

event - social design - artistic intervention - wientalterrasse \_ recommendations \_ social design - community

**M.A. Social Design**  
Die Angewandte Wien

**Wientalterrassen Project**

Rita Andrade  
Katarína Čechová  
Tereza Sejková  
Juliane Spieß

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# angewandte - 2023 - wientalterrasse \_ recommendations \_ social design -

# Introduction

The Wientalterrassse is a public, non-consumption recreational spot located near the Pilgramgasse metro stop, at the edge of the Margareten district in Vienna. It was designed by local architects and the construction was finished in late 2015. Originally, three terraces were planned by the development team along the Wiental River, however, only one of them was realized to this day.

The terrace is located in one of the densest districts of Vienna, so naturally, it is surrounded by many residential buildings. In such a dense city and district, non-consumption public space can be scarce to find. Because of this, the Wientalterrassse can get crowded in the warm months and serve as a party spot during both weekend and weekday evenings. The spot itself does not include any sound isolation measures, to lower the level of decibels created by the people enjoying the terrace. This, unfortunately, creates a ground for conflict between the partygoers and some local residents, whose only windows are oriented towards the terrace. Some of the nearby buildings are old and have poorly insulated windows or no air conditioning which makes the issue difficult to navigate.

As a result, some of the residents can not sleep and sometimes even call the police which have to dissolve the party, or at least try.

We decided to explore this conflict and its different narratives as our semester project. The “noise problem” is complex, there are no obvious right or wrong perspectives and easy solutions. As Social Design students we are interested in public space in the city, non-consumption zones, and the usability of space and people's experiences of it. The Wientalterrassse is interesting because it connects all of these topics and provides an interesting research subject. During our research, it was very important for us to stay impartial as much as possible to the issue at hand and take all perspectives into account. The project started out as a research project, with our outcome being open depending on the findings of our investigation.

At a certain point, we decided the project would also have other outputs along the research, namely a community event for the residents, and a physical intervention in the form of an artwork. This handbook was created to direct our research efforts and findings into a physical and comprehensible form that can possibly be used in the future if another project of a similar kind is planned and specific issues that unfortunately arose from the Wientalterrassse can be avoided.



# Methodology

The research of our semester project was not focused on a specific research question but rather on the location and the problem as a whole. Because of this, the research we conducted was qualitative with a focus on individual experiences of people with a connection to the place. For our main research methods, we chose semistructured interviews and an anonymous questionnaire.

Semi-structured interviews were chosen for our research, as they are suitable for studying relationships, individual experiences, and social phenomena (Family health international 2017). This is the type of phenomenon we were studying in our research. They also allow for certain spontaneity and flexibility in the conversation that allows the respondent to talk about experiences that might not come up in a structured interview. All interviews were conducted online or in person either in English or German.

For our project, we interviewed 3 local residents, 2 former residents, and 2 people who use the terrace recreationally but don't live there. We also conducted interviews with organizations relevant to our research, namely the architects who designed the terrace, the Gebietsbetreuung, Fair-Play Wien, the local police, and both Club Commission Berlin and Wien. The findings from these interviews can be found on pages 12-15. The people we interviewed were chosen because of their relationship to the location, or simply because they were local residents. The organizations we interviewed were chosen based on their relevance to different aspects of our research. For example, the Club Commission Wien among other things deals with noise conflicts in public spaces, and the local police is responsible for answering the calls of local residents when there is a noise issue.

Along with the semi-structured interviews, we decided to create a survey, both a physical one and an online version that can be easily reachable by a QR code. The survey made it possible for us to collect a significant amount of information from different groups of people relatively quickly. It contained 9 questions of which 2 were open-ended. The questions in the survey were focused on general information about people who spend time on the terrace, and what their experience of the place is like. The survey was open to any respondents of all groups of people and was distributed both digitally and on paper to ensure different age groups would have access to it and respond.

The findings from the survey were a good starting point for preparing for the interviews both in terms of who we should interview, and what we should ask. Other research methods in our research included secondary literature research about conflict management, observations, a number of mappings, exploration of a personal archive, and other artistic methods.

# Practical research

The interviews were conducted with several stakeholders and institutions that work around conflicts in public spaces. The interviews revealed a number of commonalities and differences, which will be discussed in more detail in the following paragraphs.

## Survey findings

The survey included a total of 30 participants and can therefore not be considered representative, but it allows a first insight into different perceptions of the Wientalterrassse. As already mentioned, the survey consisted of a total of 10 questions, 2 of which were open-ended questions, none of which were mandatory. In addition, there was the option to provide more than one answer to some questions.

The age of the participants ranged from "14-19 years old" to "older than 65 years old", with the majority of respondents being between the ages of 20 and 29. Overall, 16 women, 13 men, and one person, who didn't want to specify their gender, participated in the survey. The relationships to the Wientalterrassse also differed among the respondents, with a majority living nearby, while some of the participants spend their free time here, visiting their friends, working nearby, or just passing by the place. One person stated that they used to live nearby, while another person stated that this was the first time they had been to the terrace.

The first question refers to the first association that the respondents make with the Wientalterrassse. Due to the design as an open-ended answer, the answers were accordingly very different. It is striking that most of the answers refer to positive aspects, such as "joy that there is something like this in front of our house" or "best nearby recreation place". It can be seen here all the responses reference sociability, coziness, and the possibility of sunbathing. Some of the collected answers cannot be clearly evaluated positively or negatively. Four answers, on the other hand, express clearly negative associations, with statements such as "sleepless nights" or "boozers and day thieves who can be noisy in the night quiet long." It can be recognized here that the negative connotations refer primarily to acoustic situations.

When asked with whom the respondents mostly spend time on the terrace, a majority answered that they use the terrace together with friends, which also coincides with some initial associations. Likewise, some people use the terrace mostly alone or with family. A smaller part uses the terrace together with their partners or children. One person stated that they do not spend time on the terrace nowadays as opposed to in the past. The answer of not using the terrace was selected by only one person. The majority of the participants meet friends here. Other common activities include relaxing alone, reading, and sunbathing. A small number of

respondents use the terrace for parties. Other less frequent activities are walking the dog and eating lunch.

In addition, it can be seen that the Wientalterrassen is primarily used in the warm time of the year, i.e. in spring and summer. However, some respondents also indicate that they go to the terrace in the fall as well. In contrast, only two respondents also use the terrace in winter.

The frequency of patio use varies greatly in the responses. Many spend time there occasionally, some every week during the week, and others more likely every week on weekends. Four people said they only go to the terrace once a month, while two people responded that they do not use the terrace at all.

The relationship with the Wientalterrassen was described by most people as rather positive. Thus, ranking "1" to "5", while "1" means bad and "5" means very good, revealed that the majority of respondents rated their relationship as a "4" with 51.7%, 24.1% rated it as a "5", 13.8% rated it as a "3", and 10.3% rated it as a "1".

The end of the survey allowed the participants to make any comments they had not yet been able to accommodate. As another open-ended question, different answers came together here as well. Some respondents once again underlined their initial associations, and others took the opportunity to note possible improvements for the terrace.

## Interviews with individuals

As previously mentioned, the individuals we interviewed were people who have a connection to the terrace in some personal form. Among these individuals were three residents who live directly in front of the terrace, and have windows overlooking the spot. Two interviewees were former residents of the local buildings and two people regularly used the terrace but did not live in its immediate proximity. Each of the individuals had a different experience and feeling toward the location which is exactly what we were looking for in our interviews, in order to stay impartial. The interviews were, as previously mentioned, semi-structured with the same core of questions mixed with follow-up questions depending on the context.

While the individuals were different, similar views and ideas often came up in the conversations. For example, almost all interviewees, regardless of their opinion on the terrace mentioned that they believe public space in the city is very important and should be of good quality and accessible to anyone. Two of the interviewees even mentioned they believe there should be more spots like this in the city, however, one of them added that such places should be in non-residential locations.

When it comes to the Wiental Terrasse specifically, some of the interviewees used it frequently and some of them only on rare occasions. Two of the respondents experienced events, such as birthday parties on the terrace. The terrace was also mentioned multiple times as an important location during the Covid-19 pandemic (especially during the warm months), as it was open and accessible, unlike other places for groupings of people. As a result of this, the spot was loud and trash was left behind on occasion. One of the interviewees noted that one of the issues during such times is that the building gets hot during the summer and windows couldn't be open during the night because of the noise. Two of the interviewees believed that the district should do more to navigate this conflict or somehow solve the issue. Some of the interviewees expressed that these issues could be solved at the planning and building part of the process, but one interviewee felt that the participatory meetings with the developers and architects were not very productive for them as residents.

Naturally, the interviewees also had different views on some aspects of the terrace. For example, while some of them claimed that there is a noise problem in the summer, others said that the issue is not so big and parties

do not happen on the terrace as often as some people allege. There was also a difference in the opinions about trash on the terrace, while some of the residents claimed that there is often leftover trash after parties, one of the frequent visitors said he always thought the location is tidy and clean. When discussing the issue of police being called, there was also a difference of opinions. Some interviewees thought it is okay to call the police when the people partying are being too loud, while others had the opinion that calling the police does not solve the problem and police should not be called at all. When discussing the topic of noise in the city, some of the interviewees mentioned that they are aware living in the city includes certain loud sounds at different hours, however, it was mentioned more than once that people should try to be more respectful towards each other when it comes to being noisy in public space.

### **Interviews with the institutions**

Additionally to the interviews with the individual persons we also spoke with different institutions that either are connected to the Wientalterrassse and/or work among others around the field of noise conflict and public space in the city. As previously mentioned, we interviewed the architects of the terrace, the Gebietsbetreuung of the 5th district and Fair-Play-Wien, as well as the local police, the Clubcommission in Berlin (CCB), and the Vienna Clubcommission (VCC). Like the interviews with the individuals, the interviews with the institutions were semi-structured but adapted to every institution individually. The findings from these interviews were useful in understanding the situation from more organizational and professional perspectives.

#### \_ Architects Tillner & Willinger \_

One of the organizations we interviewed for our research was the Tillner & Willinger architect group, which designed the Wiental Terrasse. The idea to build a terrace came from the intention to bring the Wiental River back into the awareness of people living in Vienna and visiting it. The need for public space in the city is also on the increase, as could be seen during Covid times. For this reason, the idea to build 4 terraces along the Wiental originated. The first one, and the only one realized so far is the topic of our research, the Wientalterrassse at Pilgramgasse. As already mentioned preceding the realization of the project a participative event took place. According to the interview with the architects, around 30 people joined this meeting, but the issue of noise was not discussed in this meeting.

One of the main topics the architects mentioned was the location of the new walking path, as the local residents did not want it to be directly next to the building, and this was kept in mind during the realization of the project. Among other important decisions during the planning period was the choice of the materials for the terrace. Wood was chosen with the goal to make it cozy and informal. The feeling of an open space was also important, which is why the fence surrounding the terrace is low. The decision not to build any shading components was made not only because of the open space feeling but mainly because the location gets windy at times.

When it comes to the contemporary use of the terrace, the architects view the project as a big success, however, they were not aware of the noise conflict that much. They understand the perspectives of the local residents and think that a solution to this problem could be to build the other terraces as planned to dilute the big number of people coming to the Wiental Terrasse. However, it was also noted by the architects that different cities have different noise cultures and expectations about how loud a city should be.

#### \_ Gebietsbetreuung \_

The Gebietsbetreuung was interviewed because of its involvement with social issues in the district, even though the department was not involved in the planning process. As of right now, the Gebietsbetreuung provides some emotional relief to the residents by actively listening to the complaints about the noise conflict but does not take further action. According to the person we interviewed, it is important for people to feel heard and sometimes even helps take the pressure off of the issue itself. However, it was also noted that some people have an outdated view of the city, and certain levels of noise are inherent to urban life.

#### \_ Fair-Play Wien \_

Fair-Play Wien is an organization that works with different groups of people, observes their dynamics, and offers conflict navigation support. During the interview it was explained that public spaces are very complex due to the big number of stakeholders and with the growing urbanization the topics in public spaces are very diverse and complex. There are different generations of people living in big cities and they often do not speak to each other. Fair-Play is trying to bridge this gap by connecting those people in conversation. Similar to the Gebietsbetreuung, it was mentioned that being heard can already offer relief to some people. Additionally, most issues are about mutual

respect between different groups. Furthermore, it was explained that people tend to come back to the same public spaces, which makes conflict moderation possible.

When it comes to the specifics of the Wientalterrassse, there were some complaints when it first opened but nowadays not many people contact them. Additionally, it is not a location where they operate actively. It was also mentioned that this is very normal for new developments in the city, especially since many people in Vienna seem to like clear city regulations, and in new developments, they are not always explicit. When it comes to solutions Fair-Play Wien believes that people talking to each other is the first step. However, the sensitization of noises in the city is also important, as they are inherent to urban life. Another suggestion they had was to design rule signs together as a form of compromise.

#### \_ Local Police \_

According to the police, the terrace is a secure, popular, and well-accepted public spot in the city. During the time of the pandemic, there were more complaints and conflicts happening, but nowadays not many people call the police to deal with the noise. According to the police, it is expected that there will be noise in places where people come together, and the Wiental Terrasse's positive usage outweighs the problems that come with it. As well as Fair-Play Wien the police mentioned that people tend to come back to certain public spaces. Accordingly, the fluctuation of people is not as high as one could think. However, the management of the conflict is a problem for social workers most of the time, and not the police itself. On the other hand, the Grätzl police work with different institutions and hold monthly meetings to discuss such issues, and they also visit the terrace regularly. When it comes to the idea of diluting the problem by building more terraces, the police think it might make the problem a bit better but it would not totally solve it.

#### \_ ClubComission Berlin \_

We interviewed this organization because, among other things, they deal with noise conflicts navigation in cities. Therefore their insight was interesting and relevant to our research. According to the interview, communication between people involved in the conflict is important, as well as clear sets of rules to depend on. When asked what is the most productive way to solve such a conflict, the response was a combination of sound measures and talking to everyone involved. When it comes to the role of the municipality ClubComission Berlin believes that regu-

lations need to be updated and take into account different interests, even though they understand that changes in regulations and laws take a lot of time.

#### \_ Vienna ClubComission \_

Vienna Clubcomission is interested in the same topics as its Berlin version. When asked if the terrace situation could be compared to a club noise issue, the person we interviewed noted that while the conflict is comparable there is an important distinction - at the terrace, there is no responsible entity. Just like in previous interviews, it was noted that creating a dialogue with the local community is crucial. However, the health issues caused by loud environments should not be overlooked. It was also noted that as Vienna is developing, more public spaces are included in the planning. When planning such spaces all perspectives should be taken into account and the municipality should take on a responsible role in solving arising issues, even if it costs money. The person from VCC also referred to sound-isolating "Hafen-City-Fenster" from Gealan which were implemented in Hamburg and could be a solution for noise problems in the city (Gealan n.d.). Additionally, it was noted that the Viennese "Schall- und Wärmeschutzförderungsantrag" (Sound and Heat Insulation Grant Application) should be extended and applicable for not only traffic noise but also other noise in the city. In the end, the person talked about Zürich, where the city got together with the party scene and came to agreements about the usage of public space for non-commercial parties.

#### **Conclusion of the findings**

In general, it can be stated that there are some commonalities as well as differences in the different perspectives. One of the most important common points, which is explicitly found in almost all interviews, is that public space is generally perceived as positive. However, it is also exciting to see how differently the urgency and strength of the conflicts of interest are perceived and felt. Through the research, a first impression of a complex situation can be gained, in which different interests and needs came up for discussion.

# Recommendations

In view of the conflicts of interest on the Wientalterrassen, the question now arises as to how these could be resolved or at least relaxed. For this reason, we asked the interviewees, survey respondents, and participants of the community event for suggestions on how the place could possibly be improved in their opinion. In addition, we also came up with some suggestions and ideas ourselves, which evolved over the project period, influenced by the research process. The following section is not meant to offer concrete solutions, but rather to present possible starting points to work on.

## Reccomendation from the research

One of the questions to all interviewees and participants of our community event on the terrace referred to their suggestions on how the conflict of interests on the Wientalterrassen could be eased or what they think could be improved in general on the terrace. These suggestions and wishes ranged from construction measures to new legal regulations, to dealing socially with the conflict. Thus, they can also be grouped under different focal points. Likewise, in the last open question, some of the survey participants used the opportunity to make suggestions for improvements to the terrace.

Several times there was a suggestion to create more terraces and/or other public places, which would not only be beneficial for the people in the city but could also dilute the concentrated conflicts in a few places. However, the police counter that more places can also have the effect of spreading the conflicts to more places. In this context, there is also the suggestion to create public spaces where people can be noisy. A resident noted that these public places should be in areas where people are not living.

With regard to structural measures, there were also several suggestions. As already mentioned, among other things, the VCC pointed out the windows from Gealan in Hamburg, that also reliably reduce sound when ventilated. Another interviewee suggested some kind of sound-insulating, see-through wall that could be built between the terrace and the buildings. In addition, VCC advocated extending the fund "Schall- und Wärmeschutzförderungsantrag" (Sound and Heat Insulation Grant Application), which is primarily provided for traffic noise, to other sources of noise in the city. Here, residents from already selected streets can apply for funding for structural measures to reduce noise in their buildings. This could be very useful in the context of the Wientalterrassen, as some residents have old windows with poor isolation and can maybe not afford to have them changed.

Following the structural measures for noise reduction, there were also some suggestions for physical changes to the terrace and adjacent areas in general, especially from the participants of the community event. Among these is the wish to make the terrace even greener. It was also expressed that the area between the terrace and the buildings should be more integrated. In addition, it was suggested that more seating possibilities, e.g. a sitting circle, or structures for hanging a hammock should be cre

ated there. Other suggestions included putting up sports equipment on the terrace. Also, one interviewee wished for more trash infrastructure around the terrace. The need for shade options was also expressed by various people, as well as the wish for fountains and water tabs. For other interviewees, a dog ban on the entire terrace would be desirable for various reasons. The youngest participants of the community event (3 and 6 years old) wished for more lego and sunflower.

As already mentioned, there were also proposals for changes in legal regulations or the intervention of institutions. On the one hand, there was the wish of an interviewee to create a new legal regulation that prohibits the use of the terrace at night. Another resident would like to see more police presence to counteract the noise level at night. On the other hand, other interviewees plead for modernization of the current regulations and thereby also a relaxation of them. Likewise, these should consider multiple perspectives in their update. In addition, VCC made it clear in the interview that the city of Vienna also has a certain responsibility when it creates new public places for everyone. This could be reflected, for example, in investing more financial resources in conflict management teams, like the Fair-Play-Teams.

Another key theme is related to changing people's behavior and understanding. According to this, one interviewee described that it must come from the people themselves to change. Different ideas for this are reflected in the various proposals. For example, one suggestion is that people's understanding of the sound of a city needs to change and be updated. Fittingly, VCC posed the question in the interview, "What is a normal sound environment?" However, this change in understanding would be a long and complex process.

In addition, it was suggested to bring people together, for example at events on the terrace, as this is also an important part of conflict management. As already mentioned, Fair-Play-Wien additionally suggests that the residents and users of the terrace could jointly agree on the "rules of the game" for this place. VCC also refers to the example of Zurich, where the city and the party community have jointly agreed on legal, regular uses for public places.

In some interviews, it can also be stated that several approaches should be taken to ease the conflict. VCC, for example, advocates not only structural measures but also social measures.



### Our recommendations

During the project process, we also developed various ideas from the beginning on how the current conflict of interests on the Wientalterrassen could be eased. In the process, we further developed these ideas over the time of the research and adapted them to our information findings. We also think that an easing of the conflict in this public place could be created by a mixture of different measures. We would now like to go into more detail on our main suggestions in the following.



### R 1: More terraces in different places

One of the first ideas that emerged at the beginning of the project phase and is also supported by several statements in the interviews includes building and opening more terraces in the Wiental. Opening more public places in general would also be a great gain for the population of the city. This could counteract the concentration on a few public places in the inner-city area and thereby also equalize the regular background noise. However, in terms of accessibility, it would be important to create some of these public places in the city center as well. For example, another terrace could be built between the 1st and 3rd districts near the Angewandte buildings. Here, there are significantly fewer residents who could be disturbed by possible background noise. In addition, references to other places could be installed at the respective locations.

## R 2: Community events, memory, communication

The idea was also developed early on to give residents who complain about the background noise at night the opportunity to create positive memories on and with the Wien-talterrassen. This could be created, for example, through community events on the terrace. Here, ideas range from musical and dance events that appeal to different musical tastes to movie nights. In the past, there have always been different events on the terrace, including a silent disco at the opening or information events on food waste.

The idea of a broader musical offer is also supported by the fact that one complainant told that they do not find the tango music of the dance studio below their apartment until sometimes 12 o'clock at night disturbing, but rather a reminder of their own youth.

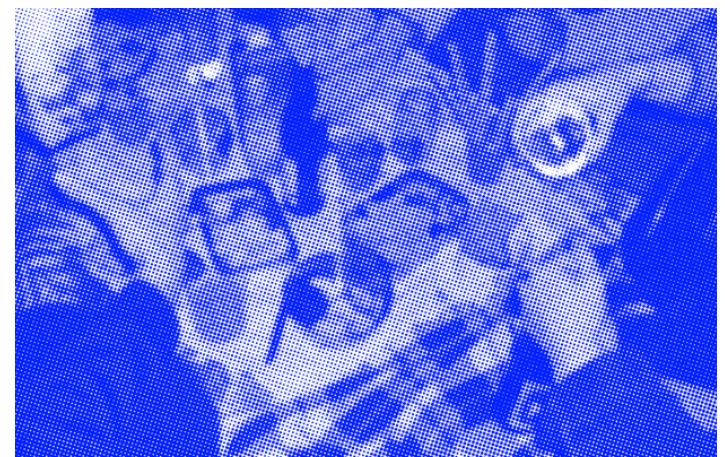
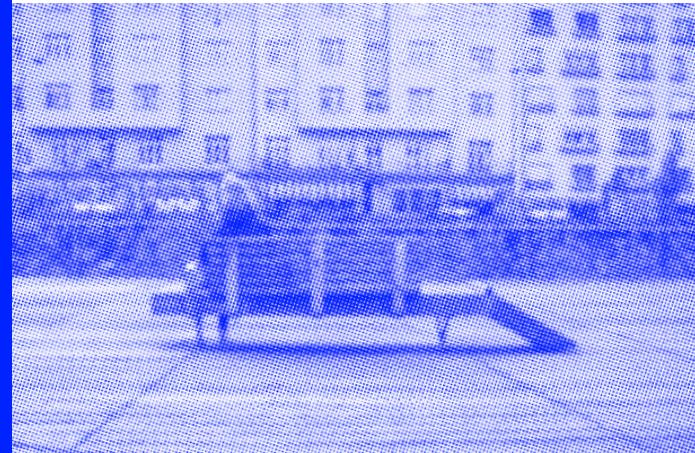
Connected to the idea of creating new memories and organizing events, is the proposal to create more communication between the different people. Fair-Play Wien describes the current "Zeitgeist" as the fact that people hardly talk to each other anymore, but rather about each other. In order to recognize different needs, to exchange experiences and ideas, a space is needed that makes this possible. External moderation, such as that offered by the Fair Play teams, can additionally be helpful. It's about coming together and listening to each other. This space could also be created at a possible community event.

## R 3: Green sound isolation

Another suggestion concerns sound isolation on the terrace and the adjacent areas themselves. Here, for example, one could think in the direction of "green sound insulation", which not only muffles noise but could also contribute to cooling the city in times of climate change. However, as architects Tillner & Wilfinger note, the weight of larger plants on the terrace and the additional soil required can pose a problem for the structural design. Additionally, they mentioned the safety risk of planting more bushes around the terrace, as it could bring more darker and dangerous corners. Likewise, more trees or large plants on the green strip between the terrace and the buildings would be conceivable. Since we are not architects or engineers, we can only give rough considerations at this point, which would have to be professionally measured, calculated, and planned in terms of construction and noise reduction.

#### R 4: Measures in the buildings

Another possibility of sound reduction lies in the adjacent buildings. Complaints accumulate especially in the summer months, when not only do more people use the terrace but also the temperatures lead to residents having to ventilate at night. For this reason, a fundamental improvement of the cooling function of the adjacent buildings would be necessary. Consideration could also be given to the installation of sound-insulating windows, such as the "Hafen-City-Fenster" from Gealan. For these measures, however, financial resources are also needed, which could result, for example, from an extension of the "Sound and Heat Insulation Grant Application", as already noted in the conversation with VCC.



# Conclusion



To conclude, while the Wiental Terrasse is mostly regarded as a successful project that provides much-needed consumption-free space in the city of Vienna, it does not exist without its problems. While the majority of the respondents and interviewees reported having a positive relationship with the terrace, an exception of some residents who have issues sleeping due to the occasional loud noise coming from the terrace was present. This issue should be taken seriously, as missing quality sleep for an extended period of time can cause health issues (Harvard T.H. Chan 2023). While more spaces like this are being built in public, these experiences should definitely be taken into account so that they can be prevented in the future by the responsible authority. Alternatively, specific places in which people can be loud should also be available in the city to provide an accessible alternative to public spaces in residential areas. On the other hand, it was noted multiple times, that it is normal for cities to be loud at times, which raises the question: "What is the normal sound environment of the city?". It is also very clear from the interviews with institutions that making space for discussions and conversation is just as important as finding a physical solution for a problem such as the noise conflict at the terrace.

The goal of this research was not to find a specific solution but rather attempt to understand the complexity of the problem, hear as many perspectives as possible and summarize the research findings in a comprehensive way. Even though the research was not a representative, empirical study, the findings still can provide a theoretical framework for future projects in public space and offer some specific ideas about how to improve the problem at the Wientalterrasse.

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17.06.2023

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## Zusammen auf der Wientalterrassse Together at the Wientalterrassse



The community event on the Wientalterrassse took place on the 17th of June 2023, from 04.30 p.m. until 08:30 p.m. The main idea of the event was to bring people together: (residents/ people using the space) promote communication, try to make people feel heard, and create new memories on the terrace. The slogan for the event we used was "Zusammen auf der Wientalterrassse (Together at the Wientalterrassse)". We chose this slogan based on interviews with stakeholders since almost all of them agreed that an important part of the conflict is about getting the opposing parties together. We decided to make a community event as it was one of our suggestions for easing the conflict.

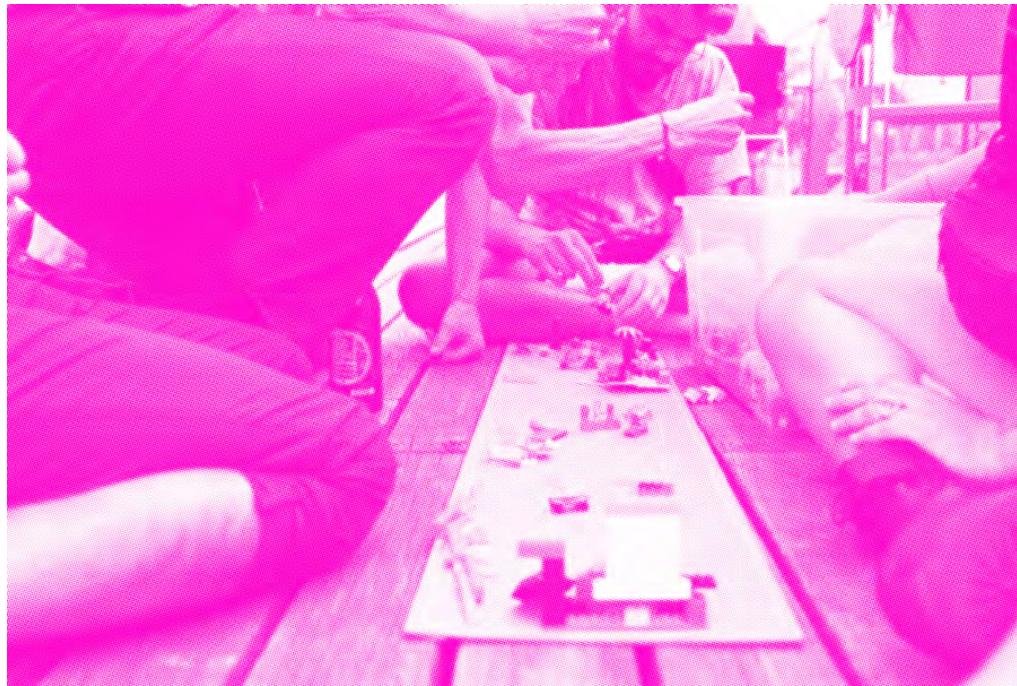
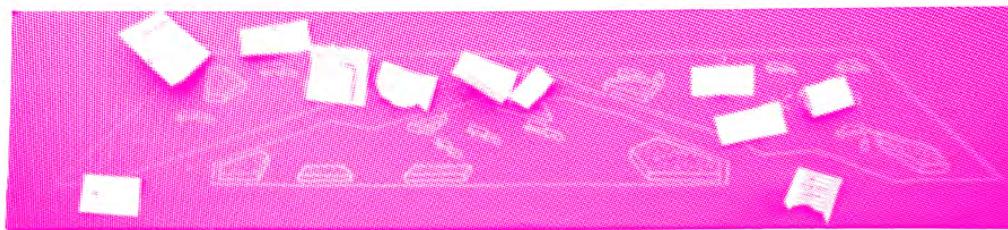
As some of the neighbors mentioned during the interviews, they don't perceive loud music from the tango studio in the building above the terrasse as a noise, we decide to invite the tango studio to collaborate with us for the event. "One Tango" studio became a part of the event as they provided a free tango workshop for participants on the terrace.

During the whole event, there were three different stations:

The **first** one was about memories. There was a map of the terrace where people could pin their favorite spots on the terrace and also could write down and add some information about their memories connected to that spot.

The **second** station was dedicated to suggestions and improvements to the terrace. The participants could fill out a prepared form, where they should not only write the suggestions down but also draw them on a picture of the terrace, and/or build their suggestions from Lego on a bird-view map of the terrace.

The **third** station was about the association the people have with the terrace. The goal of this station was to collect people's most immediate thoughts about the spot and write them on pre-made clay ears. Quotes from the interviews and surveys were also written on the ears by us. The participants could also make their own ears from clay and leave them to dry for other people to write on. The ears with associations were then hung on the fence of the terrace, together with the plaque that says "You are being heard".



The idea behind this artistic intervention was based on the interviews with organizations because it was mentioned multiple times, that sometimes what helps people in conflict is that someone listens to them. We wanted to create an opportunity for the visitors of the terrace and local residents to leave these anonymous messages for each other to see and therefore create understanding for each other and the feeling of being heard.

Since the beginning of our project, we wanted to include a form of gamification in our process. We used this during our event at the different stations. To motivate the people to visit all stations, after finishing the task at each station the participant received a stamp on a stamp paper. After collecting all the stamps the participants received stickers with the designs from the poster.

Throughout the whole event, we offered free food and drinks. The event had a community atmosphere with locals we interviewed, people interested in the topics, and passersby who were interested in what was happening (and free food).

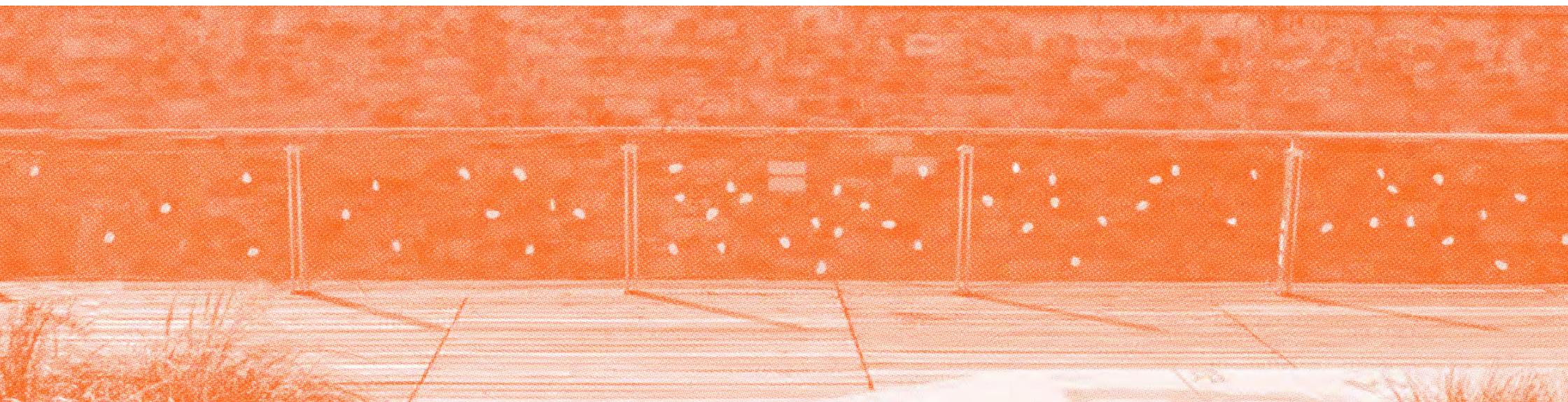
When it comes to the intervention of ears around 30 people took part, including the people we interviewed and some people who joined the event.





intervention - wien

design - artistic



The artistic intervention was made as a reaction to the interviews where it was mentioned that sometimes it helps people when someone listens to their complaints. After some consideration we decided to make a big number of small ears on which people could write their response to:

**“What is the first thing that comes to your mind when you hear Wientalterrassse?”.**

It was important for us to make the artistic intervention interactive for the community. In the end, we hand-made approximately 120 ears from clay, painted them with acrylic paint and used permanent markers to write down quotes from the survey and interviews. During the event around 30 people wrote on the pre-made ears. Afterward, wire was used to attach the ears to the fence of the terrace, together with a plaque that prompts other people to add their opinions and a permanent marker. The ears are meant to symbolize people listening to each other's opinion with no judgment.

They also provide a space for people to express their opinion safely. Clay was chosen as the material of use because of its durability. Acrylic paint provided a neutral color and some protection from the environment and made the ears more durable.



**Rita Andrade  
Katarína Čechová  
Tereza Sejková  
Juliane Spieß**

student.project.terracce@gmail.com

M.A. Social Design  
Die Angewandte Wien

**credits**

photos

Rita Andrade, Katarína Čechová,  
Judith Haslöwer, Tereza Sejková,  
Sigrid Awart

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