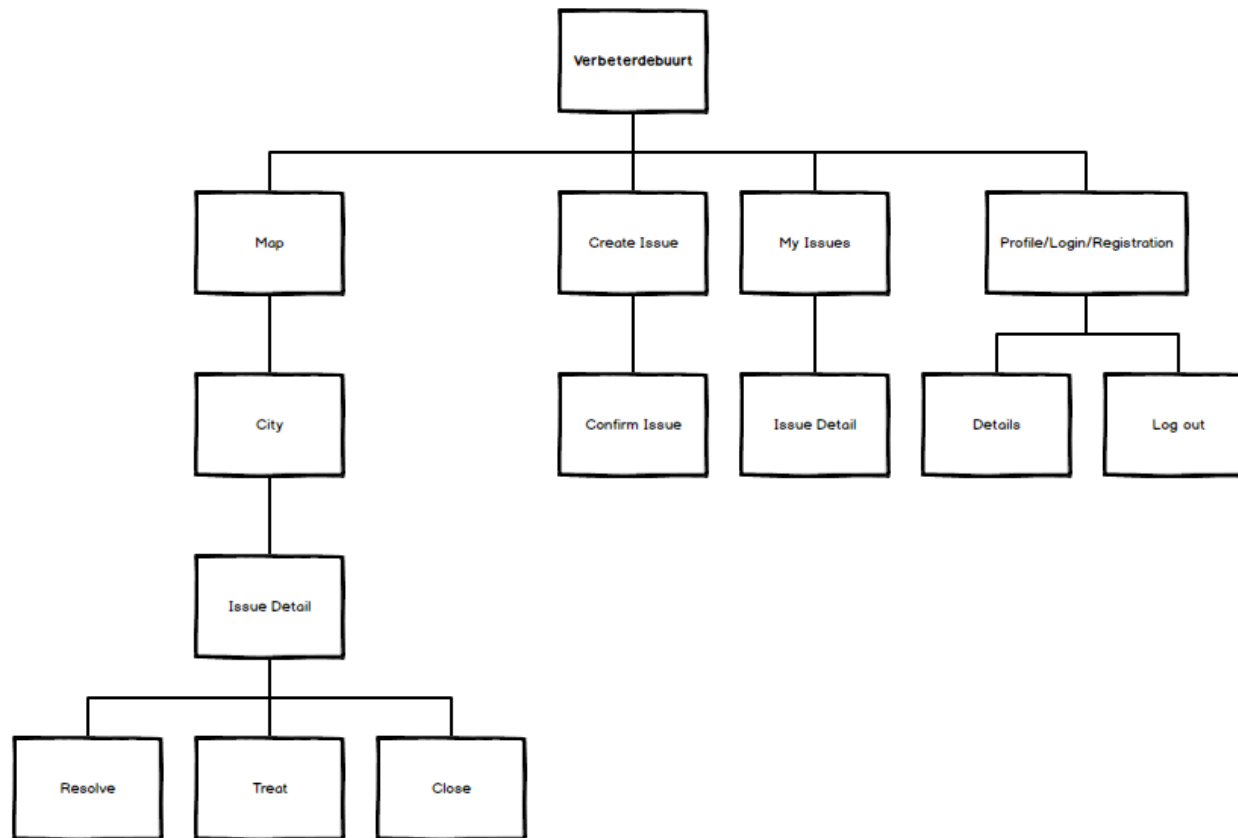
Verbeterdebuurt 2.0

Idea Process V1.2



Verbeterdebuurt 2.0

Site Map



Fase 2 Ideas :

Kaart/Gemeente/
gemeente-detail
(overzichtpagina met
statistiek)
Profiel/Opt-in (optin
op de buurt functies)
Profiel/Score
(gamefication
elementen)

Verbeterdebuurt 2.0

Wireframes (18)-Desktop

18 frames

Typical use case

Map, look at an issue, register/log in, report



← → × ↗

http://www.verbeterdebuurt.nl/map/haarlem

q

Verbeterdebuurt

Map

Create Report

My issues

Registreren

Inloggen

City : Haarlem

15 reports per month

10 solutions per month

New Problems

In this city

Category - Title - Status

24-05-2015

Category - Title - Status

24-05-2015

Category - Title - Status

24-05-2015

Active Ideas

In this city

Titel - 21 Support

24-05-2015

Titel - 21 Steun

24-05-2015

Titel - 21 Steun

24-05-2015

Attention: This city has no contract with VDB. It will receive your message and is still obliged to react to it.

Q search

+

-

Category - Title - Open

24-05-2015

link

Initial map Location. Prioritized list:

1) URL coded location

a) /postcode/2024VE/huisnummer/64

b) /postcode/2024VE

c) /gemeentenaam/haarlem

2) Postcode from profiel

3) browser.location

4) ipolocation

5) Centre of Amsterdam

At a certain zoom threshold, the map goes in city mode (also on url location) showing a list of new problems and the most active ideas. A box with stats for the council. The top bar indicates the city state (do they cooperate?)

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

← → × ↵

Verbeterdebuurt / Log In

http://www.verbeterdebuurt.nl/profile/login

🔍

Verbeterdebuurt

Login

Registreren

<username or e-mailadres>

<password>

☐ Remember me

Login

- or -

Login with Facebook

Login with Ondernemersdossier

emailadres
login will
need to be
supported
by API

O-auth will
need to be
supported in
the apps
aswel

Verbeterdebuurt / Registreer

http://www.verbeterdebuurt.nl/profile/sign-up

Verbeterdebuurt

Registeren


Public Profile

Private Profile


This information will never be used for marketing of products. It will not be publicly be visible, it is meant to help the city work on your report.

gender

Connect to Social Media



Verbeterdebuurt verbinden met FB.
Houdt je vrienden op de hoogte!

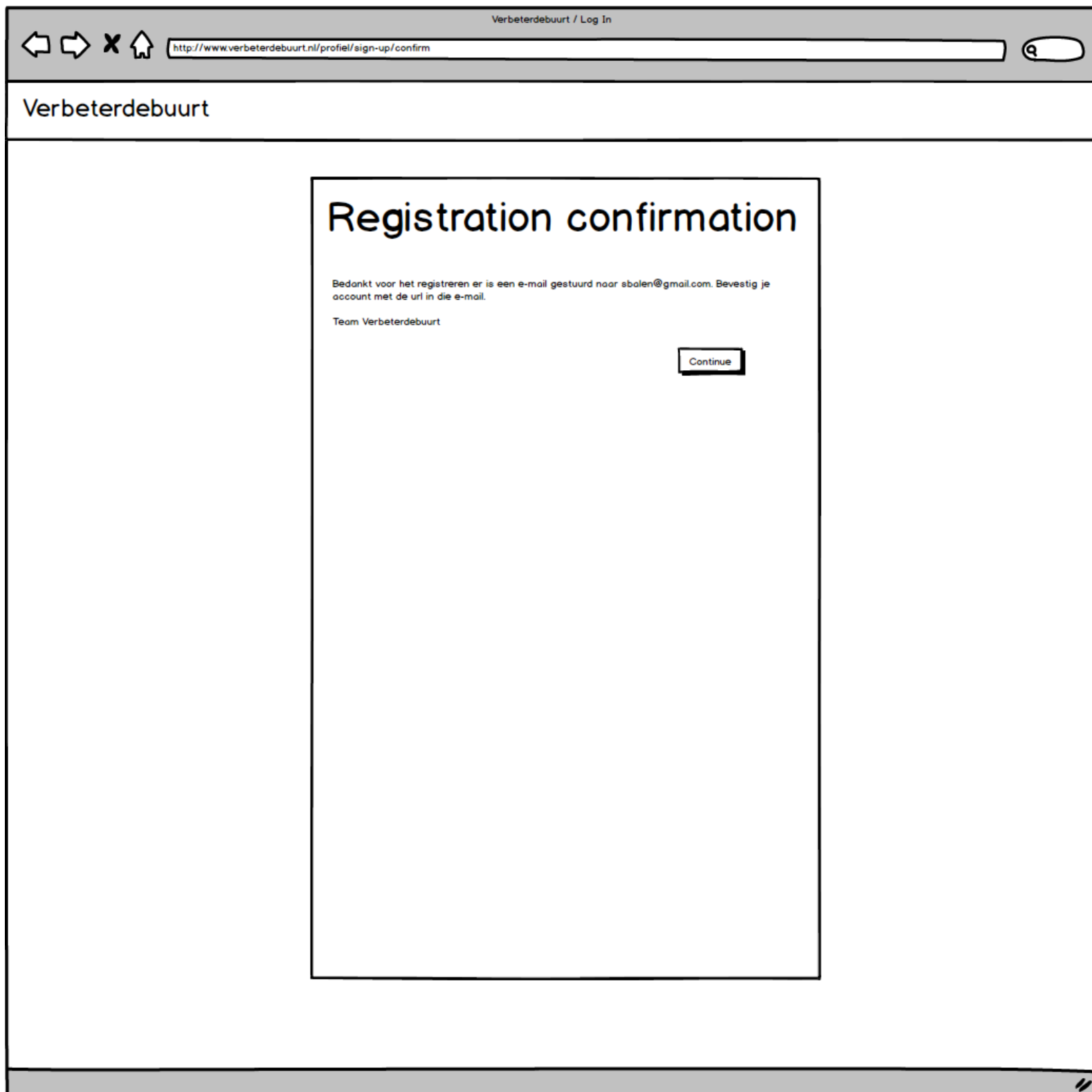


Verbeterdebuurt verbinden met Twitter.
Houdt je vrienden op de hoogte!

☐ I agree to the terms of use

This needs a register via Oauth action

This will toggle that your user will echo new reports and solution to facebook and Twitter. To solve: How will we do this on the API server or on the frontend?



← → × ↗

Verbeterdebuurt / Lantaarnpaal Kapot / Straatmeubilair en Verlichting

http://www.verbeterdebuurt.nl/issue/818181/haarlem/lantaarnpaal-kapot/straatmeubilair-en-verlichting

q

Verbeterdebuurt

Kaart

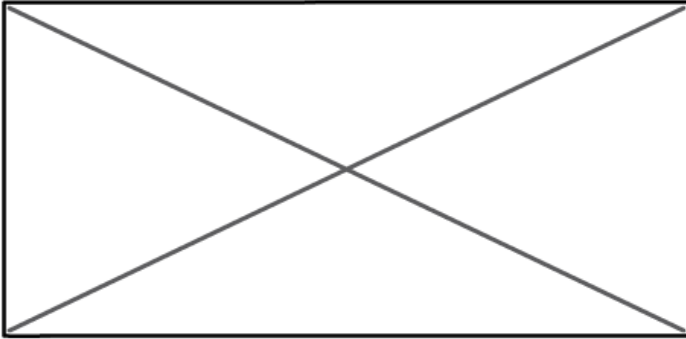
Melding maken

Mijn meldingen



S. van Balen

Lamp post broken

Adres 64, City of Haarlem




Gemaakt door: Sbalen
Datum: 24 - 05 - 2015
Categorie: Straatmeubilair en Verlichting
Status: Open [Status log details >>](#)


Delen met:


Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

 React

15 reacties

 Got it too

5 stemmen

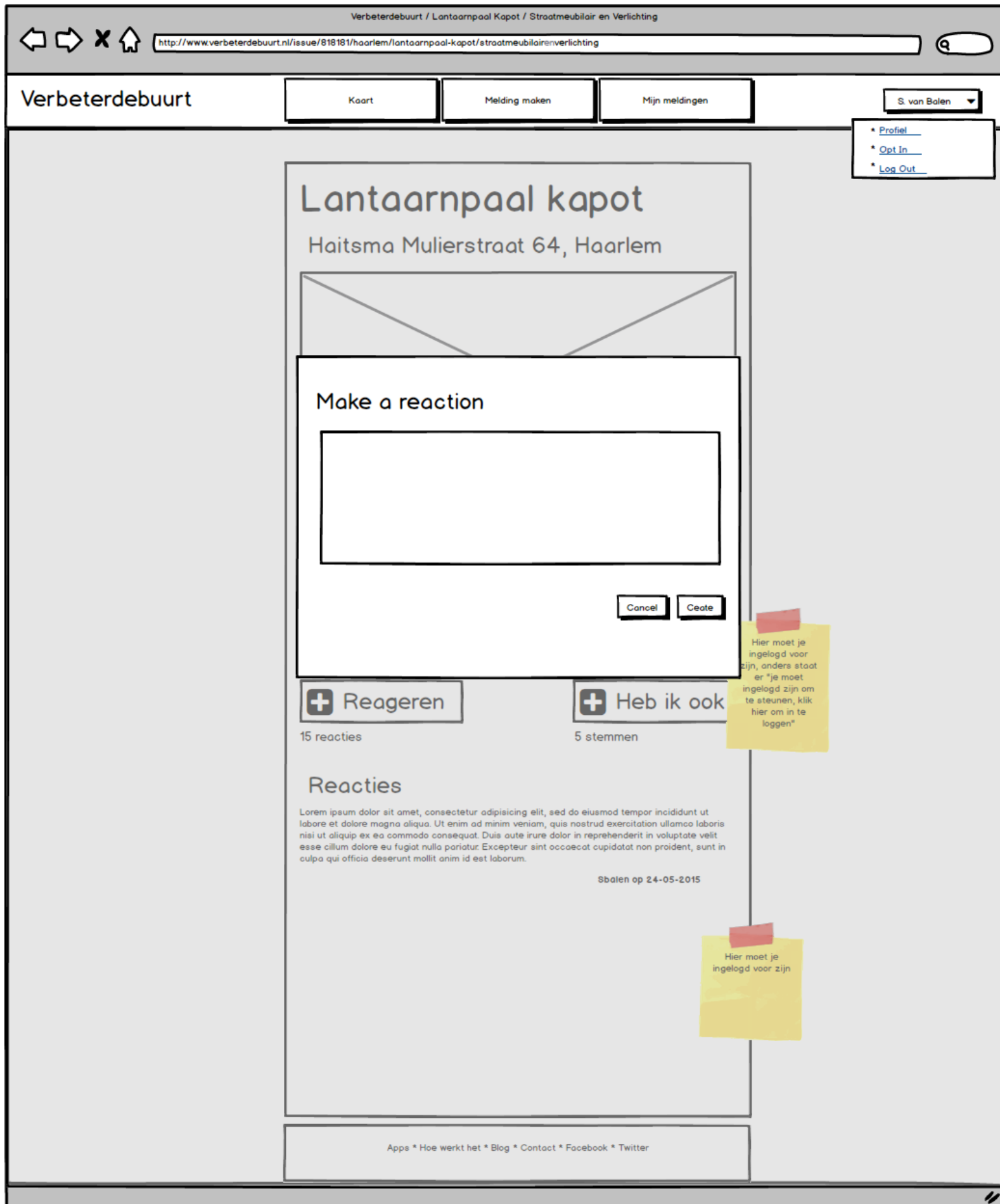
Reactions

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Sbalen op 24-05-2015

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

Only visible on logged in. Otherwise it will state you need to log in to do the action



Verbeterdebuurt / Profiel

⏮ ⏪ ✕ 🏠

http://www.verbeterdebuurt.nl/profile/details

🔍

Verbeterdebuurt

Kaart

Melding maken

Mijn meldingen

S. van Balen ▾

Profile

Profile Information

<username>

<emailadres>

Private Profile

This information will never be used for marketing of products. It will not be publicly be visible, it is meant to help the city work on your report.

gender ▾

<initials>

<tussenvoegsels>

<name>

<street>


<number>

<postalcode>


<city>

<optional phonenumber>

Connect to Social Media

Verbeterdebuurt verbinden met FB.
Houdt je vrienden op de hoogte!

Connect

Verbeterdebuurt verbinden met Twitter.
Houdt je vrienden op de hoogte!

Connect

☐ I agree to the terms of use

Register

This will toggle that your user will echo new reports and solution to facebook and Twitter. To solve: How will we do this on the API server or on the frontend?

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

Verbeterdebuurt / Profiels

⏮ ⏪ ✖ 🏠

http://www.verbeterdebuurt.nl/profile/details/modify

🔍

Verbeterdebuurt

Kaart

Melding maken

Mijn meldingen

S. van Balen ▾

* [Profiel](#)

* [Opt In](#)

* [Log Out](#)

Postcode required, passwords dont match

✖

Profiel

Profile Information

<username>

<emailadres>

Private Profile

This information will never be used for marketing of products. It will not be publicly be visible, it is meant to help the city work on your report.

gender ▾

<initials>

<tussenvoegsels>

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<city>

<optional phonenumber>

Connect to Social Media

 Verbeterdebuurt verbinden met FB.
Houdt je vrienden op de hoogte!

Connect

 Verbeterdebuurt verbinden met Twitter.
Houdt je vrienden op de hoogte!

Connect

☐ I agree to the terms of use

Register

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

This will toggle that your user will echo new reports and solution to facebook and Twitter. To solve: How will we do this on the API server or on the frontend?

← → × ↗

Verbeterdebuurt / Opt In

http://www.verbeterdebuurt.nl/profile/opt-in

🔍

Verbeterdebuurt

Kaart

Melding maken

Mijn meldingen

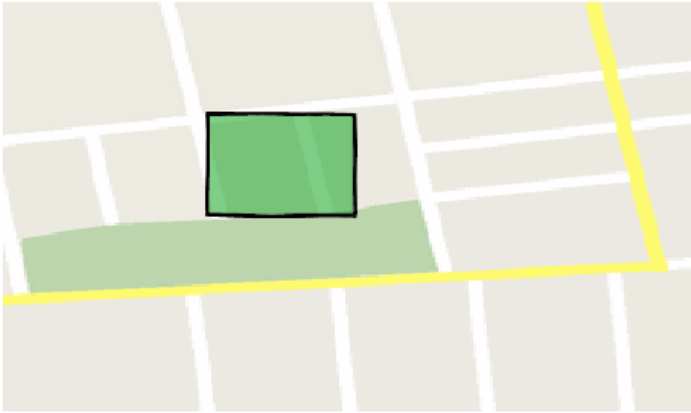
S. van Balen ▾

Fase 2

Neighborhood news

Receive Neighborhood news ☒

1 Neighborhood



2 Subjects

Problems	<input checked="" type="checkbox"/>
Ideas	<input type="checkbox"/>
Trash	<input checked="" type="checkbox"/>
Water and sewage	<input checked="" type="checkbox"/>
Roads and traffic	<input type="checkbox"/>
Green and play facilities	<input type="checkbox"/>
Straatmeubilair en verlichting	<input checked="" type="checkbox"/>
Overlast	<input checked="" type="checkbox"/>
Overig	<input type="checkbox"/>
Bouw	<input checked="" type="checkbox"/>

Edit

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

← → ✕ 🏠

http://www.verbeterdebuurt.nl/profile/opt-in

🔍

Verbeterdebuurt

Kaart

Melding maken

Mijn meldingen

S. van Balen ▾

Fase 2

Neighborhood news

Receive Neighborhood news ☒

1 Neighborhood



2 Subjects

Problems	<input checked="" type="checkbox"/>
Ideas	<input type="checkbox"/>
Trash	<input checked="" type="checkbox"/>
Water and sewage	<input checked="" type="checkbox"/>
Roads and traffic	<input type="checkbox"/>
Green and play facilities	<input type="checkbox"/>
Straatmeubilair en verlichting	<input checked="" type="checkbox"/>
Overlast	<input checked="" type="checkbox"/>
Overig	<input type="checkbox"/>
Bouw	<input checked="" type="checkbox"/>

cancel edits

Save edits

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

← → × ↗

http://www.verbeterdebuurt.nl/new/problem

q

Verbeterdebuurt

KaartMelding makenMijn meldingen

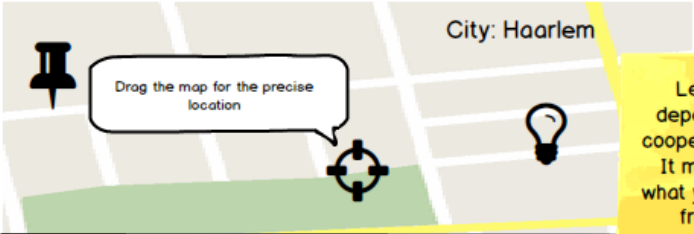
S. van Balen

Note: No city name in url

New Report

Problem ☐ Idea

1 Determine location



City: Haarlem

Drag the map for the precise location

Note: This city doesnt have an agreement with VDB. etc

Location: [Haitema Mulierstraat 64, 2024VE, Haarlem](#)


Or type the adres here

Let op text is dependent on the cooperation of a city. It messages you what you cna expect from the city

2. Describe the problem


Category

Description


 add Picture

Send

Mijn meldingen



Titel - Problem - Open	24-05-2015
el - Problem - Open	24-05-2015
tel - Problem - Open	24-05-2015
tel - Problem - Open	24-05-2015



Naar mijn meldingen >>

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

← → × ↗

Verbeterdebuurt / Haarlem / Nieuw Probleem

http://www.verbeterdebuurt.nl/council/haarlem/new/problem

Cityname is optional

Haarlem

Verbeterdebuurt Haarlem

Kaart

Melding maken

Mijn

S. van Balen

If City Name in URL (direct link) Display City Name here , if city logo on file show it too

New Report

Problem ☐ Idea

1 Determine location

City: Haarlem

Drag the map for the precise location

Note: This city doesnt have an agreement with VDB. etc

Location: [Haitema Mulierstraat 64, 2024VE, Haarlem](#)

Or type the adres here

Let op text is dependent on the cooperation of a city. It messages you what you cna expect from the city

2. Describe the problem

Category

Select a category

Possible duplicates: Please check if your reports is already made. If your report is a duplicate please click the link to support

Category Address

Afval Kerkestraat

Afval Kerkestraat

Afval Kerkestraat

Description

<describe your problem>

Issue Description [link to issue >](#)

add Picture

Send

Mijn meldingen

Titel - Probleem - Open 24-05-2015

Problem - Open 24-05-2015

Problem - Open 24-05-2015

Problem - Open 24-05-2015

Naar mijn meldingen >>

This carroussel is only for Problems. It gets filled with reports in the same category, that are not very close and created not so long ago. On click it open a balloon.

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

[Naar mijn meldingen >>](#)

← → × ↗

Verbeterdebuurt / Haarlem / Nieuw Probleem

http://www.verbeterdebuurt.nl/council/haarlem/new/problem

Cityname is optional

q

Haarlem

Verbeterdebuurt
Haarlem

Kaart

Melding maken

Mijn meldingen

S. van Balen

If City Name in URL (direct link) Display City Name here , if city logo on file show it too

Category is missing

Nieuw Probleem

Probleem ☐ Idee

1. Bepaal de locatie

Gemeente : Ha

Sleep de kaart tot je locatie onder het kruis zit

Let op: Deze gemeente doet niet mee

Locatie: [Hoitsma Mulierstraat 64, 2024VE, Haarlem](#)

Of schrijf hier het adres

2. Beschrijf de melding

Categorie:

Beschrijving:

Versturen

Mijn meldingen

Titel - Probleem - Open

24-05-2015

Probleem - Open

24-05-2015

Probleem - Open

24-05-2015

Probleem - Open

24-05-2015

Naar mijn meldingen >>

Let op text is dependent on the cooperation of a city. It messages you what you can expect from the city

Categories are loaded by location

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

← → ✕ 🏠

http://www.verbeterdebuurt.nl/issue/818181/confirm/secrectkey

🔍

Verbeterdebuurt

Kaart

Melding maken

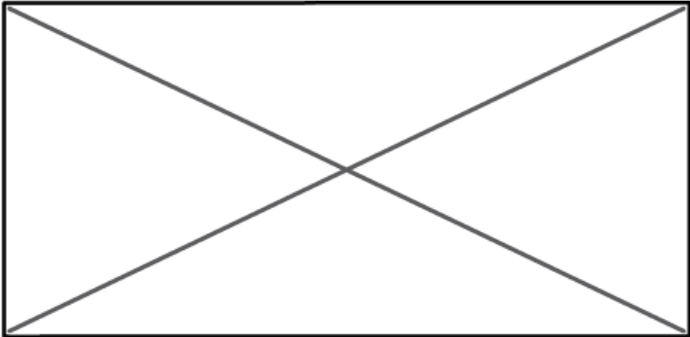
Mijn meldingen

S. van Balen

Problem is confirmed. ✕

Lantaarnpaal kapot

Haitsma Mulierstraat 64, Haarlem



Nummer: 818181



Gemaakt door: Sbalen

Datum: 24 - 05 -2015

Categorie: Straatmeubilair en Verlichting


Status: Open [Status log details >>](#)

Delen met:




Beschrijving

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

 Reageren

15 reacties

 Heb ik ook

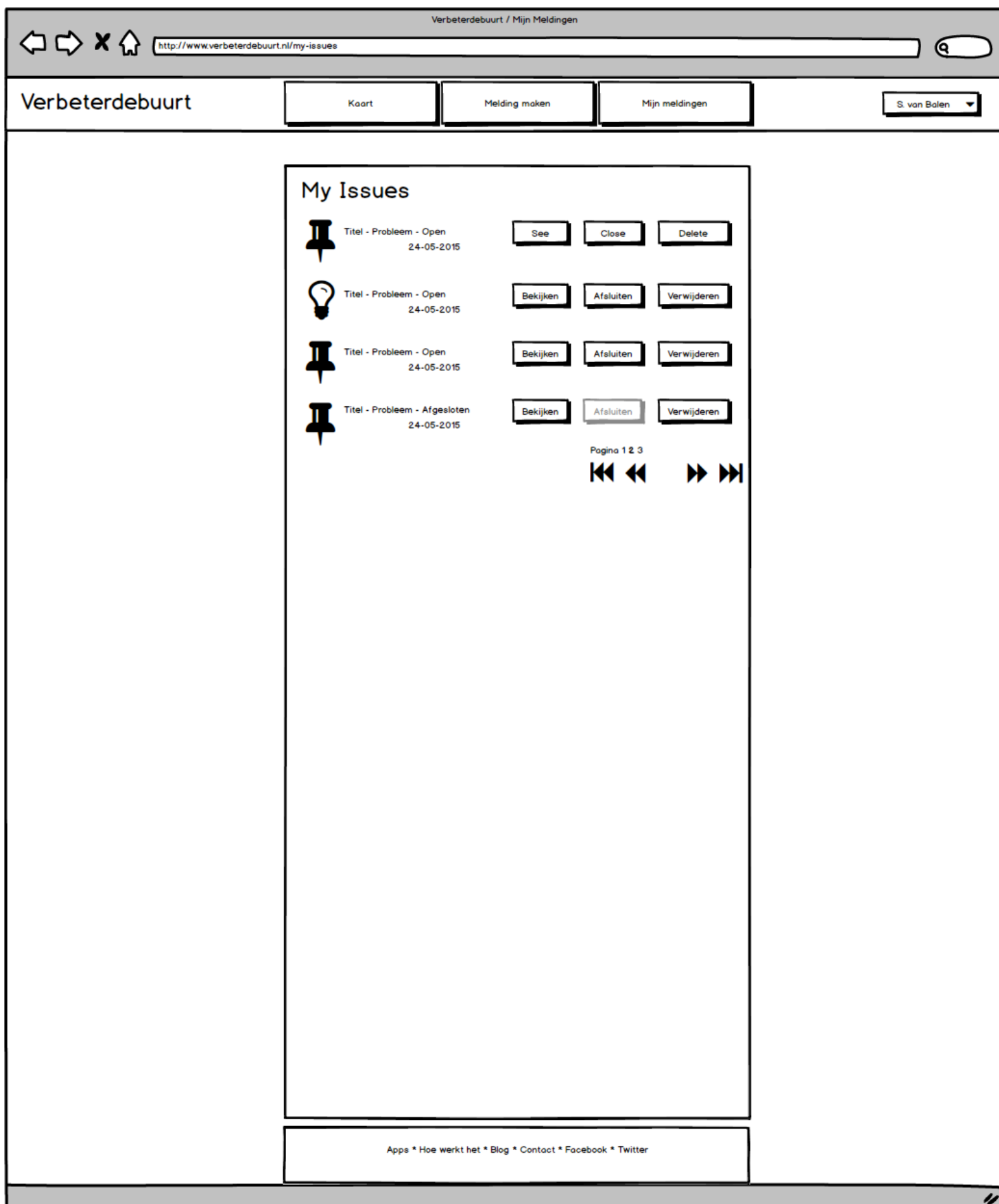
5 stemmen

Reacties

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Sbalen op 24-05-2015

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter



Confirm



5 stemmen

Sbalen op 24-05-2015

Hier moet je ingelogd voor zijn

← → ✕ 🏠

http://www.verbeterdebuurt.nl/issue/818181/close/secretkey

🔍

Verbeterdebuurt

Kaart

Melding maken

Mijn meldingen

S. van Balen ▾

• [Profiel](#)

• [Opt In](#)

• [Log Out](#)

Lantaarnpaal kapot

Haitsma Mulierstraat 64, Haarlem

Close Problem

Rating

★

★

★

☆

☆

Feedback:

Cancel

Confirm

Hier moet je ingelogd voor zijn, anders staat er "je moet ingelogd zijn om te steunen, klik hier om in te loggen"

Reacties

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Sbalen op 24-05-2015

Hier moet je ingelogd voor zijn

Apps • Hoe werkt het • Blog • Contact • Facebook • Twitter

Verbeterdebuurt 2.0

Wireframes (4)-Desktop Misc.

4 frames

Not a typical use case (seperate special screens)

These screens were added to complete the screens: Making an issue not logged in, Idea Detail, Confirmation of the user registration from email and resolve and issue from city email.

← → ✕ 🏠

Verbeterdebuurt / Haarlem / Melding Maken

http://www.verbeterdebuurt.nl/gemeente/haarlem/nieuw/probleem

gemeente/
gemeentenaam is
optioneel

🔍

Verbeterdebuurt

Kaart

Melding maken

Mijn meldingen


Registreren

Inloggen

New Problem

Problem ☐ Idee

1. Determine the location



Gemeente : Haarlem

Sleep de kaart tot je locatie onder het kruis zit

Let op: Deze gemeente heeft niet aangegeven dat ze meedoen. je kan wel gewoon een melding maken

Locatie: [Haitzma Mulierstraat 64, 2024VE, Haarlem](#)

Of schrijf hier het adres

2. Describe the issue

Categorie:

Beschrijving:

3. Contact information

of [log in](#) om dit over te slaan

Aanhef:

Adres:

Contact:

Versturen

Apps * Hoe werkt het * Blog * Contact * Facebook * Twitter

← → ✕ 🏠

http://www.verbeterdebuurt.nl/melding/818181/haarlem/lantaarnpaal-kapot/straatmeubilairverlichting

Q

Verbeterdebuurt

KaartMelding makenMijn meldingen

S. van Balen

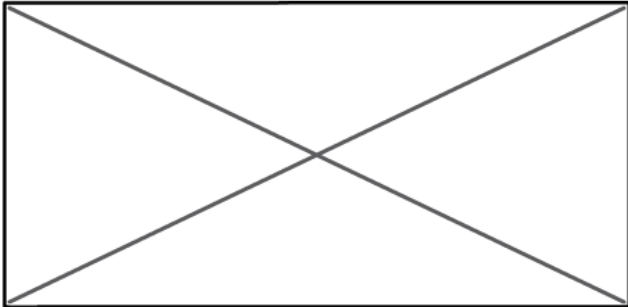
• [Profiel](#)

• [Opt In](#)

• [Log Out](#)



Block Party

Street address 64, City of Haarlem



Gemaakt door: Sbalen
Datum: 24 - 05 -2015
Status: Open [Status log details >>](#)

Delen met:




Idea


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Realisation

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 Support

15 steuners

 Contribute

5 bijdragers

Reacties

Bijdrage: Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Sbalen op 24-05-2015

Steun: Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Sbalen op 24-05-2015

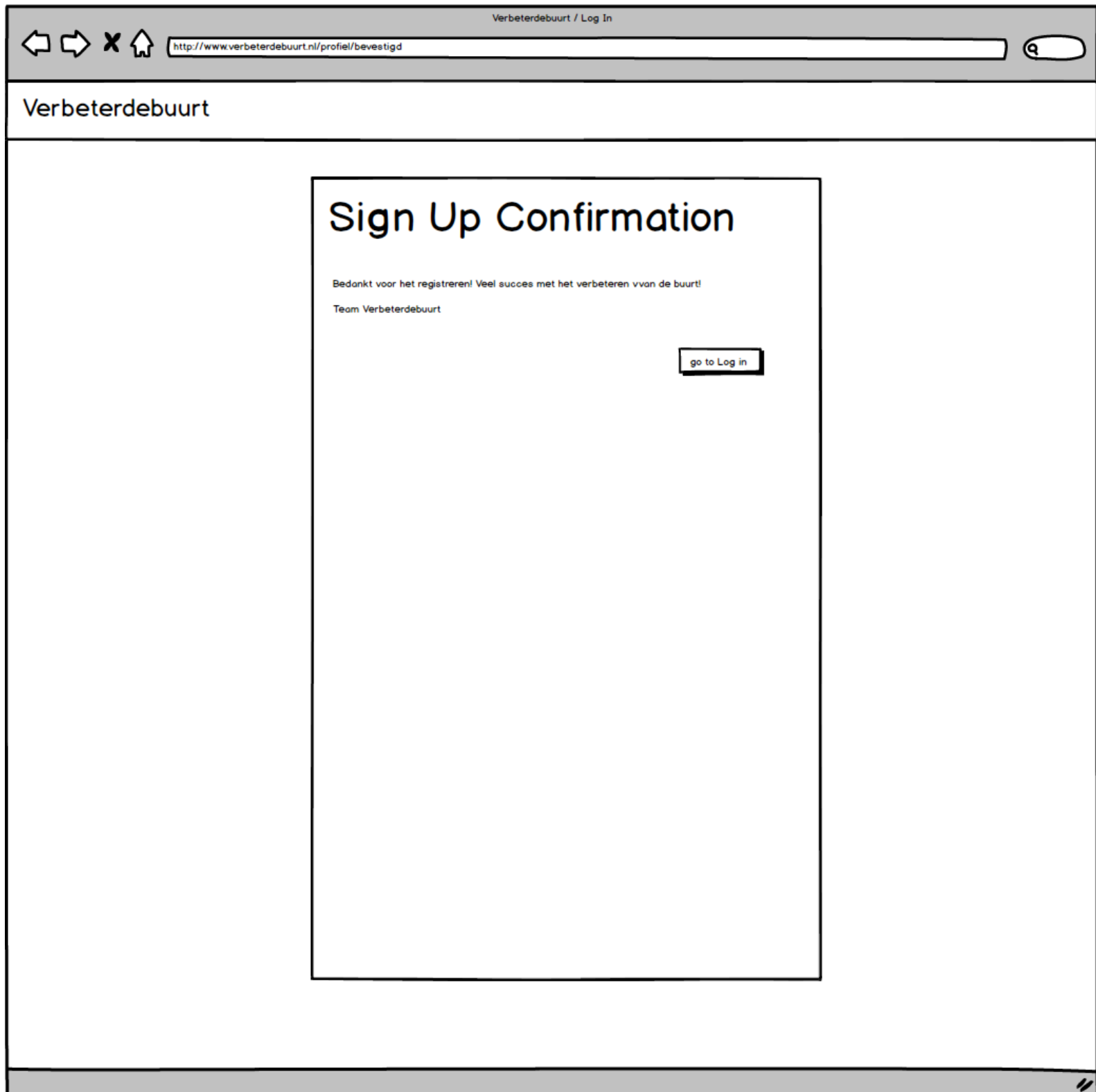
Steun: Sbalen op 24-05-2015

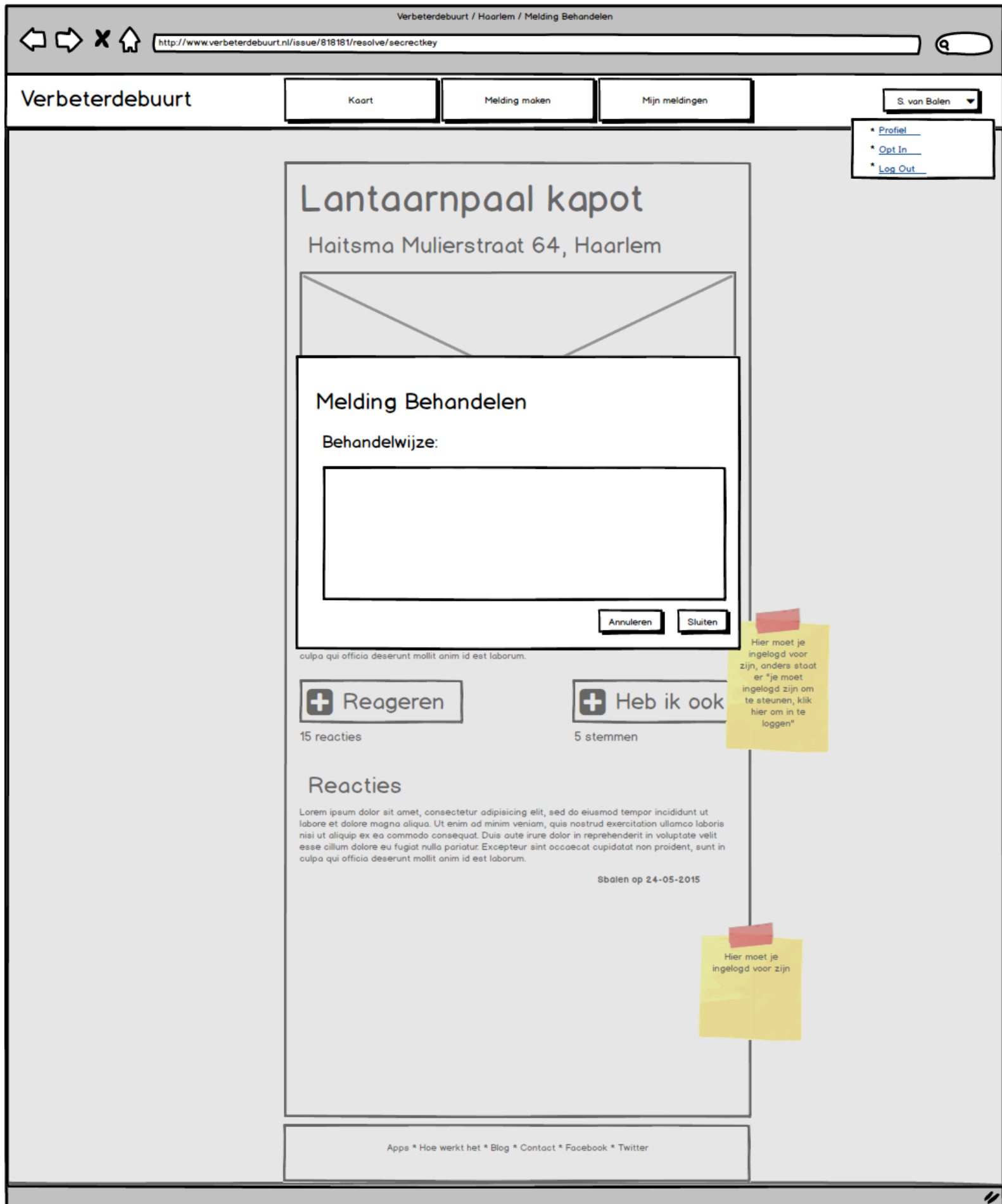
Bijdrage: Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Sbalen op 24-05-2015

Only visible on logged in. Otherwise it will state you need to log in to do the action

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Verbeterdebuurt 2.0

Wireframes (2)-Tablet

2 frames :

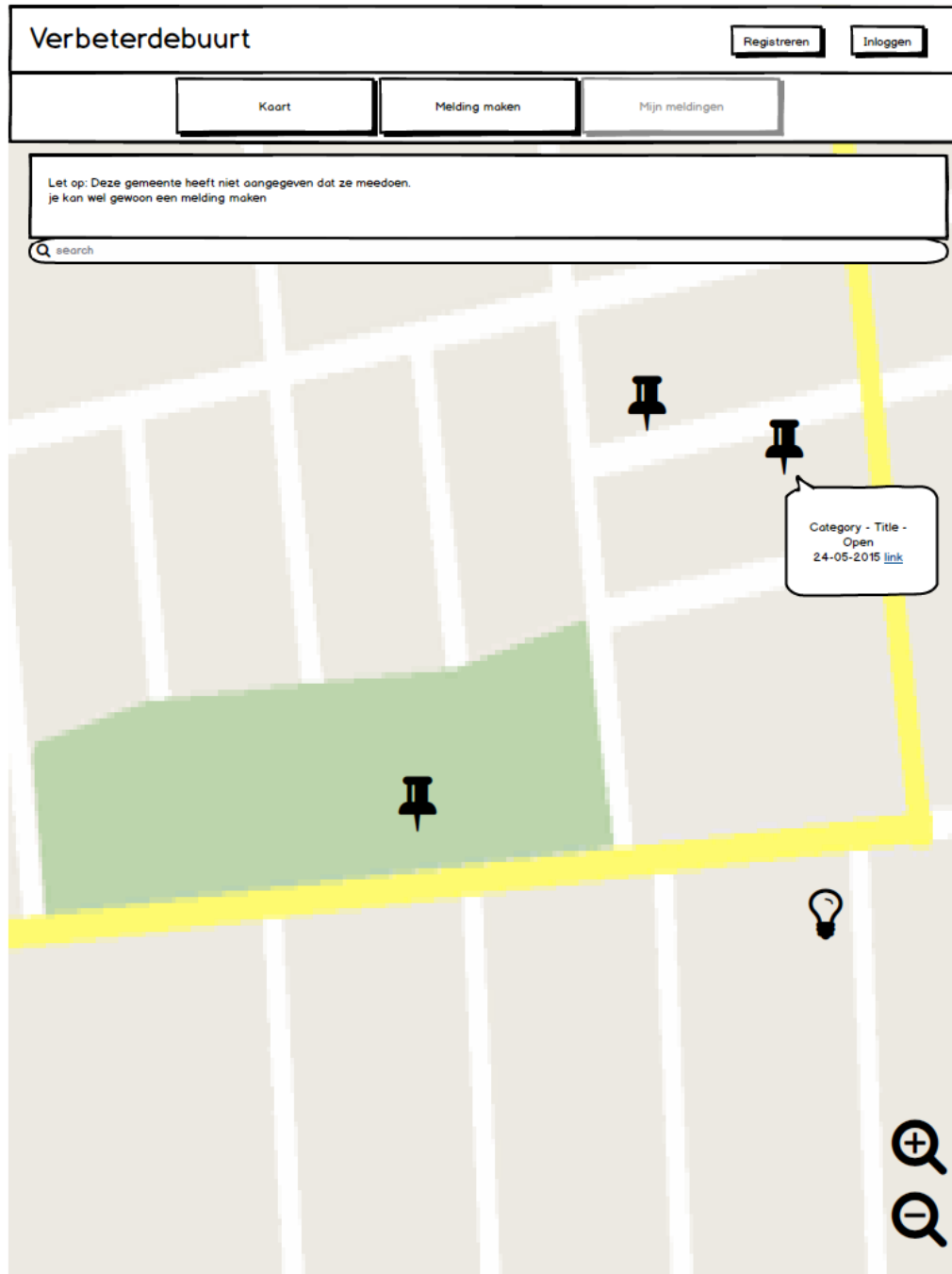
Showcase of behavior on smaller screen

left bar disappears

right bar moves down

Verbeterdebuurt 2.0

Tablet 1: Kaart



Verbeterdebuurt 2.0

Tablet 2: Nieuwe Melding

Verbeterdebuurt

RegistrerenInloggen

KaartMelding makenMijn meldingen

Nieuwe melding

Probleem ☒ Idee

1. Bepaal de locatie

Sleep de kaart tot je locatie onder het kruis zit

Gemeente : Haarlem

Deze tekst date up als je je locatie update en verdwijnt als een gemeente wel meedoet

Let op: Deze gemeente doet niet mee

Locatie: [Haitsma Mulierstraat 64, 2024VE, Haarlem](#)

Of schrijf hier het adres

2. Beschrijf de melding

Categorie:

Beschrijving:

Versturen

Mijn meldingen

	Titel - Probleem - Open	24-05-2015
	Titel - Probleem - Open	24-05-2015
	Titel - Probleem - Open	24-05-2015

Verbeterdebuurt 2.0

Wireframes (2)-Phone

2 frames :

Showcase of behavior on smaller screen

left bar dissapears

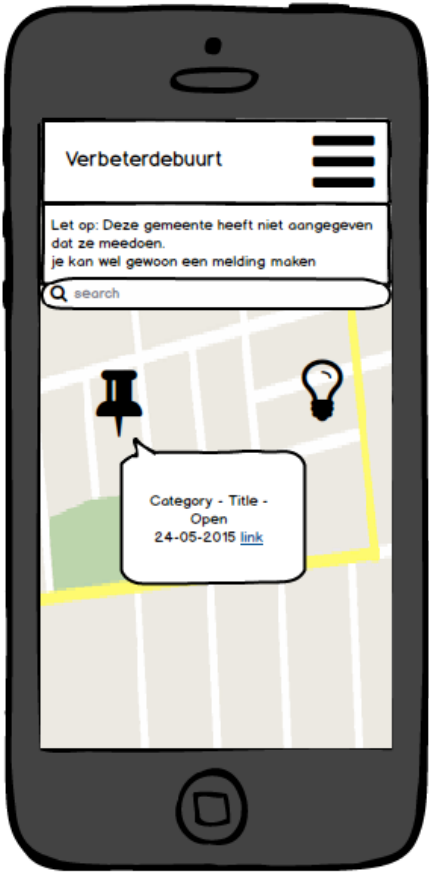
right bar dissapears

background (map too) dissapears

Buttons become icons

Verbeterdebuurt 2.0

Phone 1,2: Kaart en Nieuw



Kaart



Nieuwe Melding