

Fixed in the city:

The Premises and Particularities of Repair in London and Amsterdam

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Overview of presentation

Premises and Particularities of Repair in London and Amsterdam

1. **Why** repair: framing the urgencies
2. **Where** repair: gap in the knowledge
3. **Aims** and methods of this project
4. **Findings**: maps etc.
5. **Conclusions**: spatial access and policy

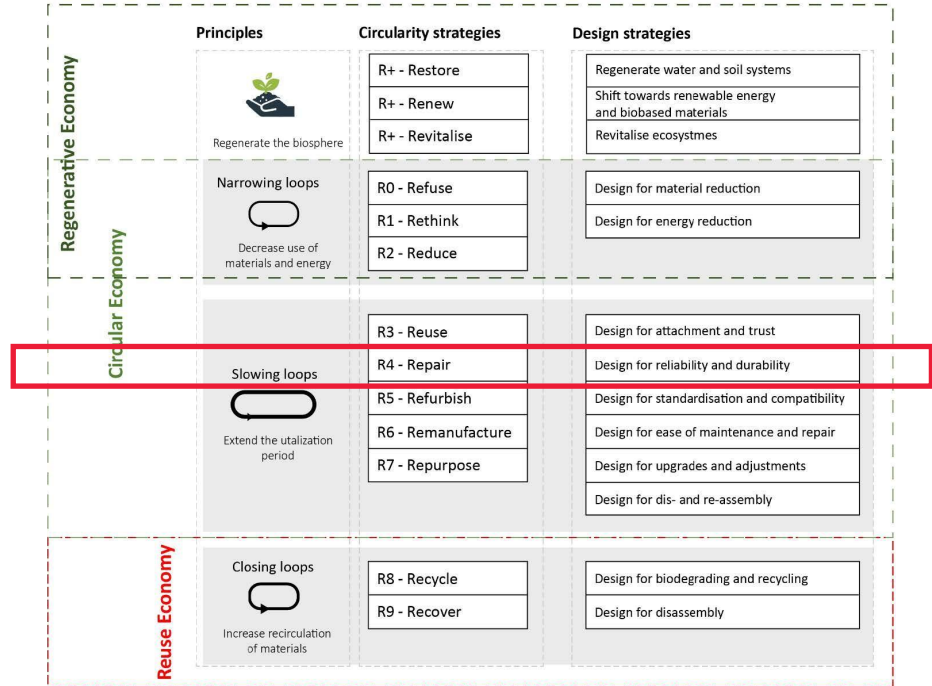


Repair & making on Druid Street, London SE1. Photos by Carmel King.

Why repair?

Framing the urgencies: domestic repair for circular economy societies

- Prolong product life, **less waste & energy use**. For resale, reduce manufacturing (European Commission 2018, Cities of Making COM 2020).
- Two types: professional repair services and DIY (British Standard BS8887-2-2009); onsite where or professional visits the home (Rogers, Deutz & Ramon 2021)
- **Barriers:** Labour cost (Diddi & Yan 2019); globalisation; affordability for firm & customer; repair pricier than new; manufacturers business model infrastructure (Rogers, Deutz & Ramon 202, Kirchher et al 2017, COM 2020)
- **Stakeholders:** manufacturers, customers, repair companies, local initiatives governments (Güsser-Fachbach et al 2023)
- **Repair as core element of sustainable urban production in a CE**



Source: Wandl (2023) based on: Circular design in practice, Dokter (2021), Potting et al (2017), vSteiin and Gruis (2019)

Why repair?

Framing the urgencies: relationality, repair and the circular economy

- Repair is **relational not only technocratic**, social and cultural value, user is caretaker (Rogers et al 2021)
- **Society learning**, inventing, innovating (Graham and Thrift, 2007) technical knowledge (COM 2020)
- Repair behaviour circular economy, **low demand = low provision of service** (Parajuly et al 2020)
- Local added value to repair economy (keep money local, **foster community and collaboration**)
- Local business opportunities & manufacturers diversification, accessible work, skills (COM 2020)

Console Clinic – 6 Tadworth Parade, Elm Park



Edwards Office Supplies – 128 New North Road

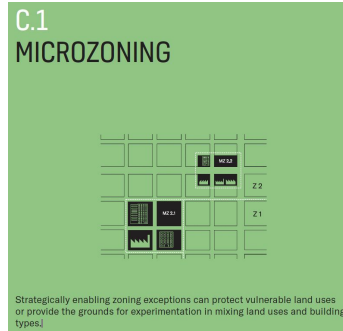


Gadget – 102 – 104 High Road, Chadwell Heath, Romford



Where repair?

Learning from Cities of Making - gap in knowledge



Sustainable product cycles: policies to recognise network of infrastructure for repair, **addressing and mapping spatial needs of repair**

Microzoning: e.g. 'urban innovation districts' in the USA, 'urban innovation areas' in the Netherlands **Assured Security of Space**

Space for repair activities often needs public support due to the low (or no) income margins

Highstreets: Re-use & repair centres. A change in legislation to allow new functions in areas zoned for retail. The **Back of the Highstreet** forms excellent locations for businesses with **Easy loading & unloading** and continuous floorspace. This provides opportunities to repair

Repair Centres compete with other land uses, which may have a higher commercial value. **Industrial gentrification**

Source: Hill Adrian V (ed.). (2020) **Foundries of the Future: a Guide to 21st Century Cities of Making**. With contributions by: Ben Croxford, Teresa Domenech, Birgit Hausleitner, Adrian Vickery Hill, Han Meyer, Alexandre Orban, Victor Munoz Sanz, Fabio Vanin and Josie Warden. Delft. TU Delft Open, 2020.

Where repair?

Convenience and visibility - gap in knowledge

- Affordability: tension between encouraging repair and creating shame due to poverty (Gregson et al 2009)
- Historically **ordinary and everyday** (COM 2020)
- Repair often **an invisible task**, only visible when objects broken, (Graham and Thrift 2007)
- **Visibility and legibility** essential to bring repair out of the shadows and shame (McLaren 2018)
- High **repair service convenience** is required (Rogers, Deutz & Ramon 2021). Inconvenience (time waiting for repair, accessibility of repair) (Wirtz & Lovelock 2015)

Table 3
Summary of results.

		Decision	Access	Benefit	Transaction	Postbenefit
RQ1 (based on focus group interviews with (potential) customers)	Characteristics of repair service convenience	- information where to find repair services and whether it will offer the customer's needs (transparency) - repairability and price information on the website, investigations via phone/Skype - trust-indicators (web-based reviews, certifications, recommendations, or design store/homepage)	- easy access (nearby stores of daily life, parking possibilities, access via public transport) - late store hours, open on Saturday - possibility to send products per mail/box outside company - common drop-off and pick-up point	- advice and explanations of direct contact person - regulatory updates of the repair process - waiting time - loan device	un-complicated and fast cost estimates and down payment	guarantee for repairs
	Existing weaknesses	- lack of information about the repair service - lack of (cheap and fast) ways to investigate products' repairability - lack of advertisement	- high travel times (in rural areas) - inconvenient store hours	- negative perception of transparency - too long waiting times	risk that cost estimate fees are paid for nothing	guarantee for the repaired part of the product only
RQ2 (based on interactive workshops with repair companies)	Barriers against the improvement of repair service convenience	- there is no accurate repairability and cost information for every failure which could be placed on the website (warranty implication) - investigations via phone/Skype not always possible and non-billable - missing financial and time resources for advertisement	- lack of repairers (shortage of skilled workers), missing training and education - different product sizes (make 'box outside company' and 'sending products per mail' difficult) - skilled and trained employees need to receive product	- high delivery times for spare parts - loan device is not brought back/is broken after return/requires space etc.	- cost estimates are necessary - collaborations with repair crafts not efficiently possible	guarantee for the whole product is too risky for the company

Source: Güsser-Fachbach et al 2023

Investigating spaces of repair in Amsterdam and London

Aim & methods

Aim: find out whether repair activities are spatially 'convenient' in two case study areas in London and Amsterdam, examine relationship with policy landscape.

Connection, ascribing meaning to objects ('eco-habitus', Carfagna et al 2014) often elite and urbanite - but can it be more collective?

- 1) The **type** of activities and their **scale** (number of employees and size of space)
- 2) Spatial **accessibility** & convenience
- 3) Spatial analysis utilizing **geo-data, fieldwork** and **policy review**



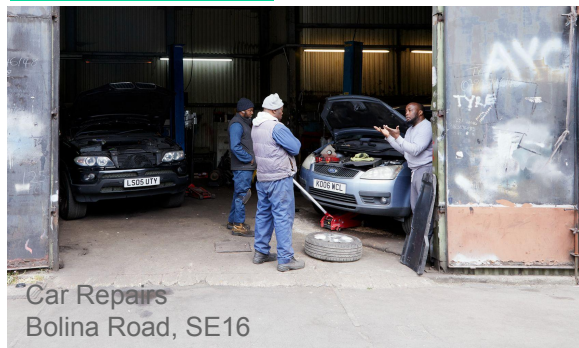
Investigating spaces of repair

Three types of repair in London and Amsterdam

Three types of emergent repair activities

1. Officially classified repair businesses
2. Craft businesses that also carry out repair services
3. Community driven repair cafes

Officially classified



Craft & repair



Community driven



Investigating spaces of repair

Locations of the three types of repair

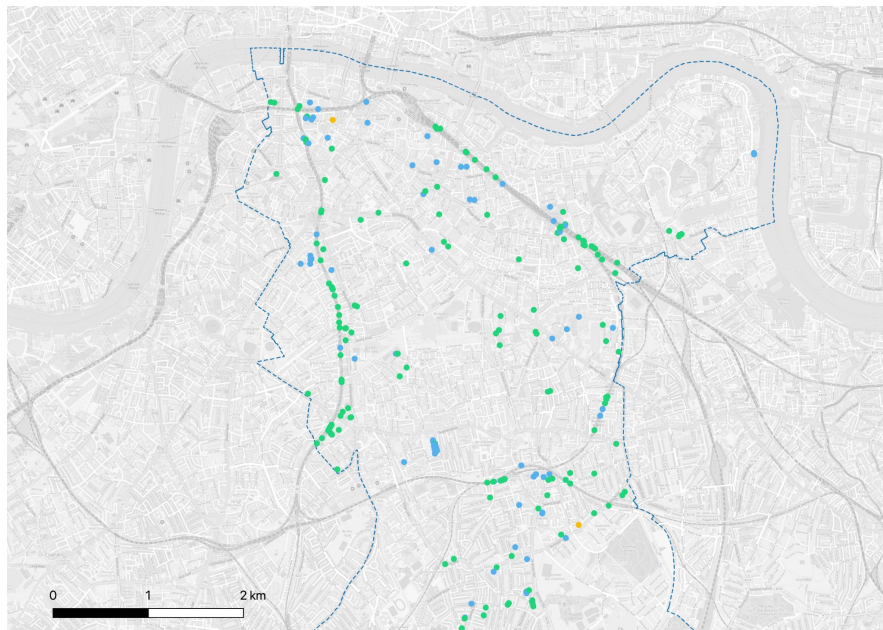
Officially classified

Craft & repair

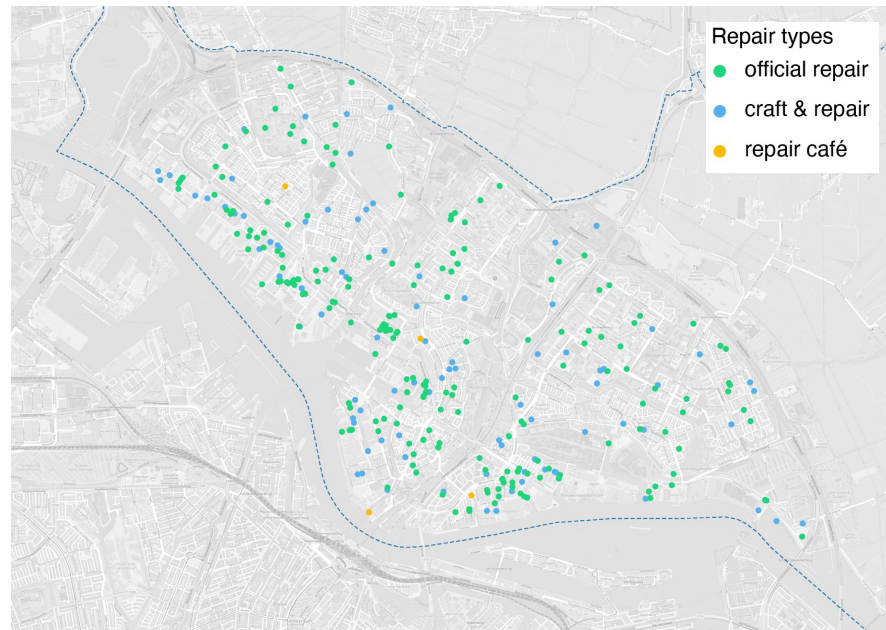
Community driven

Similarities in OC repair: primarily in grown industrial locations; Diff: concentrated along LON:roads and train AMS:harbour
few - related to existing community places;

London Southwark



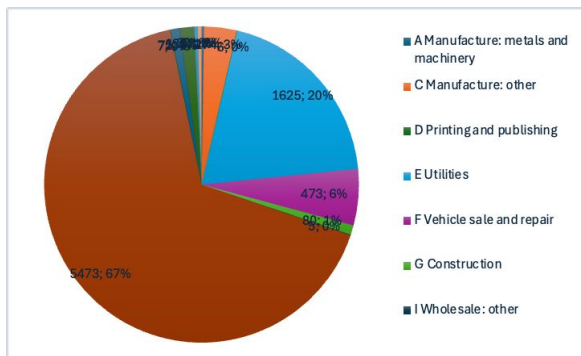
Amsterdam Noord



Repair in numbers: official repair & craft&repair

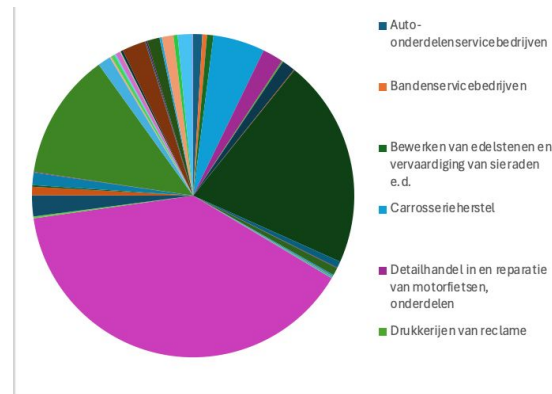
What sectors are present?

London

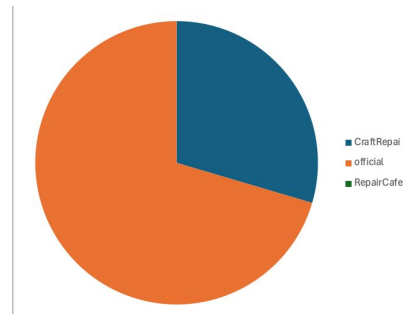
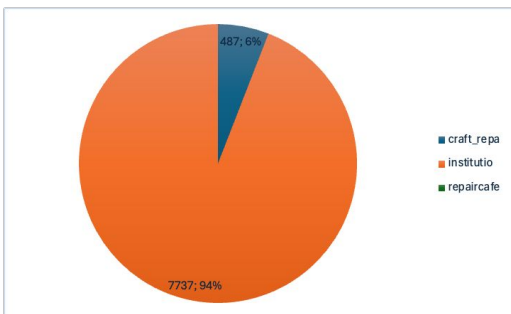


main
sectors
in jobs

Amsterdam



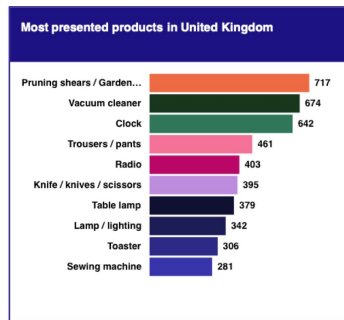
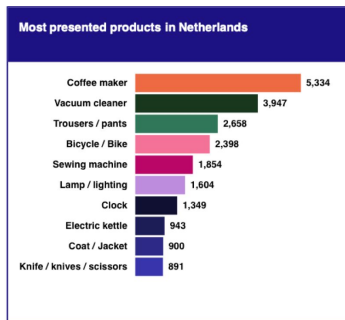
jobs/
repair
type



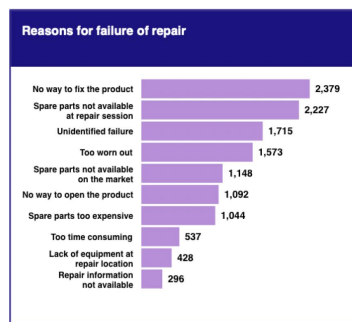
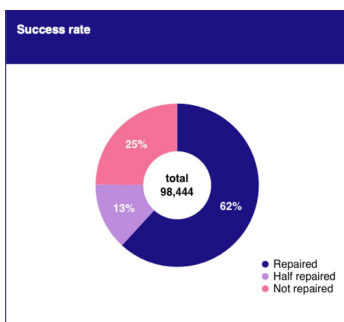
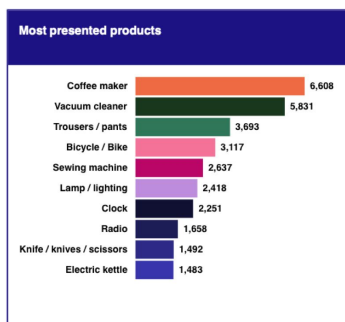
Repair in numbers: community repair

What products get repaired?

case studies



global



Investigating spaces of repair

Changing places of crafts and repair: changing values

Historically, **crafts and repair** **integrated** in every neighbourhood;
Example machine repair shop



With increasing size of urban agglomerations more functional specialisation: **(inner) urban borders places for manufacturing and repair**

> diachronic analysis Cities of Making (2021)



Understanding locations of the three types of repair with accessibility analysis (Space Syntax) - how visible and connected is a location?

Centrality & thus potential visibility of a location

- How probable a street is chosen to move through?
- How easy can a place be reached?

Accessible repair: convenient proximity

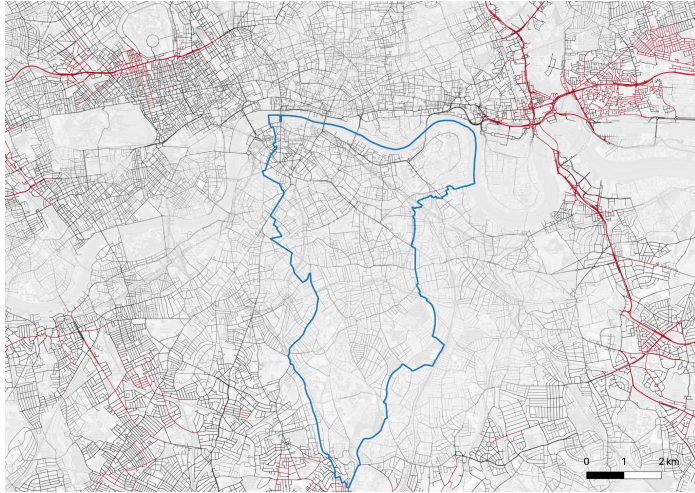
- What repair activities can be reached via the network within walkable distance (500m)?



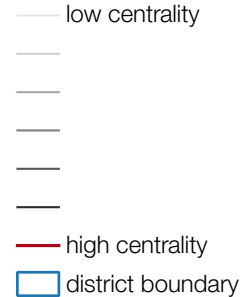
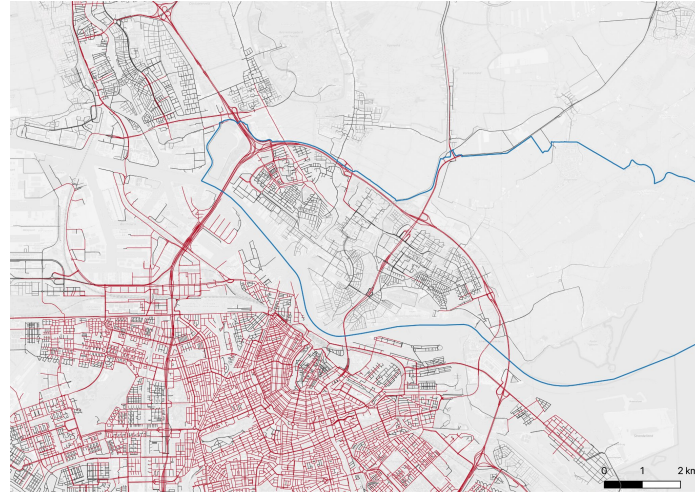
Investigating spaces of repair

Centrality of the two case study districts in their metropolitan regions

London Southwark



Amsterdam Noord



both districts show low centrality within the metropolitan region: historically peripheral
> with pressure on land development: threat of industrial gentrification

Investigating spaces of repair

Main streets of the two case study districts: proximity potential footfall

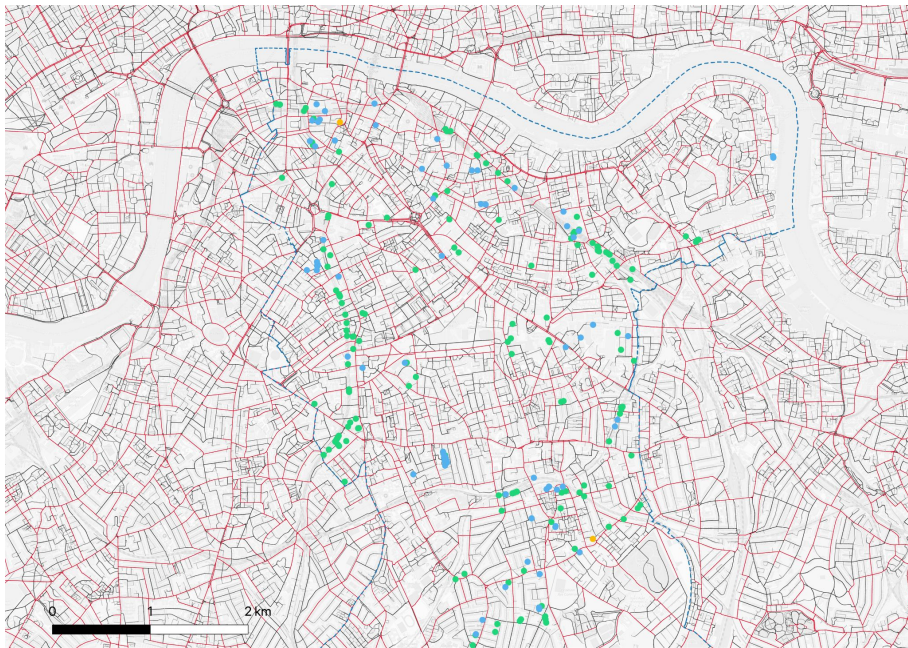
Officially classified

Craft & repair

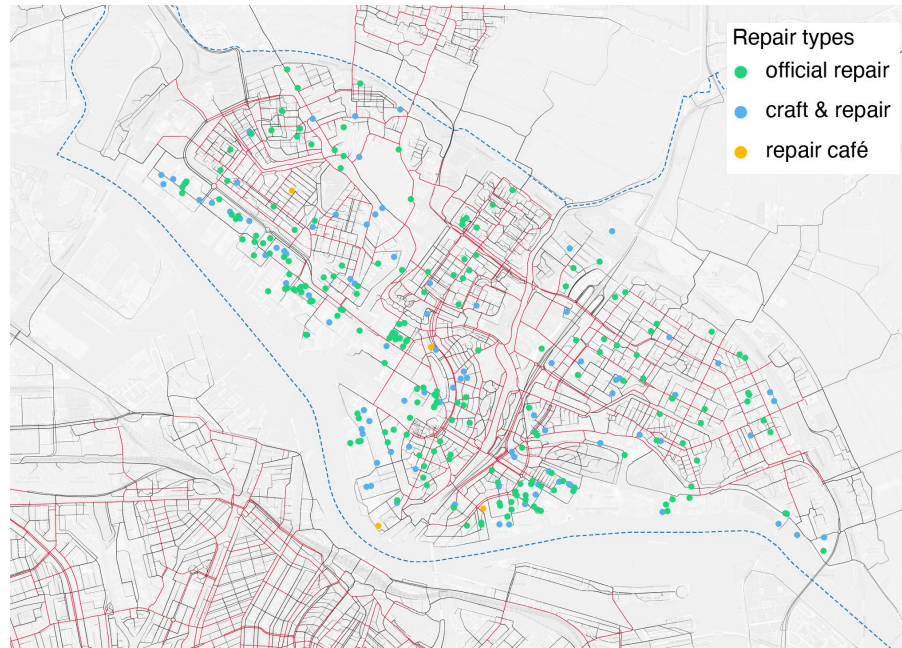
Community driven

often larger units, distance to main streets
along main streets, in mixed-use buildings
and in industrial plots
in central accessible places;

London Southwark



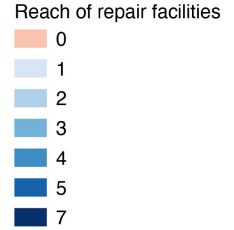
Amsterdam Noord



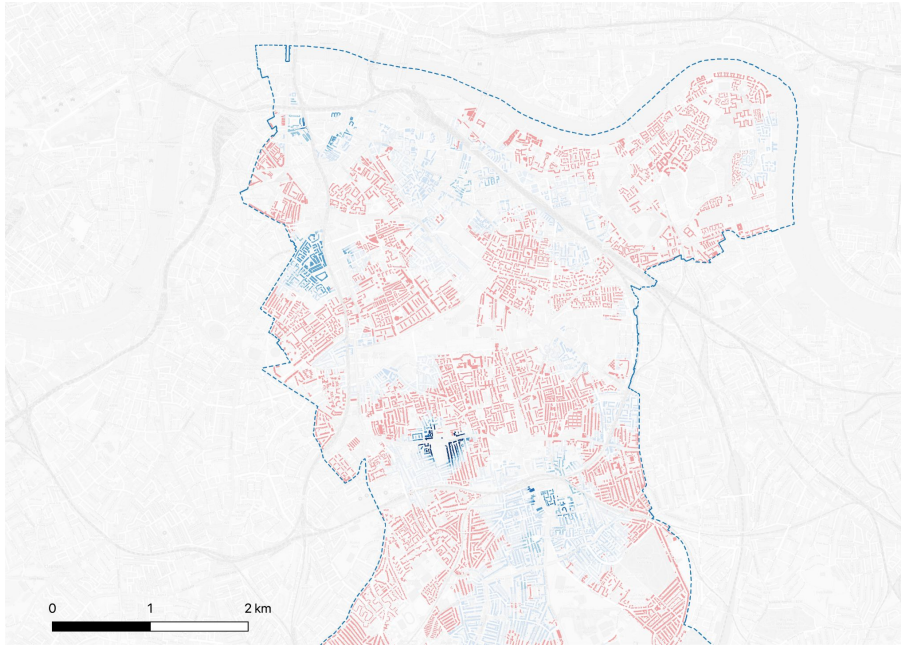
Investigating spaces of repair

The reach* of people having access to such repair facilities

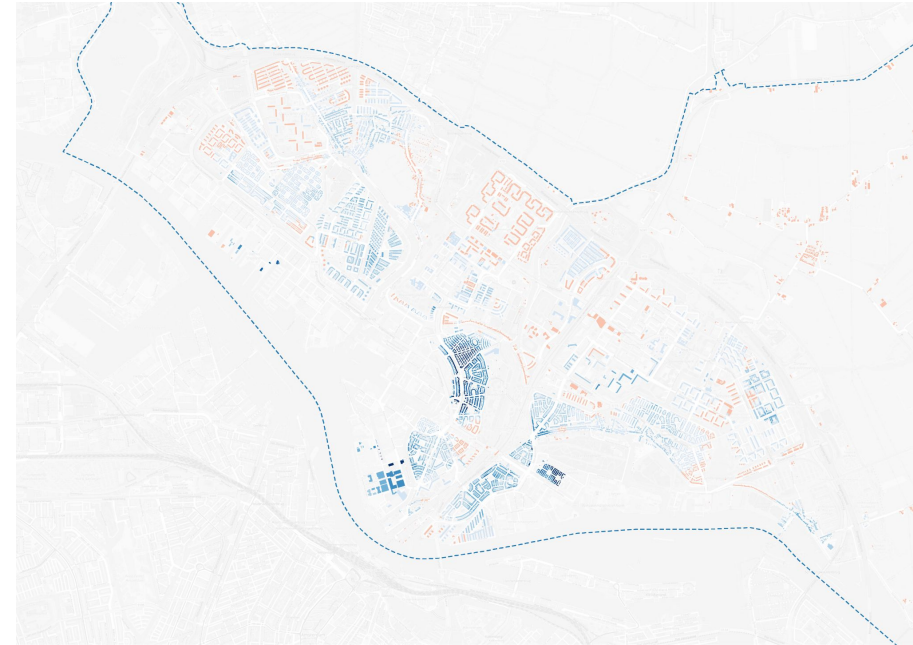
Majority of residential building does not have access to repair in proximity = major assignment



London Southwark



Amsterdam Noord



Policies on repair

London & Amsterdam

Right to Repair Regulations UK and EU: 'right to repair' provides 'professional repairers' with access to spare parts and technical information in UK from July 2021. April 2024, European Parliament complements other new EU rules on ecodesign.

Spatial accessibility key to exercising these rights.

London Plan limited: *In Development Plans boroughs (particularly and inner London) should take into account the supply and demand for industrial and uses essential to the CAZ. These include [...] repair and maintenance (p.78)*

Implementation Agenda for a Circular Amsterdam 2023-2026 spatially specific

S5 Create space for circular initiatives and business activity

The City will ensure that physical space becomes available for target groups such as thrift stores, **repair** workshops and sustainable processing businesses by offering them temporary lease contracts on a priority basis, in part to realise the desired retail diversity. To achieve this, where possible, the City will purchase, rent or develop property, for example in urban regeneration areas. The City Council will be regularly informed about progress.

C5 Electrical appliances, electronic devices and furniture

In 2024, we will create new rules for social thrift shops to inspire reuse, but this will not be enough to ensure a sufficient number of appliances and pieces of furniture are used for longer. We will therefore create more opportunities for this throughout the city. We will produce a guide on where you can have appliances **repaired** or how you can carry out **repairs** yourself. We would also like to prevent electronic waste by other means and we will research the options for this, for example by using the CircuLaw platform.

Learning from two case study cities

Conclusions

Repair businesses need to be considered as differentiated (3 types), different spatial needs and access/ availability

Hybrid business models can be beneficial to afford repair activities (e.g. combining retail or manufacturing with repair)

Governance: feasibility, access to spare parts, maintenance info, 'right to repair' enshrined in policy e.g. policy, legislation & tax reduction

Governance: spatial planning policies essential to retain repair in places subject to industrial gentrification

Aligns to Cities of Making
Distribute repair centres across the city to easily accessible, minimise waste and extend product life cycles.

Aligns to Cities of Making
N.10 Making Along High Streets, tax breaks: alternative to cheap imported products

Thank you for your attention. Questions?

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