„The Cost of Densification“
Densification Processes and its Socio-spatial Effects in Santiago de Chile

PATRIZIA KOPP
The Cost of Densification
Densification Processes and its Socio-spatial Effects in Santiago de Chile
Patrizia Kopp

Master of Science Thesis 2017 - 2018
Sustainable Urban Planning and Design
KTH School of Architecture and the Built Environment
SE-100 44 STOCKHOLM
January 2018
Statement of Authorship

I, Patrizia Kopp, hereby declare that I am the sole author of this master thesis and that I have not used any sources other than those listed in the bibliography and identified as references. I further declare that I have not submitted this thesis at any other institution in order to obtain a degree.

31.01.2018

Date

Patrizia Kopp

Name
„The Cost of Densification“
Densification Processes and its socio-spatial effects in Santiago de Chile

Supervisor Team:
Magdalena Vicuña Mackenna (PUC)
Stefan Lundberg (KTH)

Author:
Patrizia Kopp
pkopp@kth.se

ABE School of Architecture and the Built Environment
Department of Urban and Regional Planning

Instituto de Estudios Urbanos y Territoriales (IEUT)
Pontificia Universidad Católica de Chile
Research Internship
1st of September 2017 – 31st of January 2018

Defence 28th March 2018
Preface

The following thesis presents the topic “Densification Processes and its socio-spatial effects in Santiago de Chile” and was written as a graduation requirement of the master in Sustainable Urban Planning and Design at the KTH Royal Institute of Technology of Stockholm in Sweden. This master thesis was developed in the third semester of the master within an internship at the Pontificia Universidad Católica in Santiago de Chile. The internship lasted five months and was at the Institute of Urban and Territorial Studies. The internship in Santiago helped in understanding and gaining the planning perspective and learning a lot from the experience of living in the country and working at the institute.

This thesis was developed with different studies. Starting with an introduction to the background of the problem field to give the reader the information where the thesis is located within the field, why the topic was chosen and why it is interesting to research in this field.

The first study was about the urban and historical development of Santiago and its importance for Chile. Gaining an understanding of how and why Santiago has the structure today and to where it will develop in the future. This gives the reader the necessary geographical and historical input to follow the thesis.

The second study was about the theoretical background to understand the term of segregation and socio-spatial effects and different integration logics. Different theories established by different authors show the relevance of the chosen topic and give an explanation to the reader to be able to understand the background theory.

The main study was about analysing the density of different buildings in the chosen district to help gain an understanding on how the different chosen building types can have a different density and what the effects of the social structure of the chosen buildings are. This density calculation examines the effects of different building types on the social structure of the district.

To answer these questions, the report is structured in eight chapters that deal with the different stages in order to obtain the relevant knowledge for the thesis: the introduction, which will discuss about the aim and research question of the thesis and gives background information on the history and current development of Santiago, the different chosen research methods, the theoretical framework, then the results from the analysis, the discussion of the defined research question and last the conclusion part.

The target group of this thesis is mainly academia and researchers, but also municipalities and real estate companies in order to give them an understanding on what is happening and what is being created in Santiago and especially in the district Quinta Normal. Especially the municipalities and real estate companies should read this to be aware of how Quinta Normal has developed and is developing now to be prepared and start planning for the future.

This thesis is the point of culmination of my studies at KTH Stockholm and my stay in Sweden as well as in Chile. For me it has been a great opportunity to learn and study in different countries and contexts to broaden my horizon in my educational life, but also in my way thinking of life. KTH but also PUC has become the perfect environment to ask and challenge myself for future developments in professional and academic expectations.
Motivation

The question arises why a person from Austria wants to write her thesis in Chile and there are two motivations.

First, I have learned Spanish in high school for six years and then studied Spanish for Engineers one year at university. But unfortunately after that I have not practised my Spanish as much as I would have liked and have therefore lost a considerable part of what I had learned and felt that I lost a lot of my vocabulary. As it would be a pity to lose my language skills, it was important for me to become fluent again in Spanish. The best way to achieve this, seemed to be to live in a Spanish speaking country for a longer time.

My second motivation was to extend my horizon when it comes to urban planning. I did my Bachelor in Austria and therefore gained the Austrian view of urban planning and later continued my master in Sweden to broaden my horizon. But I realised that only the European perspective on urban planning is not enough for me. I wanted to learn more. Therefore I wanted to use the opportunity of applying to write my master thesis at one of the partner universities of KTH and the Universidad Católica gave me the opportunity to write my thesis at their institute.

In retrospect I can say how glad I am I put a lot of work into the application process for my thesis in order to be able to go abroad. This stay definitely fulfilled and also exceeded my expectations and I learned different perspectives on urban planning and how South American cities work. All in all I enjoyed my stay and would highly recommend it.
Acknowledgment

First of all I need to thank the Institute of Urban and Territorial Studies in order for enabling me to do a research internship at the Pontificia Universidad Cátolica de Chile and give me the opportunity to not only extend my horizon in urban planning, but also to improve my language skills in Spanish.

Big thank you to my supervisor here in Chile, Magdalena Vicuña, who helped and supported me during the five months and who always found the time to give me personal feedback and lead my thesis into the right way. Muchas gracias Magdalena!

Second, I also need to thank KTH to provide me with the opportunity to study abroad. A special thanks to Erika Charpentier from the international office for helping me and patiently answering all my question regarding my stay in Chile.

Third, I thank Raphaela Behounek, who is a long-time friend from high school, for editing and proofreading my thesis.

And last but not least a big thank you to my parents. Without their support I would not stand where I am today. Living on the other side of the world, learning a lot academically but also about life. Thanks for always believing in me!

My time in Chile was a once in a lifetime experience and although there were ups and downs, I learned so much during the last five months here. Living in Chile really gave me a new perspective on urban planning and on how privileged and lucky we as Europeans are to live in such well-functioning cities.
Abstract

As the title already says the thesis will examine the densification processes and its socio-spatial effects in Santiago de Chile. This thesis has been written in cooperation with a research internship at the Universidad Católica in Santiago at the institute of urban and regional studies. Santiago is the capital of Chile and is a city with one of the highest living standards compared to other South American cities. Santiago, as many other big cities, faces varied problems. Santiago, for example has a rapid population growth mainly through the migration from rural areas and other South American countries (Peru, Colombia, Venezuela). Other problems that Santiago faces are e.g. high resource consumption, air pollution, high number of individual motorisation and lack of green spaces. Especially the smog through the traffic is one of the biggest problems. Due to its location in a valley, Santiago suffers from a lot of air pollution.

Santiago needs to further develop and expand its surface for housing. This results in urban sprawl, which has been the past and will be the future development. Through this urban sprawl a lot of residential areas were constructed further outside, on the edge of the city where commuting to the city takes more than 1.5 hours. As people want to live in the urban area of Santiago, they are taking this burden and move outside of the city. Thus the increasing land price makes it harder for low-income people to live closer to the city, as they simply cannot afford living there. Which leads to the topic of this thesis, namely the examination of socio-spatial effects through densification processes will be examined. The scale of the investigation is on a district-level and further research is done on specific building levels. This helps in getting more detailed information, as examining whole Santiago with its different municipalities is difficult and will give a blurry picture on the densification processes. The district, Quinta Normal has been selected for detailed investigation. Quinta Normal lies in the west of Santiago, bordering the district Santiago Centro. With its close proximity to the city centre, good public transport and cheaper land prices than in other parts of Santiago, it is attractive for prospective inhabitants. But due to the constant urban development the land prices are starting to increase as the district gets more attractive through the construction of metro stations. Quinta Normal is challenged by the arrival of high density buildings and new population with different income group.

Quinta Normal is described as a district full of life where people established a community, interact and communicate with each other. Is this quality of social life threatened now through the arrival of high densification houses where people who are not originally from Quinta Normal are moving in and changing the structure of the district?

Furthermore, there are many effects of segregation and this thesis chose to look at the change of the socio-economic structure in Quinta Normal. The district is mainly inhabited by middle to low-income families. This is a change from previously, when mostly low to very low-income people were living there. Nowadays there is a constant exchange between people moving to and from Quinta Normal. Thus, the future development of Quinta Normal is leading to a bedroom district where people rent an apartment but work in another part of the city. A density calculation has been made, which helps in understanding the effects of different building types on the social structure of the district. The buildings have been evaluated by size of apartment, price, accessibility, green areas, and security in order to give the reader the necessary explanation on the chosen houses and their differences.

In summary, this thesis will try to examine the effects of densification processes in Quinta Normal with especially looking at newly constructed residential buildings and how those buildings interact with the existing urban but also social structure. Through a literature review, a characterisation of different types of buildings, a density calculation as well as interviews with the responsible people for the development of the district, an analysis of the effects on the social structure of the district will be attempted.
Contents

1. Introduction:
   1.1 Introduction to the Problem Field
   1.2 Problem Statement
   1.3 High-Density in Cities
   1.4 Motivation

2. Aim and Research Question:
   2.1 Aim of the Project
   2.2 Research Question
   2.3 Limitations
   2.4 Research Methods

3. Theoretical Framework:
   3.1 Definition of Segregation
   3.2 Socio-spatial Segregation and its Effects
   3.3 Integration Logics
   3.4 Concept of a Fragmented Urban Development
   3.5 How the Interest in Profit shapes a City
   3.6 Discussion of the Theory

4. Facts and Figures about Santiago:
   4.1 History of Santiago’s Urban Development
   4.2 Planning Tools and Plans in Santiago
   4.3 Historical Development of the Plans in Santiago
   4.4 Development of the Densification Process
   4.5 Chile as an attractive Migration Country?

5. Chosen in Depth Study:
   5.1 In-Depth District Quinta Normal
   5.2 Demography of Quinta Normal
   5.3 Socio-economic Structure of Quinta Normal
   5.4 Economy in Quinta Normal
   5.5 Environmental Perspective of Quinta Normal
   5.6 Urban Development in Quinta Normal
   5.7 Conclusion

6. Densification Processes in Quinta Normal:
   6.1 Correlation between Land Price and Income Groups
   6.2 Characterization of Urban Quarters of Quinta Normal

7. Characterisation and Calculation of chosen Buildings:
   7.1 The chosen Buildings for Investigation
   7.2 Comparison to Santiago Centro
   7.3 Calculation of Density
   7.4 Connection with Theory

8. Discussion
   8.1 Well-balanced Densification - Is it possible?
   8.2 Link to Research Question
   8.3 Summary

9. Reference List

10. Appendix
Chapter 1

1. Introduction:

1.1 Introduction to the Problem Field

Nowadays, planning is all about densifying cities to prevent the city from urban sprawl and to keep the city compact. Densification makes sure that undeveloped land is not taken away until the time it is needed and tries to keep the city in a compact development. The first question that needs to be answered is whether a city wants to have a compact, densified development or urban sprawl. Building dense cities and densifying urban areas are desirable goals among planners but still it is easier said than done. When looking at other mega cities like Mexico City, Lagos or Tokyo, they all have the same global problem of increasing and expanding more and more and losing the sense of perception of where those cities are growing to. Although Santiago is smaller in terms of population and size, similar problems arise when it comes to densification.

But why are we densifying cities? Having a higher density in cities shows a more sustainable, socially cohesive and economically efficient city because it prevents the city from sprawling into the outskirts of a city and taking away untouched land, farmland or open spaces. It keeps cities compact in a way that makes accessibility and commuting easier for its citizens. Moreover, thesis cities are environmentally sustainable through providing the citizens with walkable distances and providing them with a good transportation system that encourages the citizens to use this system instead of taking their car. A dense environment also brings people from different backgrounds together and therefore supports a social cohesion in cities. (Aquino & Gainza, 2014)

Densification can have different types; however, this thesis focuses on the residential densification, which is happening in Santiago. Residential densification takes place in the form of high-rise buildings that change the urban and social structure of the city. The project, FONDECYT examines the effects of densification in the different parts of Santiago. The main question was how the district would change in the following years due to densification projects. First, the social structure (families and inhabitants) will changed. The ones who have lived there before are forced to move out, as they cannot pay the new, higher rent anymore. They have to move to another district and lose their social infrastructure. The project found out that the densification processes have negative effects because the new high-rise buildings throw shadow onto the neighbouring buildings, take away the view, light and the safety of a district and it increases traffic on the streets. All those points mentioned above are happening in all districts but the study found out that the centre is the most affected part of all of them. The centre is where the development started and has the biggest consequences. (Urbina, 2016)

1.2 Problem Statement

Santiago is the capital and also biggest city of Chile. As many other South American cities, Santiago faces similar problems like high resource consumption, air pollution, a big individual motorisation, housing shortages and lack of green spaces as well as environmental degradation. Especially Santiago faces the problem of the amount of smog due to the car dependence and its location in a basin like landscape where the smog has nowhere else to “go” but stay in the city. This is a phenomenon that is happening in a lot of big cities, e.g. Mexico City, Bogota or Shanghai. Smog is one of the biggest issues as many people suffer from health problems. Santiago is also affected by natural disasters like earthquakes, where previous ones have
destroyed a lot of houses in Santiago and many of them have still not been rebuilt. Especially the location of Santiago between tectonic plates is dangerous as it triggers earthquakes.

The city development of Santiago has been progressing into an urban sprawl for the past years. Land prices were cheaper in the periphery, so construction companies built outside to make a profit. This is not only due to suburban sprawl, but also due to the biggest social housing project of the city. This project is now running out of space and accessibility problems; these problems are mostly overcome by driving the car into the city centre and to the workplace.

As outlined above, Santiago faces many problems. This thesis will focus on the socio-spatial segregation in the context of residential densification and its conflicts in achieving an integration process. Thus, the micro-scale segregation due to residential densification processes in the chosen district Quinta Normal will be given a closer look. This should further the understanding of the relation between residential densification and segregation in a small-scale chosen area, as it is necessary to limit this topic to a specific area.

1.3 High-Density in Cities

Population density is a complex concept and describes “the relationship between a given physical area and the number of people who inhabit or use that area”. (Churchman, 1999, p. 390) According to Churchman, there are, among others, two different types of density: social and spatial density. This thesis will limit the term density to spatial density, which is defined as “a given number of people within different size spaces” (Churchman, 1999, p. 391) in comparison to the social density, which “is created by different numbers of people within the same space” (Churchman, 1999, p. 391).

Churchman defined different ways to measure density, which is used in urban planning. One measurement is the population density, which is the number of people per given area; another one is the residential density, which is used in this thesis and measures the number of residential units in a certain area. The residential density was chosen, as it was the most suitable for this thesis. The outcome would not be precise data but it would be easier to calculate the numbers.

It is important to state that it is not always the case that there is a correlation between density and high-rise buildings. Buildings with many floors can have a lower density than a 4-floor building. Several factors such as size of the apartment or amount of apartments on one floor are significant. This concept of density in buildings will be further explained in this thesis. (Urbina, 2016)

Why do cities even want to densify? Churchman distinguished between factors related to physical infrastructure, social and economical circumstances. The physical factors are, for example, intensifying the use of urban areas, creating a high number of dwelling units and an increasing number of households or creating a small space between buildings to win space. Factors related to social aspects are the offer of different housing types to choose from, creating an urban environment or redeveloping sites to increase the vitality and livelihood of a neighbourhood. In the sense of economy, high density attracts businesses, hotels and shopping centres and supports the efficient use and extension of daily services. (Churchman, 1999)

Other reasons are that the world cities are running out of space and cannot develop horizontally anymore. So they need to grow vertically or reuse the already used space in a city further. In the case of Santiago, the densification processes are due to the high profitability for developers and private construction companies. The prices of the land are increasing and the constant development on technologies as well as the economic structure are factors that make it complicated to predict the urban development.
Thus it is hard to know what people want in the future. The preferences change from time to time. In the past people wanted to live in close proximity to their workplace, then people wanted to live outside in the green suburbs in a single-family house because people wished for more space and privacy in their own house. Now it seems to shift again in the direction of a back to the city movement, which means more density in cities. Also the family structure seems to change. There is a rise in single households and couples decide to have children later; therefore, people do not need a single family house but they rather choose to live in an apartment in the city. It is hard to predict where the movement will go. It is important that the density concepts are adaptable for the future development.

In what way is the topic of this relevant to investigate? The relevance can be seen in the development of other mega cities and that different cities are struggling with the same problem. Densification is the future for urban planning as space in and around a city is very precious. Therefore other planning tools need to be taken into consideration in order to be prepared for the future. Thus, the social aspects of planning tools and its correlation are interesting to understand and find solutions to make the tool better.
Chapter 2

2. Aim and Research Question:

2.1 Aim of the Project

This research paper will examine the densification processes and its socio-spatial effects in Santiago de Chile. The focus for the research investigation is laid on one chosen district in Quinta Normal as examining whole Santiago with its different municipalities and laws would give a blurry picture on the densification processes. Segregation will be examined in the sense of socio-spatial effects and will not go into further detail of gentrification processes.

2.2 Research Question

The research question will be the following: “In what extent does residential densification lead to spatial segregation in the district Quinta Normal, Santiago in Chile?”

As mentioned before the focus area of the research question is South American cities, in particular the capital of Chile, Santiago. The metropolitan area of Santiago has around six million inhabitants. Compared to other South American cities Santiago is doing quite well in e.g. the economy although due to the rapid urbanisation problems like increasing CO2 emissions, lack of waste management and water shortage during summer put rising pressure on the city. (Barton & Kopfmüller, 2012) The research question will be answered through a literature review based on different theories and views on key words for the thesis, as well as two semi-structured interviews to get an inside view on the topic from responsible people. Moreover, a density calculation will be made in order to understand the building structure and its effects on the social structure of the district. All this will lead to the discussion of the paper where the research question will be answered to a certain extent.

2.3 Limitations

When writing a thesis the writer needs to themselves in the topic as there is the time limit of five months. In this thesis the writer was limited in the scale of the city and therefore chose to examine one district in Santiago instead of the whole city, as this would exceed the scope of the thesis.

Another limitation is in the characterisation of the buildings and the district. There were no interviews conducted with the residents on the district, as the language barrier and access to the residents would have been a problem. Therefore an interview with the representative of the citizens, Francisco Monares, was done as he has the view and insight of the residents and works with them on the future of Quinta Normal.

The development of gentrification could not be examined further and therefore the writer focused on socio-spatial segregation although gentrification is part of this development.
2.4 Research Methods

2.4.1 Literature Review
The main chosen research method was the literature review of different types of articles etc. in the languages English, Spanish and German to get a better understanding of the topic and learn what research has been done before. Articles in different languages helped to get insight into the material from different angles. The literature study focused on residential densification, social sustainability, history of urban development in Santiago and spatial segregation. It was important to understand the urban development of Santiago over the past 100 years, as it is different from European cities.

2.4.2 Site Visits
The urban structure was explored through site visits, city tours and exploring different districts. This helped in gaining a new perspective on Santiago and its urban structure. A lot of literature (in Spanish) was given by the supervisor after the first meeting. This helped in giving the author the required knowledge on the urban development of Santiago and also different angles on the scientific terms in the framework of South American authors and literature. After that the site was chosen, which is the district Quinta Normal. Investigation, photos and analysis of the urban structure were made in different parts of the district.

2.4.3 Semi-structured Interviews
The third main research method were interviews with responsible people of the district Quinta Normal. Interviews were conducted to get a better understanding of the current and future development of Quinta Normal. The first interview was with a worker at the municipality where the researcher got the opportunity to gain knowledge from workers at the municipalities who are active participants in the development of Quinta Normal. The second interview was with the pioneer of Quinta Normal, Juan Francisco Monares, who owns a newspaper and wants to change the district and create Quinta Normal 2.0. The interview helped in understanding the view of the citizens in relation to the construction of the high-rise residential buildings and in learning about the social structure of the district. It helped in understanding what the citizens want to change in their district and what their desires are in the future. All the interviews were hold in Spanish and semi-structured which gave the opportunity to leave space for discussion and other topics that came up during the interview. The interviews were the complementing pieces to the before-done literature review and helped in gaining a better understanding and "insider" information.

2.4.4 Supervision Sessions
Fourth method is the supervision sessions with the supervisor in Chile. The supervisor helped in bringing the researcher back on track or helped in discussing issues that came up along the way of researching. Furthermore, the supervisor gave a more academic insight into the topic and helped with critical aspects and the right literature.

2.4.5 The Time Living in Chile
And last but not least, living in Chile for seven months gave a very personal insight to the lifestyle of the people and the urban structure of Santiago as cities work very differently from European ones. Living there helped by meeting Chilean people, talking to them and getting another perspective from the residents there, which would have not been possible when doing a distance research investigation.
3. Theoretical Framework:

The theoretical framework helps in understanding the relevance of the research topic and in putting it together with already existing theory. This section will first define the term segregation in the context of this research, then offer different definitions by other authors, and will lastly go into detail on spatial segregation and its effects. There will also be an explanation of different integration logics in the urban society. Thus, the concept of fragmented urban development will be explained and connected with the city structure of Santiago. The last part of the theoretical framework will focus on the financial interest of real estate in profit of real estate companies and how this shapes the city.

3.1 Definition of Segregation

Different authors have different views when they talk about segregation. It is not possible to write one definition of segregation that can be applied on all concepts of segregation in all the different parts of the world. Therefore several authors and their explanations have been chosen to support the view of segregation especially for this thesis.

Sabatini, in particular, has studied the residential segregation in Latin American cities, especially in Chile. According to him, segregation can be linked to social social inequalities (race, migration, income) in a city. (Sabatini, 2003)

Sabatini (2006) defines the concept of segregation on two different scales. The first is on a large-scale level (rich vs. poor), which is mostly the case in Latin American cities and the second is on a small-scale level or neighbourhood level (encapsulation in barrios cerrados (gated communities)) or the rich vs. poor in the same residential area or even building. The second one is being further examined in this thesis when looking at the district Quinta Normal. Also, he defines the term clustering, which means that families or people from a similar or also same social background are "clustering" - living together in one space. (Sabatini, 2003)

Sabatini distinguished between positive and negative effects in (residential) segregation. The clustering of families as mentioned before is positive in the sense of strengthening social identities and communities. Negative aspects are less interaction between different social groups and the encapsulation from the outside. This can also be applied to the fact that areas are lacking in prestige or green areas, which makes them unattractive for a certain type of social group. In his work Sabatini (2003, p. 9) states: "The isolation of discriminated and poor population groups and the perception they have on their own condition is what favours social disintegration"

Another author who engaged with segregation is Marcuse. Marcuse on the other hand differentiates between clustering and segregation. Clustering is "the concentration of a population group in space" and "generic term for the formation of any area of spatial concentration" (2001: p. 16). Segregation for Marcuse is "the process by which a population group, treated as inferior (generally because of race), is forced, that is, involuntary, to cluster in a defined area, that is in a ghetto. Segregation is the process of formation and maintenance of a ghetto." (Marcuse, 2001, p. 16)

Although the definitions of Sabatini and Marcuse are similar, they differ when it comes to trigger factors. When analysing the triggers of segregation each author has different views. Sabatini, for example, says that the land market stands in relation with segregation (Sabatini, 2006). This results in the social exclusion of social groups and restricted placement of functions in the city. (Sabatini, 2003)
Another trigger is the action of public or private investors, which is supported by the land price structure. And this results in the unaffordability of housing prices, which forces some social groups to move away to not so well accessed and developed areas, which in the end creates a socially homogeneous urban structure. (Sabatini & Brain, 2008)

But why is segregation seen as a problem? Segregation has always taken place in cities since they exist. Starting early, in the Italian renaissance city for example, people were separated by their nationality, and in the middle Ages, people were grouped according to their profession. Thus, looking at the historical development of cities, it becomes visible that segregation is a natural process. It is normal that people who migrate to somewhere are looking for their so-called “natural areas” with people from a similar background, culture and language. (Hamedinger, 2013)

Three features can differentiate people:
- Socio-structural features, i.e. income, education, job
- Demographic features, i.e. age, race, nationality, gender
- Cultural features, i.e. lifestyle, religion, values in life

Applying all those features helps in spatialising segregation in cities, as people will be separated by those features but also differentiate themselves in looking for their features. Segregation can be seen as a condition for a(n) (un)successful integration. (Hamedinger, 2013)

The interplay between economic, social, cultural and political resources is coining the distribution of the social groups. Häußermann and Siebel (2011) take the example of Harvey to explain the housing situation like a theatre, where the first person who enters and wants to get a seat has all the options, the next one has one option fewer and so on. It is the same with the housing market. The last people (mainly the migrant, the poor) have only a few options of where to live. And on top of that there is also low income, little language knowledge, lower education level etc., which makes the situation even harder. (Häußermann & Siebel, 2001)

Another way to group segregation is the classic macro, meso and micro segregation. Macro is dividing the city into rich and poor areas, meso are for example the gated communities (barrios cerrados), where new cities are built outside in the periphery and shut off from their environment (with fences, security cameras) but only for a special clientele (high-income people). The last one is the micro segregation where individual apartment complexes have security etc. and the building next to it does not. (Borsdorf & Hidalgo, 2011)

But what do migrants actually wish for? The preferences of migrants are to live with one’s own kind and to have a spatial distance to the “others” who are socially and culturally foreign. Of course it is dependent on the degree of assimilation and for how long the migrants have been living in the new city but often it happens that it is the migrant’s own choice to move to an area where people from the same background live. This is a natural process of segregation. (Häußermann & Siebel, 2001)

When looking at the specific case of Santiago, immigrants are prioritising the closeness and accessibility to their jobs, as well as a good location. For them it is important to have a short daily commute to their work place. (Vicuña, 2017a)

As for now segregation has been seen as negative for the social structure of the city, so it is important to mention some positive aspects of segregation. Economical advantages are that migrants get help with social housing units or support from the state. Political advantages are the easier comprehension of same interests, conflict resolution and getting a better understanding of political structure. Social advantages include information on how to open a bank account from people who faced the same problems and they are entering an existing ethical infrastructure of the same background. (Häußermann & Siebel, 2001)
The perspective from which segregation is seen has an impact on the definition as well. It is important to say that in Europe segregation is associated with social and ethnic segregation. Whereas in the US it is racial segregation and in South American cities it comes up as class segregation. (Cáceres, 2014) Especially Santiago has big class segregation. Based on the written theory above it can be said that in Santiago a macro and meso segregation is taking place. When looking at the triggers for segregation Santiago has the same case where the land prices are determined by the land use, which for example makes it harder to construct social housing in some parts of the city (especially closer to the city centre). Thus, Santiago has established a mix of rich and poor in the same districts in the past years but still the macro segregation (poor parts in the West, rich parts in the East) remains strong. The macro segregation in Santiago is changing in some parts into a micro segregation, where rich and poor people are living in the same district.

3.2 Socio-Spatial Segregation and its Effects

Socio-spatial segregation is the force that supports the development of social exclusion in cities. (Cáceres, 2014) According to Sabatini & Salcedo (2007), spatial segregation is a dialectical relationship between integration and exclusion. In many cases cities function like a magnet for people from the surroundings. Mostly because cities offer more opportunities in work, services, education and other. Cities grow through the immigration from the periphery or from other countries and through that they could manifest their population. This process of immigration follows a process of integration of people with different backgrounds, which in some cases is not successful. Metropolitan cities are characterized by the living together of foreigners with different backgrounds in many aspects creating a cultural and social heterogeneity. (Häußermann & Siebel, 2001)

On the other hand, the living together in a city often forms into “natural areas”, where migrants move to those areas that are familiar to them and where they feel a piece of home in the foreign country. In those natural areas the inhabitants are maintaining their culture and traditions of their home countries. This is one form of how segregation develops, as the people do not mix with others. New people hear about those natural areas and also want live there and do not even try to find a place to live in another part of the city.

In the case of Santiago, spatial segregation takes place. It started with people from the periphery moving into the city to find better jobs, especially from the North due to the closing of the copper mine. The people were hoping to be luckier in the city. This is how the population of Santiago increased and the urban structure developed. (Film documentary Chile, 2015) Furthermore, Santiago with its gated communities has a process of segmentation, which means a social closing process for example in a residential area (gated communities) where social integration or sometimes disintegration takes place. Those residential areas develop through establishing specific norms, rules and aims to follow where a specific group of people feels addressed and are ready to integrate in these fixed patterns, which is the case in Santiago. (Hamedinger, 2013)

To sum up, segregation has positive and negative effects. Positive effects are that families that cluster together strengthen their social identities, which makes it easier for them to be accepted and integrated. Negative effects on the other hand are that there is less interaction in the urban space among diverse social groups and that the clustering of low-income population groups is taking place in different areas in the city. The lack of prestige strengthens the exclusion of groups that live in those areas. Thus, the isolation of discriminated and poor population and the view that people have on them supports the social disintegration. (Sabatini, 2006)
3.3 Integration Logics

There are three different integration logics in an urban society to understand the behaviour of social groups. The "melting pot" is where all different groups change for the long term. Emphasis here lies on "all" groups change together into "one" society. The people will grow into the political, social and cultural systems and will distance themselves (often unknowingly) from ethnic communities. This type is creating a new community as the people from different backgrounds, countries and cultures are melting together.

The second one is the "salad bowl", where each social group keeps its own identity and parallel societies are created. There is no with each other, just an along with each other.

The third type is "assimilation" where the integrating society changes them to the host society so they fit in. (Hamedinger, 2013)

According to Anhut & Heitmeyer (2000), there are conflicts in integration. People can have a structural crisis; feeling socially disadvantaged or not treated equally and, consequently, they feel socially excluded. Or there is the regulation crisis, which means that there is a social injustice feeling among the people. Another form is the cohesion crisis, which ends in social isolation. It is important to be aware of those conflicts in order to work on them and have a successful integration. (Hamedinger, 2013)

![Figure 2. Visualization of the Integration Logics (Hamedinger, 2013)](image_url)

Sabatini & Salcedo (2007) have another view on integration logics, in which they distinguish between three dimensions: functional, symbolic and community integration. The functional integration is the access and participation of the poor society into the market, daily services and other facilities and just being part of the society. The second, symbolic integration is the sense of belonging to a certain society. How much does a person feel part of a society? The last one is the community integration where all societies are living in a friendly way next to each other and everybody is accepted as equal. Sabatini tried to redefine the concept of social integration here and gives a different angle on the topic.
3.4 Concept of a Fragmented Urban Development

Another term that needs to be mentioned is the concept of a fragmented city. The globalisation process that is happening around the world started in the 1980s. Globalisation is seen as a trigger for a fragmented city. What has changed due to the globalisation processes? A lot of things have changed for individuals but also regions. Individuals and regions have a better chance of wealth through the opening of the market and participating in market processes. Nevertheless, Santiago is not a global player as the companies that reside in Santiago only have an influence on the local or regional market. The “losers” of globalisation are in the peripheral areas. Losers in this context denotes the people who do not gain anything from globalisation. As globalisation takes place in the city, the peripheral areas only benefit or not benefit indirectly from it. It might take generations until the effects of globalisation reach the periphery.

The Scholz’s model of fragmented development divides the city into different parts (so-called fragments) where each part has a different task. The following map shows the specific case for Santiago and its fragmented development. (Borsdorf & Hidalgo, 2011)

[Diagram showing the Scholz’s Model of fragmented Development of Santiago]

When starting from the west to the east, the western part consists mainly of low-income residential areas with social housing projects. Moving more to the east part, there is the city centre of Santiago with its historical centre and business district. The business district develops further to the eastern part of the city where the high-income residential areas start. The east of Santiago is mainly high-income and residential areas. But what is interesting is that next to the high-income district in the east, a low-income district borders it to the south. There is no interaction between these districts and people keep themselves separated from each other. The areas from which people migrate are, as indicated in the map, the peripheral areas surrounding Santiago. (Borsdorf & Hidalgo, 2011)

Other authors such as Balbo have also written about the urban fragmentation model. According to Balbo (1993; 1995), fragments are different sections of a city, e.g. the modern centre,
the historical town or the planned district. But, for example Borsdorf & Hidalgo focus more on
gated communities, which are blocked off from its surroundings through walls and fences and
the people who are living there are different (car-based society, not leaving their sector often).

3.5 How the Interest in Profit shapes a City

“The right to the City’ is far more than the individual liberty to access urban resources: it is a
right to change ourselves by changing the city. It is, moreover, a common rather than an indivi-
dual right since this transformation inevitably depends upon the exercise of a collective power
to reshape the process of urbanization.” (Harvey, 2008, p. 23)

According to Harvey (2008) there are three different actors in a city. The labourers and citizens
work to get a salary and pay the rent for their apartment. They wish to have low rents according
to their salary so they can save some money. The second ones are the capitalists who want
to get the biggest profit out of their work. The third group are the landlords who own the land
and want to get rent in exchange for using their land. According to Harvey urbanisation has
always been “a class phenomenon of some sort, since surpluses have been extracted from
somewhere and from somebody, while control over the use of the surplus typically lies in the
hands of a few.” (Harvey, 2013, p. 5)

But taking the right to the city movement by Harvey in consideration, the question arises where
Santiago and its citizens are in this system. It seems like the city and its society are still reco-
vering from the military dictatorship and need to start slowly with taking the right to the city back
and not leaving everything in the hand of big construction companies who develop and change
the city to get the biggest profit out of it. One example for this is what happened with the big
social housing projects in the suburbs of Santiago. So according to Harvey: “The right to the
city is far more than the individual liberty to access urban resources: it is a right to change our-
selves by changing the city. It is, moreover, a common rather than an individual right since this
transformation inevitably depends upon the exercise of a collective power to reshape the pro-
cesses of urbanization. The freedom to make and remake our cities and ourselves is, I want to
argue, one of the most precious yet most neglected of our human rights.” (Harvey, 2008, p. 23)

Another theory that is important to mention is the Rent Gap Theory, which describes the dispa-
rrity between the actual rental income of an apartment or a property and the potential achievab-
able rental income. Out of this difference results the interest of investors to buy and renovate an
object, which in turn results in an increase in the rental price and an increase in value of the
apartments. In short, there is only an investment when there is a rent-gap. Otherwise, the profit
is not big enough to arise interest. This can result in gentrification, which appears when the
potential value is the highest that it has ever reached. The rent gap has the consequences of
increasing profits for the high-rise developers but also results in denying lower-income groups
access to the rental market, which results in displacement. (Lopez-Morales, 2013)

3.6 Discussion on the Theory

Planners and authors talk about achieving integration in a city, but what is beneficial about inte-
gration? The theory part gives positive and negative aspects on integration. Sometimes it feels
like planners are forcing the citizens to integrate with providing them with tools to integrate but
what if the people feel more comfortable with living with people from the same background,
where they can exchange and talk and feel like there is a community. Although planners try to
establish a social mix in residential areas, the opposite is happening and people isolate them-
selves from others, which means there is no integration taking place. But of course integration
is all about learning, communicating and helping each other and establishing an interesting, heterogeneous urban structure. What is happening in many cities, however, is exclusion. The negative consequences of exclusion are versatile. There can be exclusion from the social communities, real estate market or access to working places. In Santiago it is often the case that people get excluded by where they live. Often the exclusion is based on class differentiation, which results in spatial segregation as people move to the part where a similar income group lives. The time living in Santiago showed how the society is based on classes and therefore the results are mirrored in the city structure. People here are excluded in the sense of that they are living and often working in the same district with people from the same background. They do not see the need in mingling with others or going to other districts that are distinguished from theirs; they simply do not want to mix.
4. Facts and Figures about Santiago:

Santiago is the capital of Chile with a population of 6.5 million (year 2016) in the metropolitan area and consists of 37 municipalities, which all have their own governance. In relation the country itself has 17.9 Million inhabitants, which shows that Santiago is the main magnet of the country and its population. When looking at the demographics, one can see that the population is ageing (a majority is over 60 years old) and that the younger generation (under 20 years) is decreasing. So most of the new inhabitants are coming from the countryside, other South American countries (Peru, Argentina, Colombia) but also from the island state Haiti. They are all seeking for better life in Santiago. The population prognosis for 2030 is that over 7.1 Million people are going to be living in Santiago. (Gobierno Santiago, 2017a)

Santiago has an area of 641km2 and has limited space due to its location in a valley-like area bordered by the mountain chain to the northeast and to the west by the Chilean Coastal Range. Furthermore, Santiago is limited by the surrounding highways and mountains, which cut through the city and divide it. The geographical limitation by the Zanjón de la Aguada and Cerro San Cristóbal are also limiting. In addition, the outstretched industrial, central, and cemetery zones do not leave a wide margin for expanding the city. (Greene et al., 2009)

The development of Santiago started in the core of the city and later developed further in the outskirts. Therefore the densest districts are located in the city centre and the communes of the South and Northwest where a lot of social housing projects were constructed. Santiago is divided, which means that the richest communes are in the northeast (Providencia, Vitacura, Las Condes) and the poorest in the south and northwest. Due to its limited location, Santiago expands even more to the east where residential areas are located on 1.000 m high the Andean Precordillera, which is far from the city centre but people are willing to move there in order to still live in the city of Santiago. (Ferranti et al., 2005)
4.1 History of Santiago’s Urban Development

This chapter will give an overview on what was happening in Santiago relative to the development of the city. Ex ante it can be said that Santiago has developed into an urban sprawl, which has economic, physical and social consequences.

The speculation of land value in the peripheral areas with its low prices, to which the urban sprawl would lead, attracted many investors. The prices increased after those areas were changed from rural to urban. As a result of this speculation Santiago has now low-income housing and commercial malls in the suburban areas, which do not fit into the spatial picture of the existing city structure. Santiago is a type of “patchwork” city. (Cárdenas & Mawromatis, 2016)

As the early 1950s, are the times where most of the urban and housing development happened. Especially in the 20th century the most important issue was how to deal with the demand of homes for a growing group of working people. In the 1930s, Santiago managed to establish itself as the main industrial production core of the country, which resulted in a rural-centre migration and that is why Santiago had a housing crisis. The following years Santiago tried to overcome the issue of housing.

1950s:
During the time where Salvador Allende, social politician, was president in Chile, he formed the Corporación de La Vivienda (CORVI), a housing corporation with which they wanted to tackle the housing crisis and establish norms for the construction of houses, e.g. houses needed to have a bathroom and kitchen in order to fulfil the daily needs of the citizens. CORVI was successful in achieving that. The population increase (+22%) lead to the expansion into the periphery and Santiago was on the end of its financial capacity to finance new housing programs for the low-income groups. This resulted in illegal settlements at the border of the city. As aforementioned, the land speculation with rural areas turning into urban areas due to the urban expansion led to a construction of cheap social housing complexes in the periphery and highly profiting of these projects while having low investment costs. (Cárdenas & Mawromatis, 2016)

1960s:
One of the main projects in the history of Santiago is “Operation Chalk”. Hoping to have better job opportunities in the city, inhabitants moved from the periphery into the city. Also the bankruptcy of the saltpetre mine in the North, led to an increase in Santiago’s population. In general, the 1960s were coined by the natural population growth and the in-country migration (from rural to the city). (Borsdorf, et al., n.d.) This rapid increase in population caused a housing crisis and the government needed to act very fast and find a solution. So the government started the project “Operation Chalk” in the year 1965 with the aim of not building houses for the poorer population but instead giving them a piece of land on the outskirts of Santiago for a very low price and some necessary materials and let them build their own houses on it. Urban planners supported the people with the basic infrastructure and access to services but everything else was in the hands of the citizens. (The Guardian, 2016)

Although Operation Chalk was successful in providing people with a site and tools, the critic to the project is that it supported large-scale segregation as it put poor people in one area. The initial thought was to reduce costs and quickly overcome the housing crisis and not support
segregation. On the other hand, Villa La Reina does not see itself as socially segregated. For the citizens it was more like a helping hand into society and an opportunity to build their own social circle. (The Guardian, 2016)

When looking at the further development of Villa La Reina, one can see that the densification processes in the city also affected it. People started to find work through their new skills and joined the middle class. Although the second generation of citizens had a degree of social mobility, a good education, and the financial means to move away, they decided to stay in Villa La Reina and started to extend and renovate their houses. (The Guardian, 2016)

To sum up, Operation Chalk can be seen from two different points of views. One view is the placement of people far away from social services and social networks but the other view is providing people with the necessary tools to obtain new skills in construction work and through that establishing a local community.

1970s:
In 1973 through a military coup, dictator Pinochet became the leader of Chile and he wanted to change the economic and social structure of the country in a radical way. (Borsdorf, et al., n.d.) The military dictatorship started to clear the slums in the outskirts of the city, which were almost all completely demolished. New simple family houses were built, still for the low-income class. Starting from 1974, the main planning issue of Santiago was constructing housing for the poor. As Pinochet was leading the country in a market-based regime, the social housing projects were constructed outside of the city in big housing complexes, which supported spatial segregation. These forms of social housing complexes located in the periphery and in poorer communities, also promote a so-called “new poverty”, which was triggered by the poor living conditions, drug abuse and crime. (Borsdorf et al., n.d.)

1980s & 1990s:
In 1985 a big earthquake destroyed a considerable amount of buildings in Santiago and the city had a difficulties to reconstruct all of them, which forced many people to move outside of the city centre. Later in the 1990s, the tide turned and it was the people’s choice to move into the suburbs of Santiago as they were seeking better living conditions. In these years the city centre of Santiago lost a lot of population and in 1991 the municipality decided on the “Subsidio de Renovación Urbana” (Repopulation Programme) to overcome the issue of depopulation. The plan aimed at revitalising the historic city centre of Santiago in order to decrease the process of urban growth into the periphery and to take advantage of the already existing infrastructure (sewage system, water pipes) and other services instead of starting everything from scratch in a new area of the city. The inner communes which had an increase in population were Ñuñoa, Providencia, San Miguel, Recoleta. Also suburban communes had an increasing rate (Quilicura, Maipú, Puente Alto) mainly due to the social housing projects. Although the Repopulation Programme was successful, mostly the middle to high-income classes moved outside due to the deterioration of the city centre mainly in the East of the city. The low-income groups resided in their districts, as they did not have the social mobility to afford living in the central areas. (Innocenti, et al., n.d.)

As the city was still growing and expanding, the city set two aims. The first aim was to preserve the agricultural areas and the second aim was to densify the urbanized areas for a better use of the existing infrastructure and to reduce the costs. Between 1983 and 1992, the urban growth was the lowest due to the earthquake and the need to repopulate the city centre. In the late 1990s until the early 2000s the urban growth was the highest as the expansion of the city had no limits.
2000s:
In the new millennium, the segregation increased more. Due to the increasing professionalisation of the inhabitants, people moved into gated communities where they felt safe and secure. The gap between rich and poor is getting wider each year. This phenomenon of gated communities is linked to the neoliberal market conditions in the 1990s, where there were no restrictions of extending the city. So the high-income class located themselves in the East part of the city and into non-urban areas. Those gated communities are either high-rise buildings with a security person in front of the building who checks who is going inside the building or single family houses with fences around them and a security person checking at the gate who enters this area. (Galetovic, 2006) The feeling one can get while walking through gated communities is that those people are shutting themselves off from reality and the real city. They take their car to work and drive back home, living in their bubble called “gated communities”. (Own investigation, 2017)

The map on the left shows the urban development of Santiago from 1541 to 2000. After 2000 the city has not really expanded anymore due to the regulatory plans in stopping further urban expansion. This map clearly shows that in the last years the main development was to the North, East and South as in the West Santiago is bordering the mountain chain Andes and therefore cannot further expand there.

To sum up, it is important to say that although now it seems that the planning tools did not succeed in their intentions, the city had deliberate approaches in tackling its housing crisis and its rapid population growth. Now it is the time to redevelop the planning policies to tackle the problems of e.g. segregation and overcrowding of buildings. But it is in the hand of the municipalities to define a strategy and to work on it together.

Figure 6. Urban Expansion of Santiago from 1541 – 2000 (IDE, 2000)
4.2 Planning Tools and Plans in Santiago

Santiago consists of 37 municipalities and each of them varies in its socio-economic profile and size. For example, the municipality with the biggest population has 500,000 inhabitants whereas the one with the smallest population only has 14,000 inhabitants. As each municipality has its own administration it is hard to have a dynamic urban development in Santiago where all the different stakeholders want to be engaged and improve the city’s issues. (Ferreira, 2014)

The actors can be grouped into private and the public sector. The public sector, which consists of enterprises and federations, has the biggest influence. When looking at surveys filled out by the Chilean elite, the private and central state entities are ranked before the civil society organisations. One of the main private actors with an increasing influence are the real estate developers as well as construction and infrastructure companies. This is due to the fact that Santiago is developing and expanding and those companies have the biggest impact on the current urban development. The main state actors are the Ministry of Living and Urbanism and the Ministry of Public Work. (Ferreira, 2014)

4.3 Historical Development of the Plans in Santiago

When Santiago realized that it was going to face a multitude of problems in the future, it was time to establish a binding plan for the future development of the city. This started in 1960 when the intercommunal plan was created. It was the first tool that regulated all the communes of the metropolitan area with its urban expansion. This plan gave a good overview of the current land use in understanding the metropolitan dimension and the road infrastructure. Very important were the zoning of the land use and the delimitation of the urban expansion. (Hölzl & Nuissl, 2014)

After that plan was established, it was time to update the plan in 1979. So the modification of the former PRIS (Plan Regulador Intecomunal de Santiago) took place. The new plan was leaving out many of the existing regulations and was simplifying the plan and its zones. Due to the military dictatorship and the neoliberal economic development in the 1970s, the modified plan and its principles were based on the economic ideology and put the market in front of everything. This was seen as the most efficient system to regulate the real estate growth of Santiago. During that time the city of Santiago was expanding considerably, to a point where the former suburban communes of Pudahuel, Maipu and San Bernardo were included in the city. (Hölzl & Nuissl, 2014)

After the military dictatorship, democracy came back to power. In the year 1994, the PRIS was changed, adapted and modified to the new instrument called PRMS (Plan Regulador Metropolitano de Santiago), which is a plan to regulate the metropolitan region of Santiago. A big issue for Santiago is the constant urban expansion of the city to its suburbs therefore the main aim of the plan was to limit the urban expansion and to delimit the urban area to approximately 72,000 hectares and to instead promote inner city densification. The plan suggested the creation of peripheral sub-centres with services for the daily needs of the citizens. As aforementioned Santiago has alarming environmental problems hence the plan focused on ecological protection and risk of natural hazards. (Hölzl & Nuissl, 2014)

As the PRMS was not successful in handling the urban sprawl of Santiago, three years later the PRMS received its first modification. The idea was to organise the development of many lots mainly in the North and to incorporate all the surrounding provinces of Santiago into one development. The PRMS 1997 also started with prioritising land sites and developing areas in parts where the already existing infrastructure, like roads and sewage systems, is available.
The PRMS had its last update in 2006, which was not due to the urban expansion because this time the area did not really change and no new provinces joined Santiago. This organisation of the road infrastructure was necessary because various communes were or are still running out of space and have nowhere to expand. The PRMS of 2006 should be more effective and strict, as the regulation of the PRMS (Regulatory Plan for Santiago) did not change the city of Santiago. (Hölzl & Nuissl, 2014)

Figure 7. Overview of the historical development of the plans

4.3.1 The criticism to the PRMS:
The PRMS is the first step into the right direction of achieving a common vision and an urban development but still the plan failed in inducing higher quality of urban growth. Urban expansion is still happening although the aim of the plan was to focus on the inner cities’ densification processes. Furthermore, the plan failed in establishing a system of green areas where the plan proposed to habitat 290 km2 of green areas of which only 10% were achieved. To sum up, the PRMS is helping to achieve a better city development but it often happens that those established plans and their aims are being established but not being implemented. (Hölzl & Nuissl, 2014)

The history of Santiago shows that although planning tools and policies existed, the city has been unable to be effective in its strategies in limiting the urban growth. This leads to the question of why. One possible reason is the changing political system, from democracy to dictators’hip and neoliberal approaches. Or Santiago tried to only focus on the problem of the housing crisis and never tried to approach an overall aim and a plan.

4.4 Development of the Densification Process

How is densification happening in the centre and the suburbs? The city centre with its lack of free space is mostly getting densified with high-rise buildings and offering a mix of land use (residential, services, offices). Compared to the suburbs, where more residential areas are being constructed, this is something. (Innocenti, et al., n.d.)

What are the problems that keep Santiago from achieving a successful density structure? The main problem is the lack of metropolitan governance and no strict planning tool. Each commune has its own municipality, own rules and own tools. There is only one overall masterplan for the whole city of Santiago but still every commune is „doing its own thing“, which makes it difficult to have a continuous development. Due to the non-existence of laws, Santiago and its communes developed into different directions, which makes it difficult to achieve a common aim and development for the city.
Related to Santiago’s Repopulation Programme, which started after the 17 years of Pinochet’s dictatorship, is the explanation of the city centre’s densification process. The aim of this programme was to re-attract the city centre of Santiago through manifesting the history of the capital and its important role. The programme was established through a participation process where more than 16,000 inhabitants took part. Beside the repopulation programme, the programme also established a Housing Rehabilitation Programme (REHA), where the aim was to reconstruct thousands of housing units, which were built to overcome the housing crisis. (Urban Regeneration Worldbank, n.d.) The plan was to give lower income people the opportunity to live in the centre and to support them with a non-reimbursable loan from the state to be able to get an apartment (not bigger than 140 m²). The Ministry of Housing and Urban Development (MINVU) owned the offered areas for houses. The result of this plan is the overcrowding of those buildings and more people than allowed living in one apartment. Those people from a lower class are not able to pay the rent on their own and are therefore sharing the apartment. Beside that, the fraud of the maintenances costs of the building results in bad maintenance for example elevators, which again results in bad living quality. This issue of overcrowding is increasing but there are not enough controls to solve it yet. (Monares, 2017) The result of this programme is indeed positive, as it was successful in achieving its aim of repopulating the city centre. Apart from the loss of historical values in the neighbourhoods and the architectural typology, it managed to give people the chance to live in the city centre and stimulated a new urban dynamic with people from different backgrounds living along with each other. (Greene, et al., 2009)

4.4.1 What are the future trends in the development of Santiago?
The socio-demographic structure of the different communes in Santiago shows that in the vertical urban development areas, young, single professionals, young couples who have no children prefer to live in small houses or apartments. They usually rent these houses and do not own them. Once they have a family they want to move to the outskirts of the city and not be dependent on living in the centre with owning a house. The peripheral areas are mostly for immigrating families who belong to the lower class and the centre of Santiago is for the immigrants who are looking for a job. (Mattos, et al., 2014)

Research shows that the dominant trend is still the expansion of Santiago although the planning authorities are giving their best to achieve the opposite. When looking at the socio-spatial structure, one can see that the reproduction of space and the expansion is leading to an unequal pattern of the urban fabric resulting in segregation processes. (Mattos, et al., 2014) Santiago is on a crossroad where one way leads to a continuation of urban sprawl and the other way to a new infrastructure development.

Figure eight shows that the communes with the highest number of apartment offers are Santiago Centro, Providencia and Ñuñoa. Especially the historic centre has the greatest offer due to the high interest of people to live here. (GeoClip MINVU, 2011)
4.5 Chile as an attractive Migration Country

As already written before, Chile developed into a migration country after the military regime in the 1990s. The following paragraph will describe the immigration of Peruvians and its related problems in the city centre of Santiago as one example.

Pull factors of Chile are the high standard and quality of life, stable economy, higher incomes and a modern infrastructure. Push factors of Peru are poverty, low quality of life, poor living conditions, economic depression and political repression. Therefore Peruvians chose to migrate. When looking at the migration from Peru to Chile, it is defined by the economic and political development. Until 1985, Peru was a migration country and people from Europe (Spain, Italy, Germans) and China (worked in the transport system) came to live in Peru. Since the 1990s, there has been an increasing migration to Chile. In Santiago, the Peruvian population is concentrated in three municipalities (Santiago, Recoleta and Independencia). The demographic structure of the Peruvian migration is that people are between 20 to 40 years old and the majority has a university/professional degree or a high school education. This shows the effect of the high unemployment rate in Peru.

The concentration of the Peruvians can be seen in the spatial distribution in Santiago. Most female Peruvians live in Las Condes or Vitacura as they work as housemaids for the high-income group. The male Peruvians are more concentrated in the city centre, trying to work as vendors. (Borsdorf & Gómez, 2005)

The living conditions for the Peruvians are not satisfying. Most of them share a room with two or more people. More than half of the Peruvian migrants live in one room and one third share
an apartment with other people. When it comes to integration of the Peruvians, it can be said that the Peruvians are not very well integrated in the Chilean society. When they migrated to Chile, they formed their own social organizations. All these organisations, which are all important for the identity of the Peruvians. (Borsdorf & Gómez, 2005)

The lack of integration might also come from the negative reports in newspapers, on the radio etc. about their crimes, illegality or about the state’s migration policy. It is hard to understand from a European perspective that there is so much negative news about Peruvians. The Peruvians in Chile are an easy “target” as they are more “visible” than the migrants from Argentina through their appearance. The case of the Peruvian migration sets an example of how integration does not function properly in Chile. Furthermore, it affects the social and spatial structure of the city and society. (Borsdorf & Hidalgo, 2011)
Chapter 5

5. Chosen in Depth Study:

This chapter will be about the research investigation that has been done in the chosen district regarding the demography, socio-economic structure, economy, environmental perspective and the urban development of Quinta Normal.

5.1 Chosen District Quinta Normal

Quinta Normal is a district of Santiago (Figure 9) with an area of 12.4 km² and is located in the centre-west part of the city. In the North Quinta Normal borders the commune Renca and has two main barriers, the Mapocho River (natural) and the Costanera North Highway (human made). Crossing the river to the north is interrupted and only possible over the bridges. Other than that, there is no connection.

To the west, Quinta Normal borders the commune Cerro Navia, where mostly housing and retails is. The west has more of a bedroom atmosphere, which means that it is lacking facilities in and other services that can be found in the city centre.

The southern part of Quinta Normal borders the communes Lo Prado and Central Station, where mainly residential areas are (low to medium quality housing). There is a mix between residential housing and commercial buildings, which gives the area a dynamic and vibrant feeling compared to the West of Quinta Normal.

The eastern part borders the commune of Santiago and is the closest to the city centre. It also has the historical part of Quinta Normal with the cathedral. Therefore it can contend with the city centre in terms of development of real estate projects, its location and closeness to the subway station, redeveloping old buildings and improving road axes. All of these together help Quinta Normal to attract people and be part of the competition with different locations in the city. (Municipalidad de Quinta Normal, 2016a)
Quinta Normal has a total population of 115,592 inhabitants (census 2015). The division between male and female inhabitants is roughly equal, although there are slightly more women living there (Women: 59,017, men: 56,575). When looking at the trends of the past years (2002-2017) it shows an increase in the population of 7.19%, but mostly older/ageing population and not many new-borns like in the years before. (Serex Territorio, 2015a)

Due to the forecasted increase in population, 1000 apartment units have been built between 2007 and 2014 and more will be built in the future. Densification started mainly in the East parts of the commune (closer to the centre of Santiago) with higher buildings, which are changing the urban landscape. The original character of the commune is 1 – 2 floor buildings, mostly single-family houses.

Quinta Normal was a former industrial area with a lot of big factories, which contaminated the soil and environment and the district was mostly a working district for industrial companies. Through the new development in Quinta Normal the industrial zones are getting less and less and companies are mostly building residential areas there. There are still the old parts of the industrial areas left and some existing and in-use industries that attract workers everyday.

Especially the extension of the metro line 5 with the two stations Gruta de Lourdes and Blanqueado connected the district better with the rest of Santiago. In between the district itself, different bus lines connect each part the metro stations to make commuting easier. Quinta Normal does not have one main square where most attractions happen, but three: the civic centre where the municipality of Quinta Normal is located, the cultural centre (Casona Dubois) and the commercial centre with different shopping facilities (Punta Diamantes). (Serex Territorio, 2015a)
5.2 Demography of Quinta Normal

Quinta Normal, as other districts of the metropolitan area of Santiago, is affected by the loss of population to other districts and mainly to the periphery and the suburbs. The development of Quinta Normal is in direct relation with the urban expansion of Santiago.

In the 1850s Quinta Normal was agricultural farmland with some farm houses. Through the urban development of Santiago, the city expanded and integrated Quinta Normal into the existing city structure. The urban mobility showed trends to move to the western and southern part of the city where it was cheaper to live than in the city centre. What coined the development of Quinta Normal is the construction of the bypass in 1899, which was established for industries and to transport the produced goods into the city. Another milestone in the development is the Yungay Station, built in 1905, which is one of the six stations of the old railroad “Circunvalación”. The line led to the industry part of Quinta Normal where six chemical industries and 13 other large workshops were located. The proximity to the railway and the establishment of the Yungay Station managed that Quinta Normal has transformed into an industrial area. (Serex Territoria, 2015a)

The Yungay neighbourhood was mainly inhabited by middle and upper class families who worked as professionals in the agricultural sector of Quinta Normal. Yungay is nowadays under heritage protection due to its historical centre with the Gruta de Lourdes Cathedral.

In 1930 Quinta Normal was merged with Yungay Station, which at that time belonged to Santiago Centro, with the aim of making living conditions better in the western part of the city. This merge and the construction of the railroad tracks started the industrialisation. With this development, the urbanisation began as well. The widening of streets and newly-constructed residential areas for the workers resulted in a change to the urban structure. The industrialisation also changed the socio-economic structure which means that the industries attracted higher income groups who worked as CEOs for the companies but on the other hand also working class who worked for the industries. So the urban image of Quinta Normal is formed by middle and lower class living next to each other. As mentioned before in the theory chapter, Quinta Normal has a micro segregation with middle and low-income groups living in the same place. Thus, the industrial character is still alive in the district, which is mirrored in the architecture where residential buildings are mixed with industrial buildings. Nowadays a lot of former industrial spaces are not used, which have a high potential for infill development. (Serex Territoria, 2015a)

In 1940 the densification processes in whole Santiago increased and therefore also in Quinta Normal. This process resulted in the construction of metro stations, which helped to connect the district better.

![Figure 11. A short timeline to sum up the historical development of Quinta Normal](image-url)
5.3 Socio-economic Structure of Quinta Normal

The historical districts of Santiago lost part of its population due to the migration to the periphery. With the city's expansion to the periphery, social housing and other large residential projects for the middle and upper classes were created. This is the result of population loss. But Santiago created the repopulation programme, which helped in bringing back the population to the city centre.

Why do people migrate to Quinta Normal? Mainly due to its proximity to the city centre, good connection with metro station and railway, access to daily services and the ground price is lower than in some other districts. Quinta Normal has a lower number of immigrants compared to other districts but still the number is increasing. Nowadays more people with a migration background can be seen on the streets than 10 or 15 years ago. (Monares, J. F., 2017) In the year 2015, the municipality assumed that 4.500 immigrants were living in Quinta Normal. (Municipalidad Quinta Normal, 2016a)

The demographic structure of Quinta Normal is moving into an ageing population. This means that there are fewer children and young couples (under 35 years) living in Quinta Normal than older people (over 45 years). Especially the ageing population has new demands (hospitals, insurance) and the district is losing productive capacity (workers). (Serex Territoria, 2015b) The younger generation, who are generally better educated and have a higher income, has a higher mobility and can, therefore, move to other districts like Providencia, Las Condes or Nuñoa. (Monares, 2017)

The poverty in Quinta Normal varies depending on the different parts. In 2002, 14.3% lived in conditions seen as poverty. In the Northwest (peripheral area) (16.6%) the level of poverty is higher than in the eastern part (closer to city centre) (3%). (Serex Territoria, 2015b) The eastern part has the lowest poverty rate and is dominantly inhabited by people from other districts who seek proximity to the city centre but want to pay less for their apartment. Eastern part of Quinta Normal with its new residential buildings has become more attractive. (Monares, 2017)

In Chile the monthly average income of people is divided into seven different groups. The following list will give an overview of this. (Palma, 2015)

<table>
<thead>
<tr>
<th>Income Group</th>
<th>Amount in Pesos</th>
<th>Amount in SEK</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB</td>
<td>4.386.000</td>
<td>56.101</td>
</tr>
<tr>
<td>C1a</td>
<td>2.070.000</td>
<td>26.408</td>
</tr>
<tr>
<td>C1b</td>
<td>1.374.000</td>
<td>17.529</td>
</tr>
<tr>
<td>C2</td>
<td>810.000</td>
<td>10.333</td>
</tr>
<tr>
<td>C3</td>
<td>503.000</td>
<td>6.417</td>
</tr>
<tr>
<td>D</td>
<td>307.000</td>
<td>3.916</td>
</tr>
<tr>
<td>E</td>
<td>158.000</td>
<td>2.015</td>
</tr>
</tbody>
</table>

Table 1: Income groups of Chile in Pesos and SEK (adimark, n.d.)

The biggest income group is group D with 41,6%. The second largest group is group C3 (28,6%). The smallest percentage has the group AB and C1a with around 3,3% in total. Quinta Normal is a district for lower income groups but over the last years more and more middle income groups settled in Quinta Normal. (Adimark.cl, no year)

In general, the income structure of Santiago can be described as such: The farther east (some northern parts too), the higher the income.
5.4 Economy in Quinta Normal

Quinta Normal is a mixed district when it comes to functions (residential, commercial and industries). As mentioned above, Quinta Normal is a former industrial area where two industry areas are left. All areas are built now, that is why they are there and many former industrial areas have been converted into residential areas. The district is not attractive for large-scale industries anymore, but still for some smaller workshops which can be placed in between spaces as part of an infill development. Therefore, Quinta Normal is lacking in services and is not attractive for new settlements, at least in the industrial sector. (Serex Territoria, 2015b)

When looking at the unemployment of Quinta Normal there is an increasing trend (1992: 2.7%, 2002: 6%). One problem are the unregistered companies in Quinta Normal that are not paying any taxes and affect the communal budget. So when looking at the district, most of the unregistered companies are located in the North (60%); this is the region where mainly residential areas are located. Many informal companies were consequently established in private homes. (Serex Territoria, 2015b)

To sum up, Quinta Normal needs to get control on the unregistered companies in order to not lose taxes and to be able to invest in the future development of the district.

5.5 Environmental Perspective of Quinta Normal

When looking at the environment of Quinta Normal and its problems, they are the same as in the whole city of Santiago. Bad air quality (an abundance of CO, NO2, SO2), smog and noise pollution affect the health of the citizens. Especially the noise pollution is a big issue. Air and land transport, engines and construction works are producing noise. In Quinta Normal high to middle-high noise levels are present (central areas: above 70 dB, rest: 55-70 dB). (Serex Territoria, 2015c)

Another issue that can be seen in the city is micro waste. Micro waste is small amount of garbage in corners or next to the street. This waste is visually present, polluting the air and disturbing people. (Serex Territoria, 2015c)
Quinta Normal, as many other districts in Santiago, is lacking green areas and can only offer around 1.4 m²/inhabitant, whereas the standard should be 9.2 m²/inhabitant. (Figure 14) In comparison, the richer communes like Providencia and Vitacura have more than 10 m²/inhabitant. The district itself cannot offer that many green areas compared to other districts but the Quinta Normal Park, which belongs to the commune Santiago Centro is in good accessibility for the citizens of Quinta Normal. (Municipalidad de Quinta Normal, 2016a)

Figure 14. Green Area/m² in Santiago (IDE, 2016a)

5.6 Urban Development in Quinta Normal

There are three development projects in Quinta Normal. The first one is the Costanera North and Autopista Central, which is the first urban highway in Santiago connecting the east and west part (11 communes). The highway will have a positive impact on the connectivity between the communes but depends a lot on the private motorization of people, as there are no busses driving on this highway. It has negative effects for the pedestrians, as it is harder for them to cross. There is also a highway which connects the north with the south. Those massive urban highways divide the visual relationship and the urban structure of Santiago. On the one hand, the highways are connecting parts of the city, but on the other hand, also dividing them as they cut through them. (Serex Territoria, 2015d)

The second project, a state policy, is the Transantiago and Intermediate Ring of Santiago. Its aims are to modernize the existing public transport and the recovery of deteriorated and abandoned areas called the “Interior Ring” project. It is to create new parks, green areas and community centres for the citizens and to develop new residential areas to attract new residents. The main aim of the Transantiago project is the integration of all modes of transport through the extension of the metro and bus system to make the public transportation easier for the citizens, hoping that this will motivate people to use the public transport instead of the car. (Serex Territoria, 2015d)

The third project is the Metropolitan Interior Ring, which started with the New Yungay Centre to make the district more attractive. Its task is to recover abandoned and deteriorated areas of the city.
The Yungay project wants to create 17ha of park and 2.5 ha of real estate development to make the area more attractive for investment so that Quinta Normal will be on the development rise. (Serex Territoria, 2015d)

Figure 15. Serial vision of Quinta Normal (own pictures, 2017)

The eastern part of Quinta Normal mainly has commercial activities with two small sub-centres where grocery stores and bakeries are located and the second one where banks and supermarkets are. The rest of the district is evenly fitted with shops, small businesses and workshops etc. (Serex Territoria, 2015e)

Green areas are important for a good quality of life, positive effects on the health of people and the environment. When looking at Quinta Normal, it can be said that 66% of the total green areas have a medium-high to high quality, equipment and maintenance of the area (e.g. Parque de los Reyes). It is noteworthy that the Quinta Normal Park does not formally belong to the district Quinta Normal, but to Santiago Centro, as the district cannot afford the maintenance. However, it can be used by the inhabitants of all surrounding areas. (Monares, 2017)

The urban structure of Quinta Normal consists primarily of one-floor or two-floor houses. However, in the past ten years, through the densification process, high residential buildings with more than 20 floors have been built. This has changed the urban landscape in a drastic way. But the district wants to keep the countryside style with 1 or 2 floor family houses. Quinta Normal is dependent on two planning instruments that were established for the whole area of Santiago: The PRMS (Metropolitan Regulatory Plan) and the PRC (Community Regulatory Plan), which means that the aims, policies and tools set in these two planning instruments are binding for the future development of Quinta Normal plus Santiago.

To sum up, Quinta Normal and its role in the metropolitan context are that Quinta Normal has
changed over the years from an industrial working district into a residential district with few working opportunities. It has a servicing role, as the hospital Felix Bulnes is located there, and a historical role, as Quinta Normal supplied the city first with agricultural goods and then later industries. (Serex Territoria, 2015e)

5.7 Conclusion

Quinta Normal is a mixed district with single-family housing and high-density areas but also some industrial areas. The district has difficulties with integrating the northern and eastern parts of the commune with the rest of the territory due to its natural barrier, i.e. the Mapocho River, and other barriers, such as the industrial area, railway line or Costanera Highway. Quinta Normal was also affected by the population loss due to the migration to the periphery and also the non-use of the industrial areas. This decreased the attractiveness of the district. (Serex Territoria, 2015f) But now the district is under urban renewal and a lot of developing projects are changing the district and making it livelier again (e.g. Pedestrianisation of Calle Lourdes in the historic centre, New Yungay Centre or the Costanera North Highway)

These developments result in a better connectivity and integration with the metropolitan area. The modernisation of the public transport system as well as the whole process of urban renewal makes Quinta Normal an attractive territory. All these projects are located along an axis that offers a good accessibility and connectivity. (Serex Territoria, 2015f)

In summary, Quinta Normal has a high potential for future development considering the quality of its urban fabric, the identity of architecture and its history and the connectivity with Santiago.
6. Densification Processes in Quinta Normal:

This chapter will discuss the past, present and future densification processes in Quinta Normal, and will give an outlook on the effects of economic, social and urban structural aspects. Thus different types of housing and their density will be examined. The focus will be laid on the chosen buildings and the interaction of the urban and social structure.

Densification happens in four different parts of the district: on the street of Santo Domingo, General Velasquez, Carrascal and Matucana. Most of the time the densification processes that happen in the city are the replacement of one or two floor buildings with high-rise “towers”. This has the effect of limiting the view or giving shadows to neighbouring buildings. Often the human scale is missing, where the citizens feel pleasantly about living in their area. Especially in Quinta Normal, one kind of densification process is the deconstruction of former butcher shops or computer repair stores into high-rise buildings, which changes the original character of the district. Furthermore, the streets are becoming less interactive with pedestrians as there are no shops where people can stop by and look, only residential buildings with fences.

Figure 16. Serial Vision of Quinta Normal, 3rd October 2017

The map above shows the latest construction projects but also the available sites for construction. There are a decent amount of places left, especially spaces for infill development but also big areas for bigger construction projects. When examining the validity and prices of the land in the districts of Santiago, it shows again that the centre and the east are the most valuable parts.
6.1 Correlation between Land Price and Income Groups

The following maps show the correlation between the density of people and the land price concentration of real estate projects. The emphasis is on the Poniente Sector and the eastern parts of the city to emphasise that there is a big gap between the districts. According to the interview with Juan Francisco Monares, representative of the citizens, more people from other districts are moving to Quinta Normal as it is cheaper than other parts, but still has the closeness to the city centre and metro stations. Therefore people from higher income groups are moving there and changing the original medium- to low-income structure of Quinta Normal. (Monares, 2017)

![Figure 17. Land Price per block in UF 2011 (Truffello & Hidalgo, 2015)](image-url)
Densification had several effects on Quinta Normal. One part of the urban renewal is triggered by the extension of the Metro line number 5 with the stations Gruta de Lourdes and Blanqueado. Building a metro station makes the surrounding land more attractive as it gets better accessibility and connectivity to different parts of the city. This increase in land price can be explained by the rent gap theory, which is also the case in Quinta Normal, as the land gets more attractive for investors and therefore the prices of rent and land will increase. (Lopez, 2013)

Secondly, with the construction of the metro station, the process of densification with high-rise buildings (12 - 25 floors) next to the traditional single-family houses (1 - 2 floors) started. This process changed the homogeneous urban structure of Quinta Normal. There is not only a differentiation in the height of the buildings but also in the form of how the buildings are grouped and how the interaction between public and private spaces then is. For example, the relation between public and private space changes through densification. As there are only residential buildings and no small shops or workshops anymore, there is less interaction on the street as there are just doors or fences of the houses. This process of densification will not stop; it will even develop further with the extension and construction of metro stations. (El Mostrador, 2015)

This replacement of one or two floor buildings (family houses) with high-rise “towers” has negative effects on the surroundings, for instance overcrowding, blocking either the view, or sun, or giving shadows to the neighbouring buildings. The lack of privacy is an issue, as it supports social disintegration, because people seek more privacy. New high-rise buildings can also be a threat to the identity of places, which are linked to their industrial or historical character or linked to the social and urban fabric. (Urbina, 2016) This threat can be seen in the Barrio Gruta de Lourdes where the new urban development plan wants to build high-rise buildings next to the historic cathedral, which would be higher than the church. This triggered disagreement among the citizens who are fighting against the construction of these new buildings. (Monares, 2017)

Thirdly, the urban image is changed. There is less interaction between private and public space as the citizens are “hiding” behind their fences in their buildings. This is due to fewer doors and no small shops to interact with and to create a pleasant feeling while walking along the street and interact with the surroundings. (Economía y Negocios, 2015)

Fourthly, it is important that residential neighbourhoods are not overcrowded with people but also provide them with daily services so that people have a reason to interact with their surroundings. (Economía y Negocios, 2015) It seems like that in some residential parts of Quinta Normal, especially the newer ones, e.g. the building on the street Juan de Barros, there is no supermarket or kiosk nearby. The urban area changed to a more homogenous area. Beside the availability of daily services, the overload of cars also needs to be taken into consideration. As most of the apartments come with one parking lot, it can happen that the streets are crowded with cars during the peak hours of the day. The private parking lots make the apartments very attractive and make it more preferable to use the car instead of public transport, which has a great impact on the surrounding streets. (Vicuña, 2017b)

On the other hand, positive effects of density can be the creation of diversity, design and intensity, which again leads to urban quality. Those densified areas can foster the interaction between people. (Berghauser & Haupt, 2010) But as it is the case in Quinta Normal, it can trigger the opposite: the disintegration of people due to the lack of privacy, resulting in people seeking to encapsulate themselves from their surroundings. The citizen’s representative Juan Monares (2017) said in the interview that this phenomenon happens in Quinta Normal with the arrival of new citizens who move into the high-rise buildings where no communication or integration takes place. Especially in Quinta Normal, one kind of densification process is the reconstruction of former...
butcher shops or repair stores into high-rise buildings, where the land is bought from the owner and they get a refund from real estate companies in return. This is an infill development in the already existing urban structure. Construction companies build residential houses with around 500 homes on 25 floors, as it is the most profitable way for them. The first skyscrapers were built along metro stations or hubs where people work. (Avila, 2017)

6.2 Characterization of Urban Quarters of Quinta Normal

The following paragraph will give a short characterisation on the quarters of Quinta Normal. The quarters are very distinguished from each other. The quarter Municipalidad is the civil and cultural centre of Quinta Normal. There is only one street (Calle José Maria Caro) in the whole district where people with a medium to high-medium income live. All the other parts are medium to low-income groups. For example, 41.6% (34.5% for Santiago) belong to the income group D, 28.6% (25.6% for Santiago) to the income group C3 and only 3.3% (11.3% for Santiago) belong to the highest income group ABC1. (Adimark, n.d.)

The quarter Frontera, which has a high number of inhabitants (over 150 inhabitants/hectare), mainly consists of small single-family houses from the industrial era. (Serex Territorio, 2015a) The urban structure has not changed and the densification process has not started yet. The current densification process that starts from areas close to the city centre and metro stations will further develop to Frontera and the northern parts of the district. For that, Frontera is too far away for now. Thus, Frontera does not have a metro station yet. Metro stations are often the trigger for further development and densification processes. In the future it will be more interesting to invest and construct buildings there. (Monares, 2017)

It is interesting that the quarters Mercurio and Quidora in the South do not feel like they belong to the district. They feel more connected with the neighbouring district Estación Central. But when asking other quarters if they feel that Mercurio and Quidora belong to Quinta Normal, they say yes, so only the people from Mercurio and Quidora feel like they belong to Estación Central. It has to do with the proximity and social structure of Mercurio and Quidora that they are more connected with Estación Central. (Monares, 2017)
The quarter Yungay, with the Gruta de Lourdes Cathedral, is the historical centre and under
eritage. It is closest to Santiago Centro.

During the interview with Juan Francisco Monares, when asking the question if Quinta Normal
is dangerous or unsafe, he said that it depends who is asking and where this person is living.
A person who lives in Las Condes will say that Quinta Normal is dangerous but a person who
lives in Estación Central will feel saver in Quinta Normal. The background of the people is all
that matters. Statistics show that Quinta Normal is a safe district but of course, as many other
parts of the city, has some dangerous parts too. (Monares, 2017)

6.3.1 Residential Building Development from 2010 to 2016:

In the last ten years a large number of residential construction projects has happened. The
newest building permits (years 2014 – 2015) are located in the quarter Yungay, Quidora, Villa
Sana (all three closest to the districts Santiago Centro and Estación Central). Compared to
the district Estación Central there is not so much construction going on but still Quinta Normal
is under a constant development. When linking the map of the newly constructed buildings
with the layout of apartments (amount of rooms), it shows that the new residential buildings in
Quinta Normal are mostly two to three rooms and sometimes even only one room. This shows
the change in housing structure. Quinta Normal had a homogenous structure of single-family
houses, which will now be replaced by high-rise buildings with small apartments of one to three
rooms.

This analysis of the building permits needs to be linked with the land price in Quinta Normal.
The average land price per block is between 0 – 17 UF. UF is the unit in Chile that is used to
state the value of apartments, houses or buildings. It has been invented during the times where
the Chilean Peso was not very stable in order to have a currency independent of the Chilean
Peso. Generally, the west is up to 17 UF, some parts are between 17 – 24 UF. Santiago Centro
is more mixed and has between 0 – 30 UF. The more to the east the higher it gets; around 30 –
116 UF. The price of the ground has been increasing over the past years. (Truffello & Hidalgo,
2015)

In Santiago Centro, where a lot of buildings have been constructed, the value of the ground
is high. This might be due to the fact that higher income groups are living in the Centro
and the construction companies think that they can take higher rents and therefore earn more mo-
ney than in middle- to low-income districts. This leads to the analysis of the different income
groups, as the income is one feature of segregation. Based on the map (figure 19 ), the further
to the East, the higher gets the income. Quinta Normal has the lower income groups (D & E),
which earn between 2.015 to 3.916 SEK/month. In some parts throughout Quinta Normal,
especially in the South bordering Santiago Centro, there is the income group C3 (6.417 SEK).
When comparing it to the neighbouring district Santiago and Estación Central, Quinta Normal
has a rather homogeneous income structure. Santiago Centro is more mixed with high and
low income groups. The more to the East, the less mixed the income groups get and there is
a domination of high-income groups (> 10.333 SEK). (Adimark.cl, n.d.)

To sum up the analysis of the land price and income groups, one can assume a correlation
between the land price per block and the income level. First, investors see potential in building
vertically as the land price gets more expensive. Thus, they build small apartments to fit many
in one building and earn more rent. The investors hope for young professionals or couples to
rent the apartments. The emphasis does not lie on families here. Nowadays the trend in San-
tiago’s urban planning is laying the focus on the infill development to not build on new land
without any existing infrastructure. As written before Quinta Normal has a lot of potential par-
cels for an infill development, which has the result of making the district denser and filled with
more people. Quinta Normal has a medium density of people and apartments with potential of further development.

6.3.2 Summary
After analysing the different maps (see appendix) and the socio-economic structure of the district, it can be said that Quinta Normal is already getting segregated because of the development in the last five to ten years. The district started as very homogeneous with middle-to low-middle income groups who were mostly workers for the present industry. This structure is now changing due to the construction of high-rise buildings, which attracts a different social
income group. Quinta Normal clearly has an urban development but only in some parts. The development is concentrated close to the city centre and the metro stations as well as the parks in the North. The segregation process can be seen in the urban structure, which leads to the following chapter to give a better explanation on the newly constructed buildings and their effects.
Chapter 7

7. Characterisation and Calculation of chosen Buildings:

The following chapter examines six chosen buildings (figure 20) of different building types and in different parts of the district to have an in-depth study of the chosen densification process and its effects on the segregation of the surroundings. The buildings will be examined based on their location, accessibility, price, safety and green area.

The chosen buildings are divided into three different building categories. The types with different locations of buildings have been chosen to get a better understanding for the research.

7.1 The chosen Buildings for Investigation

The first category is buildings which are located in close proximity to the metro station (maximum 5 walking minutes). When going by car instead of public transport, the Autopista Central is suitable. Both buildings have 21 floors. The size of the apartments is mainly 1-2 rooms (around 50m2). The buildings have the Quinta Normal Park to enjoy green spaces in close proximity (5 minutes walk). This part of Quinta Normal also has the highest price category on private real estate prices (especially Yungay and Municipalidad). These parts are around 1.663-6.647 UF where the rest is between 0-1.662 UF. It can be examined that the parts that are bordering Santiago Centro have a higher land price than those that are bordering Renca, Cerro Navia or Lo Prado. Compared with the private real estate offer in Santiago Centro, which is between 6.648-31.574 UF, it becomes clear that Quinta Normal has far lower prices. (Trivelli & Cía, 2016)

The second category is residential complexes with more than 19 floors and built in the last three years. Both of the chosen complexes are further away from a metro stop but still have
access to public transport through busses. These buildings are close to the Autopista Costanera Norte, which gives a good accessibility for those who use their cars instead of public transport.

The third category is condominium with 5 floors but larger surface. The selected buildings are located in the North of Quinta Normal close to the Parque de los Reyes and Parque Fluvial. These buildings were constructed more than 15 years ago and therefore have a different structure than the modern ones.

### 7.2 Comparison to Santiago Centro

Comparing (figure 21) those chosen buildings with similar buildings in the neighbouring district Santiago Centro (Matucana 1253, Presidente Balmaceda 2150, Garcia Reyes 71), data shows that the land prices and most of the prices for apartments are higher than in Quinta Normal. Sometimes there is just a very small difference in the price. An in-depth analysis can be found in the appendix. The eastern part as well as the centre of the city are more expensive than the west and south part.

Condominiums are rare in Santiago Centro compared to Quinta Normal. This could be due to the lack of space to construct condominiums and, therefore, there is the need to build in the vertical dimension.

![Figure 21. Location of the chosen buildings in Santiago Centro (MyMaps, 2017)](image)
7.3 Calculation of Density

In order to obtain a better understanding of the impact of the different types of buildings, a density analysis of each building has been made (detailed calculation in appendix). The analysis calculates the net density (not gross density) of each building type in order to find out if the density is higher in a 20-floor building or in a 5-floor building with a higher surface. In this calculation the density of dwellings and not of people is calculated, as the density of people is vague because the number needs to be calculated with an average value. That is why the number of dwellings has been chosen. The data for the density calculation has been taken from the real estate websites “tuctoc” and “portalinmobiliario” where apartments from the chosen buildings are described and up for sale. Both websites have a detailed description of the size and layout of the apartments. For information on the buildings, the author went to each building, counted the number of floors and asked the concierge how many apartments each building has. Calculating the number of apartments would not give an accurate number. The information on the surroundings, green area and accessibility was established through the two aforementioned websites but also through site visits and personal investigation.

<table>
<thead>
<tr>
<th></th>
<th>Density of Buildings</th>
<th>Surface of Buildings</th>
<th>Amount of Floors</th>
</tr>
</thead>
<tbody>
<tr>
<td>patria nva 716</td>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td>(21)</td>
</tr>
<tr>
<td>general barbosa 1149</td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td>(21)</td>
</tr>
<tr>
<td>mapocho 4643</td>
<td><img src="image5" alt="Image" /></td>
<td><img src="image6" alt="Image" /></td>
<td>(16)</td>
</tr>
<tr>
<td>juan de barros 3885</td>
<td><img src="image7" alt="Image" /></td>
<td><img src="image8" alt="Image" /></td>
<td>(24)</td>
</tr>
<tr>
<td>carrascal 4007</td>
<td><img src="image9" alt="Image" /></td>
<td><img src="image10" alt="Image" /></td>
<td>(4)</td>
</tr>
<tr>
<td>villasana 2036</td>
<td><img src="image11" alt="Image" /></td>
<td><img src="image12" alt="Image" /></td>
<td>(4)</td>
</tr>
</tbody>
</table>

Figure 22. Summary table of density calculation

High-rise buildings are one effect of the transformation process in Quinta Normal. It is the process that is seen with the new concrete buildings with a lot of apartments and people living in them. But what is not seen from the outside and not visible from the beginning is the life in those buildings. How is the social structure? Is there a community? According to the representative of the residents of Quinta Normal, there is no so-called community in the newly constructed buildings (Monares, 2017). They live in their “bubble”, which means they leave their apartments to go to work and come back to sleep in their apartments. They do not even know who is living next to them. Here it is important to stress that this phenomenon can be applied to all building complexes, no matter if it is high-rise, only 4 floors or a single-family house but it is true that the sense of community is sinking with the increase in amount of apartments in a building as it gets harder to know all the neighbours. Still it seems like buildings with common places like a courtyard or playground for people to meet in makes it easier for them to interact.

To examine which of the chosen building types is more segregated, the comparison between Carrascal 4007 and Patria Nva 716 is a fitting example.
What can be seen from the outside is that Patria Nva does not have a fence around the building as all the other buildings, only a 24-hour concierge. The building has 21 floors and the size of the apartments is around 50 m², which is the average in Quinta Normal. On the other hand the building complex in Carrascal 4007 has a fence and a 24-hour concierge without whose permission nobody can enter.

But the building has only four floors, playgrounds and green spaces for the residents. It seems now that the high-rise building on the one hand, has a higher density and no courtyard or playground for the residents, but on the other hand, the low-density building is shut off from its surroundings with a fence. Whereas Carrascal is family friendly, with around 70 m² apartments and an opportunity for the residents to interact the building is shut off from its surroundings through the fence and concierge. Interpreting the different types of buildings, it can be said that all the buildings are shut off from their surroundings due to the fence. The low-density buildings might not be segregated on the inside but they are definitely from the outside and to Quinta Normal. Whether a residential complex is segregated or not depends on many factors, where this density calculation only chose some factors to give an understanding of different building typologies and its outcomes in Santiago.

Furthermore, high-rise buildings should not be understood equally to high-density buildings. It is the case in Quinta Normal as the high-rise buildings have a low quality of construction and very small apartments (between 30 – 60m²) with 35 m² being the average. (Avila, 2017) This is due to the high price of land. When looking at another district, e.g. Las Condes, where only high-income people live, the apartments are bigger and built in height but do not have a higher density as the size of the apartments are bigger and therefore fewer apartments fit on one floor. The question rises whether it is worth to build dense buildings with no urban quality or social life? On one hand it is good to use the space in the most efficient way but leaving out the social aspects when creating a residential area is not how it should be planned. As mentioned before it is not only about creating a social mix in residential areas, it is also about providing the residents with possibilities to interact and spend time outside their apartment in order to not create “sleeping” residential areas. When not providing them with opportunities, then they will not use them and will remain living next to each other, instead of with each other.

7.3.1 Conclusion of Density Calculation

When thinking about which building type and density should be chosen it is important to say that the big scale residential complexes can house more people; however, those complexes can create a small scale segregation as they are shut off their surroundings with their fences and high security systems. The density of high-rise residential complexes is higher but the quality of life is higher in low-density buildings, where there is a courtyard, a playground to meet and talk. The social interaction is higher in low-density buildings whereas residential complexes are just a “bedroom” complex. When deciding on achieving a high density in a city, it is important to evaluate the urban quality for the citizens and think about where to build high-density or low-density and for whom (decide on target group) it will be constructed. An adequate human scale and the pleasant feeling of living in an area should always be kept in mind as those areas are built for the people.

Comparing the chosen buildings with other typologies it shows that typologies with low-density, smaller number of floors and bigger size of apartments have a positive impact on the social life of an area. But why is that? Low-density buildings often provide the residents with social meeting points and a playground for the kids. Furthermore, it is hard to interact with neighbours when there are more than ten apartments on one floor. Low-density buildings are producing a more family-like atmosphere, in comparison with the high-density building type with an anonymous atmosphere where people leave their apartment to go to work, come back and go into their apartment.
They do not know their neighbours and anonymity is very high. Thus, the people who are living in low-density buildings are often young families with one or two children who want to spend time outside and can meet their neighbours. In high-density buildings the structure of the people are mostly young couples or professionals who do not have the time or do not want to spend time outside in the courtyard. Another form of typology that can be found in Quinta Normal is the single-family house, which creates the main urban structure of the district. Those buildings mostly have a fence to their neighbour but they can still interact with each other. And according to Juan Monares (2017), the district promotes a family-like atmosphere where the residents know and help each other. As Juan Monares (2017) says, Quinta Normal has “la Vida de Barrio”, which means that the commune is rich in life with a relation between the neighbours. The single-family houses are the starting point of the urban structure of Quinta Normal and they are still promoting social interaction between the residents.

All the newly constructed buildings have a similar structure with more than 15 floors and a small surface. The trend is building vertically. As other studies show, the problem of hyper densification is increasing in Santiago, e.g. Estación Central (neighbouring district of Quinta Normal) shows that the amount of floors per building is constantly increasing. The problem of hyper densification with buildings of 40 floors and more than 3.000 homes per building is increasing. Such a high number of floors does not exist in Quinta Normal, yet?. But as this hyper densification seems to be the latest trend in the past years in some districts of Santiago it will also reach Quinta Normal at some point. (Symmes, 2017) But what is happening with the social structure? Segregation problems that have already started will be develop further. Immigrants will inhabit the newly constructed buildings with small size apartments. Thus, young couples or professionals and single households will dominate the structure of these buildings. This changes the original character of Quinta Normal. If for the better or not is debatable as Santiago is running out of space but is there not a better way to provide the citizens with housing than only constructing hyper dense residential buildings? A balance between the aforementioned needs to be achieved to not support the increasing segregation processes in Quinta Normal.

7.4 Connection with Theory

As mentioned in the theory part Quinta Normal has micro-segregation, which means that residential buildings of higher grade value of exploitation are being constructed next to single-family houses with a lower density. They shut themselves off from the surroundings in order to feel safe. Safety is one of the major features why people choose to live in certain districts of Santiago. But also the accessibility by car or public transport is important as people want to have a fast daily commute to work and leisure activities.

When looking at the features of segregation, the socio-structural features, especially income are the most significant ones. The urban structure is changing through the extension of the metro and the construction of high-rise buildings close to them. Through this increase in land and apartment prices, former citizens of Quinta Normal cannot afford to buy or rent those places anymore and will be replaced by citizens from other districts who seek the closeness to the city centre. This is starting to happen around the metro stations, which is a special form of gentrification. In the case of Quinta Normal a form of displacement takes place. In Santiago the “primary” gentrifiers are large-scale real estate entrepreneurs who hope to make the biggest profit and after the construction of high-rise buildings, the “secondary” gentrifiers, new middle-income people, move in. (Lopez, 2013)

The different integration logics described in the theory chapter explain what types of integration are there. According to the interview with Juan Monares (2017), people established a community, which started in the times where mostly families of industrial workers lived in the district
This structure is changing with the arrival of new residents who move into the newly constructed high-rise residential complexes. Therefore Quinta Normal, which had melting pot integration, is now developing towards a “salad bowl” integration where each social group keeps their identity and no integration is taking place between the different social groups. Based on the literature review, interviews, and interpretation of data it can be said that this disintegration from society is a result of constructing mega residential complexes with the shutting off from the “outside world”. The buildings and their streets with neither people nor social interaction with no small shops or cafes are not pleasant to pass by. Those cafes would give the streets a livelier touch. When looking at the small-scale condominiums, one can see kids playing outside in the garden and the patio, which makes the complex more lively and attractive.

Another link to the theory is the examination of the socio-economic structure over a specific time period. The income structure has been almost the same for many years. Starting with the industrial workers and numerous high-income people who worked for the industrial companies. But in general Quinta Normal had a low-income group. When looking at how the structure has changed from 2002 to 2012, it can be seen that there was a shift from very low- to low-income groups. The highest percentage was very low-income groups with 50 – 80%; it decreased to 30 – 50% in 2012. There was an increase of middle-income groups from 20 – 40% to 30 – 50%. The middle-income group has not changed that much over the past years. But there was a decrease in high-income groups, which means that nowadays almost no high-income groups are living in Quinta Normal. (Trivelli & Cía, 2016, p. 43-44) The residents with higher income move to other parts of Santiago but do not want to stay in Quinta Normal.
8. Discussion

8.1. A well-balanced densification? Is it possible?

What is a well-balanced densification? When looking at European cities the healthiest height is around 4 to 7 floors. This height does not throw too much shadow on the neighbouring buildings and is appropriate to the human scale. Too dense areas with high-rise buildings can cause congestion in between narrow streets or can be a problem because of citizen’s privacy issues. (El Mostrador, 2015) A higher amount of floors has a negative impact on the social life of an area, but especially when the residential complex does not provide the residents with anything to interact. It is not only about the combination between high levels of apartments, but more importantly about the number of apartments.

Taking the example of the participatory design process in Iquique that was mentioned in the theory part (p.6), the height of the buildings stayed the same with three floors. The houses had an infill development where the existing structure of the buildings were further developed and adapted for the needs of the residents. The aim was to avoid overcrowding of the area and still keep the original family structure of the neighbourhood.

Densification also brings advantages, e.g. time saving and costs of transportation, reuses public space and efficiently uses the city’s existing infrastructure. But on the other hand, densification also brings negative aspects like conflicts between the neighbours, small apartment sizes or deterioration of sidewalks. Especially for Santiago it is important to achieve a balanced densification where the environment, the people and the communities are considered. For now Santiago builds one high-rise building after the other and loses the perception of the urban structure it is creating. The coordination between all the different actors and municipalities is important to create a city that is considerate of the human-scale. (El Mostrador, 2015)

The densification process also happened due to the liberal development plan, which allowed to build higher buildings, where it was cheaper to buy a smaller land and build vertically. Since the updated version of the development plan, there has been the limit of five floors to keep the urban structure of Quinta Normal. (Avila, 2017) Now the interest in constructing buildings has changed, as it is not profitable enough. Therefore Quinta Normal is not an attractive district as land prices are simply too high and companies do not show interest. At least this is what the municipality says, although interpreting and analysing the current situation of Quinta Normal it seems more like the municipality is taking a passive role in the urban development. During the investigation in Quinta Normal, one could see that there is a lot of potential land for development and densification as the district has a very good location with its proximity to the city centre and its metro stations for accessibility. On the one hand, the municipality thinks that the land prices are too high and therefore nobody wants to develop here, but on the other hand, the district has great potential and once it would present itself at the market, companies would be interested in further developing the district. The municipality of Quinta Normal is one example of what a passive actor in a market system can or cannot achieve. This interpretation can be related to how the interest in profit shapes a city where construction and real estate companies are seeking the biggest profit. It needs to be said that this phenomenon is very debatable and that it has many angles to look at. This phenomenon is an extremely liberal and pro-market stance, which fits in the case of Santiago and its neoliberal market. Still it needs to be considered that this interest in profit and how it shapes the city is only one angle and more will not be further examined in this thesis. It is interesting that although construction companies invest in the district and construct mega building complexes, the citizens demonstrate against them.
Especially buildings next to the cathedral Gruta de Lourdes, which will be constructed higher than the church, are being criticised. This is not what the demonstrators want. This shows the lack of laws and strictness in the planning tools, as the law of heights could easily be adapted to rule out such buildings. Before the Urban Development Plan was changed, companies that wanted to build handed in a pre-project design with the amount of floors they wanted (mostly over 5 floors). That is why it is possible that the newly constructed buildings are over 5 floors although the law has been adapted.

According to Avila (2017), the municipality does not have a lot of power when it comes to the planning process of buildings. The municipality is only checking if the proposed project complies with the regulations and then they give permission or not. But on the design of the building (e.g. size of the apartments, swimming pool etc.) the municipality does not have any influence. In general, the municipality does not own any land and they can only build buildings for the service of the community (e.g. a stadium or social headquarters) but not projects to earn money. The land is owned by individual people (private). In the end there is not much participation from the municipality, which makes the municipality weak in the planning process.

It is important to mention that such a development will also change the social structure of a district. For now and the past years, Quinta Normal has been a mixed district where industrial, residential and commercial activities have coexisted. It has been a district where people know and interact with each other but with the densification process the district has tended to become only “residential”. The citizens are protesting against high-rise buildings or other densification processes. They are afraid that their district is loosing its “face” because of the future development. Therefore it is important to put the emphasis on achieving a well-balanced densification and think about what the people want in order to achieve a well-integrated society too. A well-balanced densification and a well-integrated society can complement each other. Thus, densification and diversity can offer a mix of commercial premises and daily services for the citizens as well as increase job opportunities. It is important that space becomes meaningful through attracting people with a big variety of services and an interesting urban structure. Urban vitality (mixed use) is the key word here that has to be achieved. (Urbina, 2016)

The internal threat for Quinta Normal is the increase in mobility of the people from Quinta Normal who are moving to other districts and leaving their home district due to better income and higher education. On the other hand an external “threat” are people from different social and income groups moving to Quinta Normal and especially inhabit the high-density complexes with their cheaper apartments for one or two people. According to Francisco Monares (2017), many immigrants from Colombia, Venezuela and Haiti are moving to Quinta Normal, which is a change visible when walking through the streets. That is why the social integration of the citizens is changing due to the increasing migration to Quinta Normal.

Quinta Normal is developing towards a sleeping district where people just sleep but work somewhere else. Mainly the newly constructed buildings are the main trigger of disintegration in the existing society. The new inhabitants choose not to be part of the society in Quinta Normal. There is a growing lack of interaction between all the citizens. (Monares, 2017) This phenomenon of metropolization can be seen in other districts in Santiago as well as the study FONDECYT shows. The study interviewed residents from different districts and housing types to see if this lack of interaction is present. Questions like if they have been visiting their neighbours or friends or if there have been meetings to talk and comment on public life were asked. The study is not finished yet but it shows that the lack of interaction is a metropolitan phenomenon and therefore present in many cities. (Link, 2017)
8.2 Link to Research Question

Coming back to the research question: “In what extent does residential densification lead to socio-spatial segregation in Quinta Normal?” it can be said that through the construction of the metro stations, high-rise buildings and the increase in land prices, the process of segregation has started. The district was a family district with integration of the citizens, which developed over many years starting with the families that worked for the industry and therefore had the same social background. Nowadays this social structure is changing through the disintegration of the newly moved people who do not want to be part of this family-like district and chose to live in Quinta Normal in their sealed off residential complexes. Apartments are still cheaper in Quinta Normal and offer daily services for citizens and the vicinity to the city centre makes living in Quinta Normal more attractive.

In order to overcome the issue of segregation in Quinta Normal and establish an inclusive society, it is important to not only build massive residential complexes for either low-income groups or high-income groups. It is important to have a certain mix in residential areas with different types of apartments and also different forms (private and publically owned) for different income groups. A social mix should be achieved. The question that planners asked themselves is whether to separate or mix a society. There is no such thing as a common answer to that as it was different for each city and its population. But when talking about mixed societies the question that occurs is: “Does a mixed society even mean that it is well integrated?” People from different cultural and social backgrounds can live together in one area but does that mean that they are well integrated with each other? In specific, do they help each other in needs, do they share habits and customs? What really happens in a mixed and well-integrated society cannot be seen from the outside perspective. Planners do not know what is happening in those areas, the only thing that they can do is to provide the citizens with the necessary knowledge, help them through these tools and later check up on them. But what they really do with the help and knowledge is the citizen’s own choice.

How can socio-spatial segregation be overcome? One possibility is through tools like public participation, social mix and policies to control the development of urban areas. It is important to establish a feeling of togetherness so that local communities in the residential areas are created. The key is to include everyone. The engagement of the residents is important to have an inclusive society but first a certain framework (board management) needs to be established as an initiator of starting this movement. (Neighbourhood Centres, 2005)

In order to understand how an inclusive neighbourhood can be established the participation of the residents during the design and planning phase is important. This helps in getting to know the wishes and the preferences of the people living there. When they get involved in the process, they are more likely to accept the changes and the new residents moving into their area. One example is the participative design in Iquique, Chile where an area was to be renovated. The aim was to not displace the people to the periphery of the city but rather to achieve a densification without overcrowding and displacement. Therefore the citizens got involved in the planning process. (Bedoya, 2012)

It can be said that socio-spatial segregation is a result of residential densification to a certain extent. Narrowing the focus on Quinta Normal it shows that the newly constructed high-rise buildings are only for a specific clientele with its small rooms (not family friendly, one or two people apartments). It is also the case that the districts have different prices of land, which makes an unequal access to the market.

Parts of Santiago have a family-like structure where people from a similar background “cluster” with each other. Densification processes put this structure in danger as the new buildings attract different social groups.

As the research question asks to what extent leads densification to socio-spatial segregation,
it can be said that there are different variables that this thesis examines. The thesis tries to answer the research question with the analysis of urban transformation processes in Quinta Normal, construction of high-rise residential buildings, density calculation and change in the socio-economic structure of the selected district.

When looking at the local effects while densifying, one effect in Quinta Normal is the changing structure of the “Vida de Barrio” that has been uniquely established for Quinta Normal over many years. This “Vida de Barrio” (“the life of the neighbourhood”) is in danger. Second, the locals are the first ones who have to move away when the existing urban structure changes. Third, changing the socio-economic structure of a district can mean that the prices of land and for apartments are changing in the future due to the construction of metro stations and will therefore result in a gentrification development and social transformation.

The densified areas are becoming more popular on the market are therefore getting more expensive and cease to be accessible for all people. This results in an unequal access to the real estate market, which Harvey meant in his comparison that the housing situation is like a theatre, where the first person who enters and wants to get a seat has all the options, the next one has one option fewer and so on. It is the same with the housing market. The last ones have only a few options of where to live. And on top of that there is also low income and lower education level, which makes the situation even harder. (Häußermann & Siebel, 2001) But through densification processes this phenomenon is changing and the market open for newcomers to the area, as new residential areas and opportunities to live in the district are built. But also the lack of prestige forces people to move somewhere else, which means they cannot live with people from a similar social background. They form their own “natural areas” but these are put in danger when construction companies are densifying and change the original character of the district. Often the people who live there do not need or want to have densified areas.

8.3 Summary

To sum up, socio-spatial segregation is one effect of densification specifically looking at the case of Quinta Normal. Socio-spatial segregation in the sense of densification as an urban transformation process leads to increase in land price, increase in interest of developing areas and construction companies benefitting the most. When constructing a new building with high density, the social life can be affected in a negative way, which results in less interaction and contact between the inhabitants in the area. But still high density as well as low density can have the same effects. It does not mean that low-density neighbourhoods have no segregation but this thesis made a small-scale analysis in one part of a district in Santiago where it is the case that the densifying transformation process has effects on the socio spatial structure with the result of segregation.

8.4 Outlook on Research Topic

Quinta Normal as well as many other districts in Santiago has a constant development, so further research will be necessary. Santiago is a city with a fast pace when it comes to growth and development. This development will continue in the future and will not make a halt on the densification processes. Therefore it is important to examine the effects of densification in many different aspects in order to be prepared for the future in Santiago and to learn from the mistakes that have been made. It would be interesting to go into more detail on the level of the involvement of the residents and make interviews with them to learn about their view on the development of Quinta Normal. Especially a comparison between the original residents or the ones who have been living in Quinta Normal for many years and the newly moved people who
live in the newly constructed buildings would be interesting. This residents’ engagement would help this study to learn more about the view of the citizens and be able to work towards their needs and wishes.
Chapter 9

9. Reference List

9.1 Literature


Sabatini, F. 2003. La Segregación del Espacio en las Ciudades de América Latina. Banco Interamericano de Desarrollo BID.


### 9.2 Internet References


9.6 Data

ArcGis, 2018a. *Chile – Orthographic Picture* (Data from ArcGis). [Accessed 8 January 2018]

ArcGis, 2018b. *Santiago de Chile – Orthographic Picture* (Data from ArcGis). [Accessed 8 January 2018]


9.7 Pictures, Maps and Illustrations

Figure 1:

Figure 2:

Figure 3:

Figure 4:

Figure 5:
ArcGIS, 2018b. *Location of Santiago in Chile*. [map] (self-made, established with ArcGIS)

Figure 6:

Figure 7:

Figure 8:

Figure 9:
Figure 10: Serex Territoria, 2015a. *The accessibility with main roads and main bus/metro stops in Quinta Normal.* (self-made based on the information from Serex Territoria).

Figure 11: Serex Territoria, 2015a-f. *A short timeline to sum up the historical development of Quinta Normal.* [Illustration] (self-made based on the information from Serex Territoria).

Figure 12: Kopp, P., 2017. *Microwaste next to the streets in Quinta Normal.* [Photograph] (own picture, private collection).


Figure 14: IDE, 2016a. *Green Area/m² in Santiago.* [map] (established with online programme of DIE).


Figure 17: Truffello, R., & Hidalgo, R., 2015. Land Price per block in UF 2011 (established with the programme ArcGIS).


Figure 19: Truffello, R., & Hidalgo, R., 2015. Income Groups 2012. (established with the programme ArcGIS).

Figure 20: MyMaps, 2017. *Location of chosen Buildings in Quinta Normal.* [map] (online) Available at: https://www.google.com/maps/d/edit?hl=de&mid=1aY0b8otqj8fcQvhjSV14MK_mRd4&ll=-33.432840042854%2C-70.69081734550781&z=15. [Accessed 30 September 2017]

Figure 21: MyMaps, 2017. *Location of chosen Buildings in Santiago Centro.* [map] (online) Available at: https://www.google.com/maps/d/edit?hl=de&mid=1YLRIUWyWkwjddP59KqeRLacuZA1DaLD O&ll=-33.43770062467215%2C-70.673724500002&z=15. [Accessed 30 September 2017]

Figure 22: Kopp, P., 2018. *Summary of Density Calculation.* (illustration). Data based on density calculation (appendix).
10. Appendix

10.1 Description of Buildings

The following pages give an in-depth analysis of the chosen buildings in Quinta Normal and Santiago Centro. Each building is described on one page with pictures and its location. The criteria after which each building has been analysed are location, quality of building, accessibility, green area and security. All the data was taken from the website TocToc (Available at: https://www.toctoc.com).

After the description of each building is the density calculation. The information on the numbers of how many dwellings are in each building has been found out through the concierge of the building. The number for the parcel of land was measured via Google Maps; therefore, the number is not the exact number. The amount of floors was counted when the investigation on site was made and the size of the apartments can be found on the two real estate websites (toctoch.com and portalinmobiliario.com). An average number of m2 of each apartment was taken. After the data collection, the calculation was made.
**Location:** The building is located in a side street where it is less noisy and there is less traffic. There are other high buildings around the area, which makes the urban structure look more homogeneous compared to other parts of Quinta Normal. On the ground floor below the building are shops and a café for the citizens to sit and chat.

**Building:** The building has 21 floors and the size of the apartments is around 50 m² (3 rooms). The price for apartments is high (2,470 UF), which is due to the closeness to the metro stop.

**Accessibility:** The building is located on the other side of the entrance of the metro station Gruta de Lourdes and, therefore, it only takes 2 minutes to walk there. Beside the metro there are many busses for the public transportation. The main streets are connecting the area to different parts of the city.

**Green Area:** Beside some trees, there is no green area but the Quinta Normal Park is just some walking minutes away.

**Security:** Compared to the other selected buildings, this building has no security fence or other security gadgets except a portiere who checks who gets into the building. The area itself is safe and has very few crimes.
Density Calculation of Patria Nva 716

Details of Building
- Parcel of Land: 3,000 m²
- Surface of Building: 720 m²
- Amount of Floors: 21
- m² of Apartment: 50 m²

Calculation of Density

Density = dwellings/hectare

\[
\frac{300}{3,000} = \frac{xx \text{ dwellings}}{10,000} \\

\frac{300 \times 10,000}{3,000} = \frac{1,000 \text{ dwellings}}{\text{hectare}}
\]

(Numbers are rounded up)

Interpretation of Density

The building is a typical high-rise residential complex, where a high number of residents can live. The density of this building is 1,000 dwellings/hectare, which is, compared to the other buildings, in the middle/high range. For the small number of surface, a high density has been achieved. The high number was achieved through constructing small apartments and many floors.
**Description of General Barbosa 1149**

*Location:* The building on the General Barbosa Street is located next to a main street and therefore has more noise pollution. There are some small shops for daily services. In front of the building and on the other side of the street are no high-rise buildings. In general, in this area this building stands out more than the others.

*Building:* The building itself looks massive with its 21 floors. The apartment size is rather small with 54 m² (3 rooms) but its layout makes it suitable for small families. The price is high for Quinta Normal (2,400 UF) due to the proximity to the Quinta Normal Park and the metro stop Gruta de Lourdes.

*Accessibility:* The metro stop Gruta de Lourdes is 4 walking minutes away and there are other bus stops. The connection with the car is good through the connection to the main streets surrounding the building that lead to different parts of the city.

*Green Area:* In front of the building there is a small green space to give the residents a more pleasant feeling. Furthermore, the building offers some BBQ places and a small playground. The Quinta Normal Park is a few walking minutes away.

*Security:* The building is surrounded with a fence and on top of that an electro fence and a 24-hour portiere.
Density Calculation of General Barbosa 1149

**Details of Building**
- Parcel of Land: 2.880 m²
- Surface of Building: 710 m²
- Amount of Floors: 21
- m² of Apartment: 55 m²

**Calculation of Density**

Density = dwellings/hectare

Number of Dwellings:

\[
\frac{710 \times 21}{55} = 280
\]

\[
\frac{280}{2.880} = \frac{xx \text{ dwellings}}{10.000}
\]

\[
\frac{280 \times 10.000}{2.880} = 972 \text{ dwellings/hectare}
\]

**Interpretation of Density**

This building has a similar structure than the Patria Nve building but has a lower density (938 dwellings/hectare). This is due to the size of the apartments. The average size is around 55 m², which is bigger than in Patria Nve. As the number of floors and the number of the surface of the building are almost the same, it has to do with the size of the apartments. 55 m² is the average size apartments but there are also apartments with a higher number of m².
Description of Mapocho 4643

**Location:** This building is located on the Mapocho Street. It is isolated in an area where there are no other high-rise buildings. There are only 1 to 2 floor buildings.

**Building:** The building itself has 19 floors with one part of the building only having six floors. Apartments are around 43 m² (2 rooms), so rather small, and cost 1.434 UF, which is the average in Quinta Normal.

**Accessibility:** The area feels isolated and the next metro stop is 17 walking minutes away but there are still bus stops for public transportation. Nevertheless, it has good connections for cars through the surrounding streets.

**Green Area:** There are no green areas for the residents, only a small playground in front of the building. The playground around the building is poorly situated next to the street and not very safe for children to play. As the playground is not pleasantly situated, the citizens are not using it very often, which leads to less interaction between the neighbours.

**Security:** Compared to the areas of the other chosen buildings, this area is not the safest. This could be due to the isolation of this area. There is not much life on the streets except of residential housing. In general this area felt deserted. A lot of apartments are for sale, which gives a feeling of loneliness.
Density Calculation of Mapocho 4643

Details of Building
- Parcel of Land: 3.330 m²
- Surface of Building: 890 m²
- Amount of Floors: 16
- m² of Apartment: 45 m²

Calculation of Density
Density = dwellings/hectare

Number of Dwellings: 320

\[
\frac{320}{3.330} = \frac{xx \text{ dwellings}}{10,000} = \frac{960 \text{ dwellings}}{3.330} \text{ hectare}
\]

Interpretation of Density
This building has a similar structure than the General Barbosa building with almost the same density (945). When comparing both buildings, the surface of the building and the parcel of land are both slightly higher but the amount of floors and the size of the apartments are less. Therefore the density is the same.

A higher density could be achieved if the building had 21 floors as the other two, which would make it another high-rise residential complex.
Description of Juan de Barros 3885

**Location:** This building complex is located on the street Juan de Barros. It is newly constructed and many of the apartments are still for sale. It has 24 floors and consists of two identical buildings. The area mainly consists of family houses with 1 or 2 floors. This massive complex can be seen from the distance and stands out with its height. The spaces around the buildings itself are not very pleasant.

**Building:** The apartments are around 45 m² (2 rooms) and cost around 1.691 UF, which is the average in Quinta Normal.

**Accessibility:** The accessibility is medium good as the next metro station is 10 walking minutes away but is still well-connected through busses.

**Green Area:** The building has a courtyard but almost no green spaces. The residents need to walk to Quinta Normal Park or Parque Fluvial Padre to enjoy some green space.

**Security:** The building is located in a safe area and has high-security like a fence and a 24-hour portiere.
Density Calculation of Juan de Barros 3885

Details of Building
- Parcel of Land: 9.750 m²
- Surface of Building: 1.260 m² (of one)
- Amount of Floors: 24
- m² of Apartment: 45 m²

Calculation of Density

Density = dwellings/hectare

Number of Dwellings: 1.350

\[
\frac{1.350}{9.750} = \frac{xx \text{ dwellings}}{10.000} \]

\[
\frac{1.350 \times 10.000}{9.750} = \frac{1.385 \text{ dwellings}}{\text{hectare}}
\]

Interpretation of Density

Juan de Barros is a residential building complex with two identical buildings. The density of one of these two buildings is 1.378 dwellings/hectare, which is the highest density of all chosen buildings. This is due to the high number of floors and the small size of the apartments. But also due to the high amount of building surface. All these features together achieve a high density.
Description of Carrascal 4007

Location: The building on the street Carrascal 4007 is a condominium with only four floors. The building itself seems very excluded from the other urban structure. It is located next the main street Carrascal but still feels calm as it is further down and away from the road. There are some small shops next to the building to buy daily things.

Building: The apartments with 70 m² (3 rooms) are spacious compared to the other selected buildings and cost around 1,700 UF. This building complex is mostly for families as kids are playing outside in the courtyard and the apartments are big enough for a family.

Accessibility: The building is well connected through busses and main streets for the cars but the next metro station is 15 walking minutes away.

Green Area: The kids can play inside the condominium where it is safe to play and where there are facilities for them.

Security: The area is very safe and the building has a high-security fence as well as a 24-hour portiere.
Density Calculation of Carrascal 4007

Details of Building

- Parcel of Land: 6,310 m²
- Surface of Building: 1,400 m²
- Amount of Floors: 4
- m² of Apartment: 70 m²

Calculation of Density

Density = dwellings/hectare

Number of Dwellings: 80

\[
\frac{80 \times 10,000}{6,310} = \frac{127 \text{ dwellings}}{\text{hectare}}
\]

Interpretation of Density

This building is the first non-high-rise building with only 4 floors. The density is the lowest of all the buildings. This is due to the low amount of floors and high number of m² per apartments. It furthermore has a playground and a courtyard for the citizens to meet in.
Description of Villasana 2036

**Location:** The building on the street Villasana is a condominium with several 4-floor buildings. The condominiums feel very excluded, as on the other side of the residential area is an industrial construction with a high fence where it is impossible to see through. There are no shops in this area, only a bus stop. The walk to the metro takes 16 min. In general, the condominiums are further away from the metro stations, do not have many floors and are very excluded.

**Building:** The apartments are rather small (47 m², 3 rooms) but the division of apartments is good for a small family (couple with one kid) as it has three rooms. The price is higher (1,900 UF), which can be due to the public spaces and the adequate human scale in the complex.

**Accessibility:** The next metro stop is 16 walking minutes away but there are bus stops. The connection through the car is good and there are also parking lots in and around the building.

**Green Area:** The condominiums have green spaces inside with playgrounds for kids, BBQ places or the citizens can walk to the Parque Fluvial Padre to enjoy some green spaces.

**Security:** There is a fence around the buildings but no portiere.
Density Calculation of Villasana 2036

Details of Building

- Parcel of Land: 9.000 m²
- Surface of Building: 3.650 m² (of all 6)
- Amount of Floors: 4
- m² of Apartment: 45 m²

Calculation of Density

Density = dwellings/hectare

Number of Dwellings: 330

\[
\frac{330}{9.000} = xx \text{ dwellings} \quad \frac{330 \times 10.000}{9.000} = 366 \text{ dwellings} \quad \frac{330 \times 10.000}{9.000} = \frac{366 \text{ dwellings}}{\text{hectare}}
\]

Interpretation of Density

This residential area has a low density (360 dwellings/hectare) in all six buildings. One building for example has only a density of 175. Although there are several buildings on this parcel of land, the density is still low. The buildings only have 4 floors, which makes it harder to achieve a high density compared to the high-rise residential complexes with more than 20 floors.
Description of Matucana 1253

**Location:** The building is located on the border of the districts Quinta Normal and Santiago Centro. It is a newly constructed residential building. The surrounding area is not very attractive beside the supermarket Lider, which is three walking minutes away.

**Building:** The size of the apartments is between 30 and 40 m² (one or two rooms and one bathroom). The apartments are for young professionals and couples, as they would be too small for a family. The price is between 1,140 to 1,590 UF, which is cheap for Santiago Centro. This is due to the size of the apartments but also its location.

**Accessibility:** The building has a fairly-good accessibility as far as public transport is concerned. The metro station Quinta Normal is 12 walking minutes away and there are 8 bus stops in 4 minutes walking distance. The accessibility for the car is good due to the street Matucana right in front.

**Green Area:** There is no green space or playground around the building for the citizens. The parque Fluvial Fluvial is 15 walking minutes away where the residents can enjoy some green space.

**Security:** The building has no fence but a 24-hour portiere.
Density Calculation of Matucana 1253

Details of Building
- Parcel of Land: 2,000 m²
- Surface of Building: 530 m²
- Amount of Floors: 23
- m² of Apartment: 40 m²

Calculation of Density

Density = dwellings/hectare

Number of Dwellings: 300

\[
\frac{300}{2,000} \times 10,000 = 1,500 \text{ dwellings/hectare}
\]

Interpretation of Density

This is an example of another type of high-rise residential building with a high density. Compared to buildings in Quinta Normal, this is the building with the highest density. This is due to the amount of floor and the small size of apartments. The surface is rather small compared to the other chosen buildings. This is an example of how to achieve a high density with a small and simple structure of a building.
Description of Presidente Balmaceda 2150

Location: The building is located next to the main street Presidente Balmaceda and therefore has noise pollution.

Security: The building has a fence and an electric fence on top of it. Furthermore, it has a 24 hour portiere who checks who gets into the house.

Building: The size of the apartments is accurate for a couple with kids but also only for a couple. The price of the apartments (1,599 UF) are in the middle range when comparing it to other apartments in Santiago Centro but still cheaper than other apartments.

Accessibility: It is easily accessible by car as the building is next to the street Balmaceda, which connects with other main streets. Public transportation is a bit rare as there is one bus station with only one bus. Other bus stops are 5-10 minutes walking away and the metro station Cumming is around 17 min away.

Green Area: In front of the house there are some green arrangements, which gives a pleasant feeling. The building is located right in front of the Parque Bustamante.

Security: The area is safe and due to the green spaces, it is family friendly.
Density Calculation of Presidente Balmaceda 2150

Details of Building

- Parcel of Land: 2,000 m²
- Surface of Building: 400 m²
- Amount of Floors: 19
- m² of Apartment: 50 m²

Calculation of Density

Density = dwellings/hectare

Number of Dwellings: 150

\[
\frac{150 \times 10,000}{2,000} = 750 \text{ dwellings/hectare}
\]

Interpretation of Density

This building is a typical high-rise residential complex with 19 floors and an average size of apartments. The density compared to the other buildings in Quinta Normal is lower, which is due to the small surface of the building.
Description of Garcia Reyes 71

Location: This building belongs to the category of condominiums. It is located in-between buildings with the same height and a similar structure in order to fit into the urban structure.

Building: The size of the apartments ranges from 26 m² to 70 m² but all of them have one to two rooms and one to two bathrooms. Although an apartment with 70 m² can have more than two rooms, the apartments are suitable for couples and young professionals. The price starts from 1.722 UF, which lies in the middle range of this district.

Accessibility: Public transport is good. The next metro station República is seven walking minutes away and there are some other bus stops close by. The main street Avenida Libertador Bernardo O’Higgins, which connects different parts of the city, makes it accessible by car.

Green Area: The building itself does not offer any green spaces but the residents can enjoy a walk in the Quinta Normal Park, which is close by.

Security: The building does not have a fence but a 24 hour portiere for security.
Density Calculation of Garcia Reyes 71

Details of Building

- Parcel of Land: 2,000 m²
- Surface of Building: 1,310 m²
- Amount of Floors: 6
- m² of Apartment: 50 m²

Calculation of Density

Density = dwellings/hectare

Number of Dwellings: 110

\[
\frac{110}{1,310} \times 10,000 = \frac{840}{1,310} \text{ dwellings/hectare}
\]

Interpretation of Density

This building is in the style of a condominium and has a higher density than the building on the Presidente Balmaceda Street. This is due to the higher surface of the building. As the amount of floors is fewer, one can think that the density is lower but the opposite is the case. The surface of the building has a great impact on the density.
To Chapter 3: Theoretical Framework

3.1 Residential Segregation

This thesis focused on the residential segregation, which is a special form of segregation and means the unequal distribution of living areas throughout the city. The effects of residential segregation are social and spatial inequality and the process of social closure of the people. (Hamedinger, 2013)

Pros and cons of residential segregation:
+ Step by step settlement in the new country
+ Takes away the strong pressure to adapt
+ Helps in keeping the social and cultural individualities
+ Residential areas are free from social problem cases
- Prevents integration
- Disadvantages social groups through limited living conditions

Problems that divide a city:
- Socioeconomic polarisation (income, education, work place, land price)
- Sociodemographic divergence (age, households types)
- Sociocultural heterogeneity (social milieu)
- Different actors don’t agree with each other
- Gated communities, ethnic villages

3.2 Integration Politics

Integration politics should be better accepted in today’s politics. Thus, multicultural should be seen as normality in urban societies. In order to have successful integration politics, both actors (migrants and majority society) need to be active to overcome the issues of disparities. Politics can give advice but cannot regulate the process on their own.

In order to have a successful integration policies, there should be no discrimination when apartments, houses or whole residential areas are considered. Tolerance of many different aspects (multicultural, religion, education, country) is the key to successful integration policies. It is important that the two societies are integrating and respecting each other. But still the question arises “who is actually integrating whom in what?” (Häußermann & Siebel, 2001)

3.3 Social Housing, the Ghettos of Tomorrow?

Are large scale social housing projects the ghettos of tomorrow? Although ghetto is a hard word, this question is necessary to be asked especially in the case of Santiago where large-scale social housing resulted in isolated, segregated residential areas in the periphery of the city. So one of the main problems is that the buildings were built so fast and low quality social housing buildings in the suburbs or periphery of a city. Those areas are visually not attractive and just built to manage the housing crisis in cities. But another reason are the low land prices in the periphery where investors buy the land, build low quality houses and make a profit out of it as people need a place to live. Most of the time the social housing projects do not really belong to the rest of the city and its society in terms of architecture, public spaces and infrastructure.

One planning solution is to let migrants and socially low-income groups live in the city centre but most of the time the rents in the inner city are just too expensive for them. Therefore they are forced to live outside where rents are cheaper. The question that needs to be asked is are the people in the periphery and suburbs not happy with where they live? They grew up there; they do not know it differently.
Of course they would wish to live more in the city centre and closer to their workplace but they built up a community and feel well integrated in their neighbourhood with having people from a similar social background around them. So when talking about segregation, the preferences of the residents should also be considered and questioned.

3.4 Different planning tools

Other planning tools that were established to help Santiago in its development are the following. The Santiago Urban Transport Plan was established to achieve a well-planned transportation system and which is compulsory on a sectoral scale and helps in developing the networks and transport infrastructure.

Transantiago was created to achieve an overall development of roads, local transport etc. But it still happened that some areas where without access to public transportation. Planners nowadays are asking themselves what is going wrong in Santiago? One reason could be that the planning tools are often decided by a higher level of decision makers and stakeholders, which do not have the best understanding and knowledge when it comes to the local level of Santiago. The special insight on this level is missing. Therefore it often happens that the local development plans are not aligned with the PRMS (programme for whole Santiago). (Hölzl & Nuissl, 2014)

Criticism of the planning tools is that they only exist on paper and are not really applied in the real world. Why even making the effort of establishing a plan when it is not used? Thus, the more money companies have, the more in favour the plans are. For example, the land use plan mostly addressed the interests of the big real estate companies so they can achieve their goals and develop projects. This is a reason why and how gentrification in the inner city takes place. The market of high-rise urban renewal is made possible by public policies regulating the land. Private firms are trying to make the biggest profit for the ground. The actual gentrifiers are the redevelopers that deploy a strong power to transform the areas and exclude an amount of the population from the renewing areas.

Another criticism is the non-updated versions of the PRC. It is good that the municipalities established a PRC but on the other hand, they have not updated these plans for years. Therefore it does not make any sense to plan the urban development based on those obsolete plans. So the MINVU took the initiative and supported 28 out of the 37 municipalities in the update of their PRC. The alarming outcome of this initiative was that only 4 out of the 28 municipalities actually updated their PRC. (Hölzl & Nuissl, 2014)

Public participation is the new tool to an urban development. It is important that the citizens know about current developments and plans and what is happening in their area. Thus, it is also important that they actually have a voice and are actively involved in the planning process. This can be done through participation workshops together with the commune and/or municipality. Public participation is a rather new tool in Santiago and has not been evolved to its full potential. The problem in Santiago is that the local participation tools are manipulated by higher authorities or are ignored by some of the communes. This is not giving a lot of trust to participate. One solution to that could be to establish some kind of board, which consists of professional actors and inhabitants. This gives a formal touch in having an organisation but still helps in raising the voice of the inhabitants through this board as they are representing the people’s vision. Another solution is the increasing public awareness. Many people do not know what is happening in their commune, as they do not know where to get information. The lack of information can be solved by establishing a website or writing an article in the newspapers every 3-4 months. It is important to reach everybody not depending on the socio-economic
Everyone who wants to be part of the planning process should have a chance to be involved. (Hölzl & Nuissl, 2014)

3.5 Overview of the Plans

Nowadays there are four different plans, which are the base of the current development of Santiago and help in achieving a common vision.

a. Plan for Urban Development:
This plan leads the development of the urban centres of the regions and sets goals. It is established by the regional planners of the Ministry of Housing and Urban Development, which are aligned with the regional socio-economic development policies of Santiago. It is important that the plan’s aims are incorporated with the metropolitan and intercommunal regulatory plans. (Ferreira, 2014)

b. Intercommunal and Metropolitan Regulatory Plan:
The plan regulates the physical development of the urban and rural areas of Santiago that should all be integrated into one urban unit. So the intercommunal regulatory plan is necessary for the development between the divided communes to guide the physical development of the area. (Ferreira, 2014)

c. Communal regulatory plan with its sectional plans:
It helps in achieving a harmonious development of the communes especially in the centres according to the regional goals of economic and social development. The plan gives important norms for the hygiene and security standards in and around the buildings through the hierarchy of the roads and parking, setting urban expansion limits for the metropolitan area. The sectional plan is a detailed plan that decides on the width of the streets, roads, about parking zones and on the purpose of the land. It serves as a guideline for when areas are developed and built on to know the distance to the neighbouring lot etc. (Ferreira, 2014)

d. Limite Urbano
The fourth plan is the Limite Urbano and shows the current limits of the urban area and the future urban expansion.

To sum up, Santiago’s urban planning is not only a problem because of the lack of planning policies or strategies. Of course as examined here, it is a big problem to achieve a common development and work together on a vision for the city. Other issues are the centralised state operations, the public private partnerships that give the private sector even more influence and the elitist, technocratic policy concept. But Santiago is still recovering from its history of the military dictatorship, especially the civil society, and due to the market-orientated national policy it takes time to recovery and reform the state’s policies. (Ferreira, 2014)
To chapter 5: Chosen in depth study

5.1 Types of Housing

Quinta Normal has five different types of housing. The table below shows the type and its amount.

<table>
<thead>
<tr>
<th>Types of Housing for Rent</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>House</td>
<td>5.116</td>
</tr>
<tr>
<td>Apartments</td>
<td>1.389</td>
</tr>
<tr>
<td>Rooms for Rent</td>
<td>303</td>
</tr>
<tr>
<td>Cabin</td>
<td>63</td>
</tr>
<tr>
<td>Other</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6.886</strong></td>
</tr>
</tbody>
</table>

Amount of property: 15.188
Total amount of any type of housing: 22.074 (Trivelli & Cía, 2016)

5.2 Size of Apartments in Quinta Normal

The two maps show the real estate projects divided into the amount of rooms. Starting with one bedroom apartments, they are mostly concentrated in the city centre, especially in the historic centre. This also holds true in Providencia and Las Condes, although the number of offers has been decreased. The districts Quinta Normal, Recoleta, Renca and Macul do not offer one-bedroom apartments. This is due to the fact that these districts are family districts. Single people and young couples who have a high residential mobility are the target of one-bedroom apartments.

Two-bedroom apartments are mainly concentrated in Ñuñoa and San Miguel. Further outside, there is a higher concentration of houses (Lampa, Puente Alto, San Bernardo, La Florida).

Three and four-bedroom apartments are decreasing with the distance from the city centre. They are mostly located in the high-income areas in the East but more and more projects are coming to the north (Quilicura and Huechuraba). In general the Northeast of Santiago is the area with the most residential density. (GeoClip MINVU, 2010a-d)
Figure 1. Projects with 1 bedroom (GeoClip MINVU, 2010a)

Figure 2. Projects with 2 bedrooms (GeoClip MINVU, 2010b)

Figure 3. Projects with 3 bedrooms (GeoClip MINVU, 2010c)

Figure 4. Projects with 4 bedrooms (GeoClip MINVU, 2010d)
To Chapter 7: Characterization of chosen Buildings

7.1 Chosen Buildings in Quinta Normal (Portalinmobiliario, 2017)

<table>
<thead>
<tr>
<th>First Category</th>
<th>Gral Barbosa/San Pablo</th>
<th>Patria Nve 716</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size</strong></td>
<td>54 m² (21 floors)</td>
<td>50 m² (21 floors)</td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>3 rooms + 1 bath</td>
<td>3 rooms + 1 bath</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>65,662,016 (2.470 UF)</td>
<td>68,866,980 (2.600 UF)</td>
</tr>
<tr>
<td><strong>Crime</strong></td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td><strong>Public Transport</strong></td>
<td>Metro: Gruta de Lourdes (4 min walk), bus stops (4 min walk)</td>
<td>Metro: Gruta de Lourdes (2 min walk), bus stops (3 min walk)</td>
</tr>
<tr>
<td><strong>Green Area</strong></td>
<td>12 m²/person</td>
<td>14 m²/person</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Second Category</th>
<th>Mapocho 4643</th>
<th>Juan de Barros 3885</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size</strong></td>
<td>43 m² (19 pisos)</td>
<td>44 m² (24 pisos)</td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>2 rooms + 1 bath</td>
<td>2 rooms + 1 bath</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>38,405.00 (1.434 UF)</td>
<td>44,790.024 (1.691 UF)</td>
</tr>
<tr>
<td><strong>Crime</strong></td>
<td>Medium</td>
<td>Low</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td><strong>Public Transport</strong></td>
<td>Metro: Gruta de Lourdes (17 min walk), 8 bus stops (4 min walk)</td>
<td>Metro: Gruta de Lourdes (10 min), 7 bus stops (5 min walk)</td>
</tr>
<tr>
<td><strong>Green Area</strong></td>
<td>2 m²/person</td>
<td>2 m²/person</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Third Category</th>
<th>Carrascal 4007</th>
<th>Villasana 2036</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size</strong></td>
<td>70 m² (4 floors)</td>
<td>47 m² (4 floors)</td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>3 rooms + 1 bath</td>
<td>3 rooms + 1 bath</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>45,028,410 (1.700 UF)</td>
<td>50,325,870 (1.900 UF)</td>
</tr>
<tr>
<td><strong>Crime</strong></td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td><strong>Public Transport</strong></td>
<td>Metro: Gruta de Lourdes (16 min walk), 3 bus stops (4 min walk)</td>
<td>Metro: Gruta de Lourdes (16 min walk), 3 bus stops (3min walk)</td>
</tr>
<tr>
<td><strong>Green Area</strong></td>
<td>3 m²/person</td>
<td>3 m²/person</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Matucana 1253</strong></th>
<th><strong>Presidente Balmaceda 2150</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size</strong></td>
<td>30-45 m2 (23)</td>
<td>40 - 75 m2 (19 floors)</td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>1-2 rooms + 1 bath</td>
<td>1 - 3 rooms + 1 bath</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>30.531.172 (1.140 UF)</td>
<td>1.599 UF</td>
</tr>
<tr>
<td><strong>Crime</strong></td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td><strong>Public Transport</strong></td>
<td>Metro: Quinta Normal (11 min walk), 8 bus stops (4 min walking)</td>
<td>Metro: Cumming (12 min walking), 8 bus stops (4 min walking)</td>
</tr>
<tr>
<td><strong>Green Area</strong></td>
<td>3 m2/person</td>
<td>Hi gh</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>García Reyes 71</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size</strong></td>
<td>28 - 70 m2 (6 floors)</td>
</tr>
<tr>
<td><strong>Layout</strong></td>
<td>1 -2 rooms + 2 baths</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>46.118.139 (1.722 UF)</td>
</tr>
<tr>
<td><strong>Crime</strong></td>
<td>Low</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>High</td>
</tr>
<tr>
<td><strong>Public Transport</strong></td>
<td>Metro: República (7 min walking), 8 bus stops (5 min walking)</td>
</tr>
<tr>
<td><strong>Green Area</strong></td>
<td>13 m2/person</td>
</tr>
</tbody>
</table>

To Chapter 7: Connection with Theory

Another characterisation feature for segregation in a city is the socioeconomic structure, e.g. income level. The following maps show the territorial distribution of households according to their socioeconomic status with the population census of 2012. The percentage in the map is the total households by census area. Each one of the four maps shows one income level starting with the highest income level (between 26.408 – 56.101 SEK), (Adimark.cl, no year). More than 70% of the people who have a high income are living in the Eastern part of the city. This goes along with the prices of the land of course. In Quinta Normal hardly no citizens with a high-income are living. Just a small percentage is living in the North (between 5.1-10%).

The second map is the middle-income level (between 10.333 – 17.529 SEK, (Adimark.cl, no year)) which is distributed evenly over most of Santiago. A higher concentration is in the Southeast and partly in the West. Quinta Normal has a percentage between 0 - 40% of middle-incomes.

The low-income group (between 3.916 – 6.417 SEK, (Adimark.cl, no year) is also distributed evenly over the whole of Santiago. In Quinta Normal, the low-income group has a higher concentration between 30,1 – 50%. The rest of Santiago has a similar concentration between 30 to 50%.
The very low-income (2,015 SEK, (Adimark.cl, no year)) is more pronounced in Santiago than the low-income group. Especially, the west and the southwest are hosting a high percentage (> than 70%) of very low-income people. The location has to do with the price of the land, which is lower in these areas. Quinta Normal does not have a very pronounced very low-income group (between 30-40%).

When looking at all four maps at the same time, it is interesting that Santiago has a clear distinction when analysing the high-income and the very low-income groups (the two extremes). The rest of the groups are evenly distributed over the city. So based on these maps, it can be said (as already mentioned in the theory part) that in Santiago a socioeconomic segregation is happening, which puts people in different parts of the city.
7.1 Localization of Services in Poniente

The map below shows the different types of services in the Poniente Sector. Quinta Normal has a good health facility infrastructure (7 public hospitals) and education facilities for different age groups (elementary, upper secondary and high school). Services are important to make a district attractive for people to move there. Although Quinta Normal has the Quinta Normal Park, which does not belong to Quinta Normal but to Santiago Centro, and the Parque Renato Poblete, there is a lack of small green areas in Quinta Normal. There are the two parks but in other parts of the district there are no green spaces for the residents.

When personally visiting the Parque Renato Poblete in the North, the park was not full of people although it was a Sunday afternoon with warm weather. The park consists of a small lake where you can rent a boat and places where people can make a BBQ. Still the park does not seem to be very attractive. Apparently it has to do with its location as some years ago this area was not very safe. In the last years this area has developed and has become more popular. It needs more time to become known for the citizens to enjoy some quality time there. (Monares, 2017)

Beside green spaces, shopping malls are also very attractive, as people like to spend time for shopping. Unfortunately Quinta Normal does not have a shopping mall and people need to go, for example, to the Costanera Shopping centre in the East part of Santiago.

![Figure 6. Localization of Services (UC, 2017)](image)

Legend
- ♦ Primary Education
- ▲ Supermarkets
- ○ Municipality
- ● Hospitals

Figure 6. Localization of Services (UC, 2017)
7.2 Residential Building Development from 2010 to 2016

The following map shows the building permits between the years 2010 to 2016. In these last years a lot of construction and development has happened. Most of the building permits are located in the quarter Yungay, Quidora, Villa Sana (all three closest to the districts Santiago Centro and Estación Central) but also in Catamarca (in 2012). Compared to the district Estación Central, there is not so much construction going on but still it shows that Quinta Normal is under development. The Eastern and the Southern part of Santiago have a high number of construction projects.

Figure 7. Building Permits between 2010 - 2016 (IDE, 2016a)
7.3 Size and Layout of Apartments

The following map shows the design of the apartments in Quinta Normal in the time period between 2007 until 2010, where most of the apartments have between 1 to 3 rooms. In the past years the trend of smaller apartments with fewer rooms has increased. This is due to the changing preferences of society. There were no buildings built with more than 4 rooms in Quinta Normal. The new buildings are not for families, but rather for couples or young professionals. The buildings adapted to the new trend of people wanting to live in single households, smaller apartments and in close proximity to their work. The trend of living in a single-family house (30 years ago) is changing into the “back to the city” movement. The highest concentration of apartments is on the border to Santiago Centro (Calle Matucana) and along the Sergio Valdivinos as well as Autopista Central. This map only shows the size of apartments, not houses of the newly constructed buildings, as the construction of apartments was more dominant than of houses.

Figure 8. Distribution of bedrooms/ newly built apartments between 2007-2010 (GeoClip MINVU, 2010)
7.5 Population Density

The map below shows the density of population (housing/hectare) in the Poniente sector (districts Renca, Cerro Navia, Independencia, Quinta Normal, Lo Prado, Santiago Centro and Estación Central). Quinta Normal has a mixed density but average is between 0 – 600 inhabitants/block. Some parts, close to Quinta Normal Park and the two metro stations, have more than 1000 inhabitants per block but this is an exception. The closer to the city centre the higher the number of citizens. The more people in one block, the more apartments are there.
7.6 Housing Density

The following map shows the density of housing (especially apartments) in the Poniente Sector, which is defined as dwellings/hectares. The map with the density of inhabitants and the density of apartments are aligned with each other, which means that where the amount of apartments is high, the amount of inhabitants is also high. This is due to the fact that most of the apartments and houses are inhabited and only a few are on sale. In general, in Quinta Normal the amount of apartments is around 0 – 600 apartments/block and in some parts over 600, but very rarely. When comparing it to the district Santiago Centro, the amount of apartments/block is above 600 and up to 3000 and more. Santiago Centro has a higher concentration of residential buildings, as this was the part that developed first. After Santiago Centro was fully developed, the development moved further outside. (IDE, 2016c)
7.7 Location of housing offers in rent according to value UF / m2, Centro Poniente

The map below explains the location of housing offers with the indicator of the value UF/m2. UF is a special indicator used to describe the value of the ground, like a currency. How much does a m2 of housing cost in the sector Poniente (Renca, Cerro Navia, Quinta Normal, Lo Prado and Estación Central) and how many housing offers in rent exist.

Quinta Normal only has a value between 0.01 – 0.33 UF/m2. In comparison districts in the east of the city (Las Condes, Vitacura, Providencia) have up to 1.84 UF/m2. Quinta Normal is low in the rental prices compared to the “rich” parts in the east as well as the neighbouring district Estación Central (popular around the train station) or Santiago Centro (very popular through the whole district). The map shows very well that Yungay has higher values where it limits Santiago Centro and Yungay.

Figure 13. Location of housing offers in rent according to value UF/m2 (Trivell & Cía, 2016b, p. 17)
When examining the housing offer, Quinta Normal in general does not have a high offer of housing for rent compared to neighbouring district (e.g. Estación Central). This could be due to the small residential development in Quinta Normal due to the non-interest of construction companies to invest there. Quinta Normal is not presenting itself on the market as much as it could do. They are having a passive role when it comes to investments. (Avila, 2017) Although districts like Santiago Centro can offer more housing, it is partly more expensive as the district can offer more services and a better infrastructure.
10.3 Reference List


Figure 1-4: GeoClip MINVU, 2010a-d. Projects with 1 - 4 bedrooms, Gran Santiago, 2007 - 2010 (Proyectos con 1 - 4 dormitorios). (online) Available at: Available at: http://geoclip.minvu.cl/carto.php?gcdebug=1 [Accessed 23 September 2017].

Figure 5: Trivelli, P., & Cía, 2016a. Distribution of the territorial homes according to the socio-economic income groups in 2012 (Estimación y Análisis de precios de arriendo residencial para las capitales regionales. Gran Santiago. Comisión de Estudios Habitacionales y Urbanos. ), p. 43. Estudio realizado por Trivelli y Cía. Ministerio de Vivienda y Urbanismo.

Figure 6: UC, 2017. Location of Services. Localización de los Servicios. Datos de Universidad Pontificia Católica de Chile. [Accessed 18 December 2017].
Figure 7:

Figure 8:

Figure 9:

Figure 10:

Figure 11:

Figure 12:

Figure 13:
10.4 Interviews

10.4.1 First Interview

7th of October 2017, 10:00
Employee at the municipality of Quinta Normal
Juan Enrique Avila Aguirre

1. ¿Cuál es tu posición en Quinta Normal o en qué trabajaste?
Hace dos años atrás yo era el asesor urbanista de Quinta Normal. Era el que veía tema del plan regulador de Quinta Normal.

1. What is your position in Quinta Normal or what did you do?
Two years ago I was the urban planner of Quinta Normal. I was the one who saw the regulatory plan of Quinta Normal.

2. ¿Cómo describirías Quinta Normal? ¿Cómo es el distrito en tus ojos?
Mira uno de lo que siempre he recalcado de Quinta Normal, es que es una comuna totalmente mixta, o sea tiene un uso que es habitacional, pero también de actividades productivas, especialmente pequeños talleres. Esa es una de las principales características que se observan en Quinta Normal, se logra combinar esas dos actividades, con dificultades, porque igual es complejo el poder mantener que esté una vivienda y al lado un taller o una industria que te complica un poco la existencia, pero en sí históricamente Quinta Normal es una comuna mixta.

2. How would you describe Quinta Normal? How is the district in your eyes?
Look at one of what I have always emphasised about Quinta Normal, is that it is a totally mixed community, that it has a use that is residential, but also productive activities, especially small workshops. That is one of the main characteristics observed in Quinta Normal, it is possible to combine these two activities, with difficulties, because it is still difficult to maintain a home and next to it a workshop or an industry that complicates your existence a little , but in itself historically Quinta Normal is a mixed commune.

3. ¿Cuáles son los nuevos proyectos? He leído sobre nuevo Yungay Centro, Parque de los Reyes y Costanera Norte. ¿Éstos son los nuevos proyectos de desarrollo aquí? ¿O estos proyectos aún no han empezado o están recién empezando?
Primero el distrito Yungay, que así le llamamos, el gran potencial que tiene ese sector, es que existen unos lotes de terrenos grandes, que permitían el desarrollo especialmente inmobiliario en el sector, entonces eso fue lo que pasó ahí, empezó a crecer mucho, empezaron a aparecer muchos edificios de vivienda.

El hecho de estar al lado de la comuna de Santiago, es uno de los potenciales que tiene ese sector. También el hecho de existir la Costanera Norte, que es la que existe hoy en día, también eso ayuda a potenciar todo este crecimiento.

El Parque Renato Poblete, o Parque Fluvial, aparece después de que aparecen estos edificios. Vino a potenciar mucho más ese sector. Puedes ir caminando a ese parque, es un parque de muy buena calidad, vino a potenciar mucho más el crecimiento en ese lugar, pero vino a aparecer mucho después, los edificios no fueron edificados pensando en el parque, fue una suerte que apareció este parque en este sector.
3. **What are the new projects? I have read about new Yungay Center, Parque de los Reyes and Costanera Norte. These are the new development projects here? Or have these projects not yet begun or are they just beginning?**

First the Yungay district, that’s what we call it, the great potential that this sector has, is that there are lots of large land, which allowed the development especially of real estate in the sector, so that’s what happened there, it started to grow a lot. Many residential buildings began to appear.

The fact of being next to the commune of Santiago, is one of the potentials that this sector has. Also the existence of the Costanera Norte, which is what exists today, also helps to enhance all this growth.

The Renato Poblete Park, or Fluvial Park, appears after these buildings appear. It came to promote much more that sector. You can walk to that park, it is a park of very good quality, it came to enhance much more the growth in that place, but it came to appear much later, the buildings were not built thinking about the park, it was fortunate that this park appeared in this sector.

4. **¿Tienes una ley del alto de los edificios? Quinta Normal es un distrito con las casas de uno o dos pisos, pero también existen 15 pisos. La estructura urbana es mixta, ¿es por ellos que tienen una ley respecto a esto?**

Hasta hace unos dos años atrás el plan regulador que normaba Quinta Normal, era un plano de 1987. Ese plan regulador era muy amplio, lo que permitía grandes alturas, no tenía grandes restricciones, entonces eso permitió que aparecieran todos estos edificios tan altos.

Hace dos años o un año atrás, se modificó el plan regulador, se modificó la normativa y ahí se estableció alturas más bajas. Ahora la mayoría de los edificios que pueden existir en Quinta Normal son edificios de cinco pisos, ya más que eso no se permite, a excepción de algunos sectores donde se permite de diez a quince pisos, pero tienes razón, hay sectores donde hay edificios que son hasta de 23, 24 pisos.

4. **Do you have a law of the height of buildings? Quinta Normal is a district with houses of one or two floors, but there are also 15 floors. The urban structure is mixed, is it because of them that they have a law regarding this?**

Until about two years ago the regulatory plan that regulated Quinta Normal, was a plan of 1987. That regulatory plan was very broad, which allowed great heights, had no major restrictions, then that allowed to appear all these tall buildings.

Two years ago or a year ago, the regulatory plan was modified, the regulations were modified and lower heights were established there. Now most of the buildings that can exist in Quinta Normal are five-story buildings, and more than that is not allowed, except for some sectors where ten to fifteen floors are allowed, but you’re right, there are sectors where there are buildings that are up to 23, 24 floors.

5. **¿Como el “Jardines”? He caminado en el distrito y hay un nuevo proyecto en donde el problema es que la gente no puede recibir las llaves de su departamento.**

Una de las complicaciones que nos generó el tema del crecimiento tan grande de estos edificios, es que es mucha población en un pequeño sector, porque el distrito Yungay es un lugar pequeño en base a toda la comuna. Entonces llegó mucha gente, muchos habitantes a ese sector, afectando la convivencia entre personas y la cantidad de vehículos que llegó ahí. La explosión demográfica que hubo ahí fue muy fuerte, y eso fue algo que, cuando hicimos la modificación del plano regulador, para permitir que se construyeran edificios así, se nos pasó.
Debemos haber sido más exigentes en la cantidad de estacionamientos por edificios, las alturas haberlas normado un poco más.

5. Like the „Jardines“? I have walked in the district and there is a new project where the problem is that people cannot receive the keys to their apartment.

One of the complications that caused us the issue of the great growth of these buildings, is that it is a lot of population in a small sector, because the Yungay district is a small place based on the whole commune. Then many people arrived, many people in that sector, affecting the coexistence between people and the number of vehicles that got there.

The demographic explosion that was there was very strong, and that was something that, when we made the modification of the regulatory plan, to allow such buildings to be built, it happened to us. We should have been more demanding in the amount of parking spaces per building, the heights having regulated them a bit more.

6. ¿Tú piensas que los nuevos proyectos están volviendo el distrito más atractivo para la gente? Porque la historia de Quinta Normal tiene una tendencia de emigración de la población. Quinta Normal tiene el atractivo de la cercanía del centro, pero el desarrollo del futuro con la población puede hacerlo más atractivo.

Nosotros trabajamos con la Universidad Católica en la modificación del plan regulador, y una de las metas que tenía ese cambio del plan regulador era atraer nueva población a la comuna, porque es verdad que la población estaba emigrando de la comuna.

Fue solamente con el desarrollo inmobiliario. Las empresas inmobiliarias encontraron atractiva la comuna y empezaron a instalarse acá. Sólo con eso, ya que de hecho el nuevo plan regulador nunca fue aprobado, pero el atractivo inmobiliario hizo que llegara más gente, incluso a volver personas que antes eran de acá o hijos de personas que eran de Quinta Normal. Y lo que tú dices, el hecho de que Quinta Normal esté tan cerca del centro de Santiago, la hace mucho más atractiva ya que es fácil llegar, salir de la comuna, llegar al centro, ir hacia la zona oriente, entonces todo eso hizo atractivo, e hizo que las empresas inmobiliarias llegaran acá.

Hoy la realidad es diferente, con esta modificación que se hizo al plan regulador las empresas inmobiliarias ya no están tan interesadas en construir acá. ¿Sabes por qué? Uno de los factores es el hecho de que en Quinta Normal el valor del metro cuadrado es caro. Hoy en día lo último que se estaba vendiendo es entre 9 a 12 Uf el metro cuadrado. Para edificios altos ese valor convenía, ya que se podía tener retornos con esas alturas, pero hoy con el tema de los 5 pisos o 10 pisos las empresas no sienten atractivo en construir. La finalidad que hubo del trabajar con el plan regulador antiguo era el poder atraer construcciones en altura acá, para atraer más población y no estar perdiéndola.

6. Do you think that the new projects are making the district more attractive for people? Because the history of Quinta Normal has a tendency of emigration of the population. Quinta Normal has the attraction of the proximity of the center, but the development of the future with the population can make it more attractive.

We work with the Universidad Católica in the modification of the regulatory plan, and one of the goals of this change in the regulatory plan was to attract a new population to the commune, because it is true that the population was emigrating from the commune. It was only with real estate development. The real estate companies found the commune attractive and began to settle here. Only with that, since in fact the new regulatory plan was never approved, but the real estate appeal caused more people to arrive, even to return people who were once from here or children of people who were from Quinta Normal.
And what you say, the fact that Quinta Normal is so close to the center of Santiago, makes it much more attractive since it is easy to get there, get out of the commune, get to the center, go to the eastern area, then all that made attractive, and made the real estate companies come here.

Today the reality is different, with this modification that was made to the regulatory plan real estate companies are not so interested in building here. You know why? One of the factors is the fact that in Quinta Normal the value of the square meter is expensive. Nowadays the last thing that was being sold is between 9 to 12 UF per square meter. For tall buildings that value was convenient, since you could have returns with those heights, but today with the issue of the 5 floors or 10 floors companies do not feel attractive in building. The purpose of working with the old regulatory plan was to attract high-rise constructions here, to attract more population and not be losing it.

7. ¿Quinta Normal tiene un proceso de densificación, o no? Porque es caro, pero por otro lado Santiago no tiene espacios.
¡Exacto! Quinta Normal tuvo un proceso de densificación, estaba orientado para allá. Pero cuando se modifica el plan regulador este proceso se detuvo, está detenido. Las construcciones que tú ves ahora que se están ejecutando, son proyectos que se adjudicaron y aprobaron antes de la vigencia del nuevo plan regulador. Pero hoy en día no tenemos esta necesidad o atracción de las inmobiliarias por la comuna, y es por el valor del metro cuadrado.

Quinta Normal es caro, un proyecto para ser atractivo, a los valores del metro cuadrado es complicado. Son dos factores, uno es verdad que es atractivo que esté cercano al centro, pero no está en el centro mismo, entonces Santiago por ejemplo sigue creciendo en altura, en Santiago sigue habiendo proyectos inmobiliarios grandes ya que sigue siendo una comuna atractiva. Quinta Normal se estaba volviendo atractiva, pero en base a proyectos de mayor altura.

7. Quinta Normal has a densification process, or not? Because it is expensive, but on the other hand Santiago does not have spaces.
Exactly! Quinta Normal had a process of densification, was oriented to there. But when the regulatory plan is modified this process stopped, it is stopped. The constructions that you see now that they are being executed, are projects that were awarded and approved before the new regulatory plan came into effect. But today we do not have this need or attraction of real estate by the commune, and it is by the value of the square meter.

Quinta Normal is expensive, a project to be attractive, to the values of the square meter is complicated. There are two factors, one is true that it is attractive to be close to the center, but it is not in the center itself, so Santiago for example continues to grow in height, in Santiago there are still large real estate projects as it remains an attractive commune. Quinta Normal was becoming attractive, but based on higher-level projects.

8. La temática de mi tesis es el problema de segregación. ¿Tú piensas que Quinta Normal es un distrito segregado? En la historia, en cien años, primero con la agricultura y luego con la industria. Fue un distrito laboral y después la gente más rica llegó acá con las industrias. En general Quinta Normal no es tanta la segregación que existe. Primero la parte urbana es una comuna mixta, en la parte social es una comuna muy arecedida, no existe mucha diferencia en nivel social. Solo hay un sector pequeño de unas casas muy bonitas, más grandes, pero el resto de la comuna, en general, son construcciones de clase media o media baja.

Históricamente la comuna de Quinta normal, en su tiempo como tu decías hace cien años
atrás o ochenta años atrás, con la presencia de ferrocarriles, potenció mucho en Quinta Normal el tema de las actividades productivas, ya que el tren tenía su llegada acá, entonces muchas de las actividades que se desarrollaron fue debido a eso. Distrito Yungay era terreno de ferrocarriles, entonces eso hacía que el desarrollo de la comuna sea en base a ello.

Hoy lo complejo es que está la pelea en que Quinta Normal es que una comuna dormitorio y los talleres que quieren mantenerse y hacer que se mantenga como una comuna mixta, teniendo actividad productiva igual. Lo complejo de todo esto es que la municipalidad de Quinta Normal depende mucho de los ingresos que generan las empresas, los derechos que deben pagar en la municipalidad. Eso está generando una complejidad para que se mantenga la municipalidad, porque se mantiene por los ingresos propios que genera, eso genera una complejidad dentro del manejo de la comuna.

8. The topic of my thesis is the problem of segregation. Do you think that Quinta Normal is a segregated district? In history, in a hundred years, first with agriculture and then with industry. It was a working district and then the richest people came here with the industries. In general, Quinta Normal is not so much the segregation that exists. First the urban part is a mixed commune, in the social part it is a very arid commune, there is not much difference in the social level. There is only a small sector of some very nice, larger houses, but the rest of the commune, in general, are constructions of middle or lower middle class.

Historically, the commune of Quinta Normal, in its time as you said a hundred years ago or eighty years ago, with the presence of railroads, greatly boosted the theme of productive activities in Quinta Normal, since the train had its arrival here, then many of the activities that were developed were due to that. Yungay District was railroad land, so that made the development of the commune based on it.

Today the complex is that there is the fight in which Quinta Normal is a dormitory commune and the workshops that want to maintain themselves and keep it as a mixed commune, having equal productive activity. The complexity of all this is that the municipality of Quinta Normal depends a lot on the income generated by the companies, the rights they must pay in the municipality. This is creating a complexity for the municipality to maintain, because it is maintained by the income generated, which generates a complexity within the management of the commune.

9. El distrito es residencial e industria. Yo pienso que la Costanera Norte divide la comuna, ya que una persona no puede cruzar, si tú tienes un auto está bien. Más que la Costanera Norte el límite de la comuna es el río Mapocho, hacia el otro lado está Renca. La Costanera Norte pasa por Renca, lo que más divide las comunas Renca y Quinta Normal, no es tanto la Costanera Norte si no que el río Mapocho. Ya que el río es una limitante natural que tenemos, la única manera de unirnos son los puentes, y son pocos los puentes que tenemos para unirnos con el otro lado.

No es algo complejo para nosotros, para el desarrollo de Quinta Normal, el río y la Costanera Norte. Ya que Quinta Normal está desarrollándose hacia el Oriente y no hacia el norte. Porque el atractivo está cerca del centro, no de Renca, Quilicura o Pudahuel.

The district is residential and industrial. I think that the Costanera Norte divides the commune, since a person can not cross, if you have a car it’s fine. More than the north coast, the boundary of the commune is the Mapocho river axis, to the other side is Renca. The Costanera Norte passes through Renca, what most divides the Renca and Quinta Normal communes, it is not so much the Costanera Norte, but the Mapocho river. Since the river is a natural limitation that we have, the only way to cross are the bridges,
and there are few bridges that we have to unite with the other side. It is not something complex for us, for the development of Quinta Normal, the river and the Costanera Norte. Since Quinta Normal is developing towards the East and not towards the north. Because the attraction is near the center, not Renca, Quilicura or Pudahuel.

10. ¿Cómo se establecen los proyectos?, ¿Quiénes están implicados?, ¿Quiénes son los actores?, ¿Sólo la municipalidad o la gente que vive aquí tiene una interacción con estos proyectos?
Una de las cosas que establece la normativa para desarrollar los nuevos planes reguladores, piden una participación ciudadana potente. Hoy en día la ciudadanía está exigiendo esa participación. Por eso te decía lo complejo de esta situación.

El sector productivo, los dueños de los talleres e industrias, lamentablemente se dedican únicamente a su parte productiva, pero cuando se realizan estas reuniones para discutir los nuevos planes reguladores, no van. Los únicos que van son las personas que viven en la comuna, que solamente duermen acá, y es el que no está a favor de tener un taller.

Se genera una parte compleja ya que solamente estas escuchando al vecino que no tiene y no quiere taller, inclusive se hacen trabajos orientados para que vayan los dueños de los talleres y no llegan. Entonces pierden poder, pierden peso ante este trabajo del nuevo plan regulador. ¿Qué es lo que está pasando ahí?, se estableció que en sectores donde históricamente sí se permitían talleres ya no se puedan construir nuevos. Al final lo que más se escucha para quienes están diseñando el plan regulador, es el vecino, el que vive en la comuna, no el que trabaja en el sector.

Los que más participan en estas reuniones por lo general son personas de más edad, los jóvenes no participan en estas reuniones, son muy pocos los que va. Los dueños o los que trabajan en estos talleres, están preocupados de trabajar, de producir y no van a estas reuniones donde se está decidiendo si ellos se mantienen o no en la comuna. Luego ellos se dan cuenta de están novedades, como que la calle San Pablo, la calle Jota Pérez, la calle Mapocho, que en todos sus bordes existen muchos talleres, pero que hoy en día el plan regulador aprobado no permite la actividad de talleres en esas calles.

Al estar congelados, los talleres que existen ahí pueden seguir funcionando sin ningún problema, pero si quieren ampliarse no pueden, si quieren comprar el terreno del vecino para ampliar su taller, tampoco pueden, solo para uso residencial, pero no para agrandar su taller. Eso es lo complejo que pasa acá, están congelados, un nuevo taller que quiere establecerse ahí tampoco puede.

10. How are the projects established? Who is involved? Who are the actors? Only the municipality or the people who live here have an interaction with these projects?
One of the things that the regulation establishes to develop the new regulatory plans, call for a powerful citizen participation. Nowadays the citizenship is demanding that participation. That’s why I told you how complex this situation is.

The productive sector, the owners of the workshops and industries, unfortunately are only dedicated to their productive part, but when these meetings are held to discuss the new regulatory plans, they do not go. The only ones that go are the people who live in the commune, who only sleep here, and is the one who is not in favor of having a workshop. A complex part is generated since you are only listening to the neighbor who does not have and does not want a workshop, including oriented work so that the owners of the workshops go and do not arrive. Then they lose power, they lose weight before this work of the new regulatory plan. What is happening there?
It was established that in sectors where workshops were historically allowed, new ones can no longer be built. In the end what is most heard for those who are designing the regulatory plan, is the neighbor, the one who lives in the commune, not the one who works in the sector.

Those who participate most in these meetings are usually older people, young people do not participate in these meetings, there are very few who go. The owners or those who work in these workshops, are worried about working, about producing, and they do not go to these meetings where they are deciding whether or not to keep them in the commune. Then they realize these developments, such as San Pablo Street, Jota Pérez Street, Mapocho Street, that there are many workshops on all edges, but nowadays the approved regulatory plan does not allow the activity of workshops in those streets.

Being frozen, the workshops that exist there can continue to work without any problem, but if they want to expand can not, if they want to buy the land of the neighbor to expand their workshop, they can not, only for residential use, but not to enlarge their workshop. That is the complex that happens here, they are frozen, a new workshop that wants to establish itself there can not either.

11. Solo los talleres de muchos años están aquí. Por ejemplo si este taller cierra, ¿Qué pasa con éste?
Ahí murió, no puede haber otro taller. Cierra, tendría que venir alguien a comprarlo para construir una vivienda.

11. Only the workshops of many years are here. For example, if this workshop closes, what happens with this one?
Then it died, there can not be another workshop. Close, someone would have to come to buy it to build a house.

12. Entonces es como un proceso de renovación, como cuando tienes una casa vieja y nuevos vecinos edifican, renuevan, y esta propiedad es más cara. ¿Ésto es lo mismo con la calle de talleres? Cuando cierra un taller, los nuevos propietarios construyen algo mejor. Porque cuando los talleres cierran y una nueva empresa construye algo nuevo es más atractivo que un taller.
Lo complejo de este nuevo plan regulador es que si cierras un taller, lo que vas a construir una vivienda, pero como Quinta Normal tiene un valor por metro cuadrado tan alto, lo que pasa es que esa propiedad empieza a quedar ahí, y a ser utilizada en forma clandestina.

Lo que pasa es que si cierra un taller va a llegar otro taller y va a funcionar por uno o dos años, hasta que la municipalidad se dé cuenta que no tiene patente para funcionar. Cierra, llega otro y así continuamente, y empieza a decaer ya que el dueño del lugar no va a invertir en el lugar, no va a dejar que empiece a decaer más, hasta que aparezca alguien que se interese en comprarlo.

Por lo general cuando tu vez un taller, la persona que lo quiere comprar es para establecer otro taller, pocas veces es para construir una vivienda en ese lugar. Está reciente este nuevo plan regulador, por lo que de aquí a diez veremos qué es lo que pasa con esos corredores que hoy en día los talleres siguen funcionando, sin ningún problema entre comillas, pero cuando empiecen a cerrar y se darán cuenta que no pueden construir otro, ahí veremos qué es lo que va a pasar con esos terrenos. Otra cosa que podría pasar que el hecho que solamente al cerrar un taller se pueda hacer una vivienda, hará que probablemente bajen los precios del terreno, pero hay que esperar, pues no sabemos a qué puede llegar esto.
12. Then it's like a renovation process, like when you have an old house and new neighbors build, renovate, and this property is more expensive. Is this the same with the street of workshops? When a workshop closes, the new owners build something better. Because when the workshops close and a new company builds something new it is more attractive than a workshop.

The complexity of this new regulatory plan is that if you close a workshop, what you are going to build a house, but as Quinta Normal has a value per square meter so high, what happens is that property starts to stay there, and be used in a clandestine way.

What happens is that if a workshop closes another workshop will arrive and it will work for one or two years, until the municipality realizes that it has no patent to operate. It closes, another arrives and so on continuously, and begins to decay as the owner of the place will not invest in the place, will not let it begin to decline no more, until someone who is interested in buying it appears.

Usually when you turn a workshop, the person who wants to buy it is to establish another workshop, it is seldom to build a house in that place. This new regulatory plan is recent, so from ten to ten we will see what happens with those corridors that today the workshops are still working, without any problem in quotes, but when they begin to close and realize that they can not build another, there we will see what is going to happen with those lands.

Another thing that could happen is that the fact that only when a workshop is closed can make a house, it will probably lower land prices, but we have to wait, because we do not know what this can be.

13. Is there any urban planning tool to overcome the issue of segregation? In Quinta Normal there is no segregation, but is there in Santiago?

That's something we city planners criticize a lot. If you notice and get to know a little about the projects that have been executed here, these tall buildings, first the quality of the building in the sense of the terminations, because in the sense of the structural is good since the earthquake test passed, but the quality of the finishes, the quality of the space, very small bedrooms, that
quality is very bad. Here you build a 23-story building and you put a huge number of families living there, and the spaces are small, so that’s what you talk about segregation, they are families but they live in very small spaces and mainly middle-class families.

What happens? The segregation exists towards the east are the buildings with well executed spaces, a department with the quantities of square meters that is ideal, many green areas. Quinta Normal is one of the communes that has the greatest deficit of green areas, we have very little green area. Then that segregation is generated, but it occurs more by sector, to the east. If you analyze the communes of the eastern sector that we have next, Renca, Cerro Navia, Pudahuel, Central Station, Lo Prado, are in general a commune of the same social level, with small sectors where there are some houses of better quality, but in general they are of very poor quality, quality in space, in urban space towards the population.

14. ¿Cuál es el sector en Quinta Normal donde niveles social alto vive? ¿Cómo se llama ese sector? ¿Dónde vive la gente más rica de Quinta Normal?
Es aquí al lado de la municipalidad, son unas 100 viviendas como máxima, el resto está repartido.

14. Where is the sector in Quinta Normal where high social levels live? What is the name of that sector? Where do the richest people of Quinta Normal live?
It is here next to the municipality, there are about 100 houses as maximum, the rest is distributed.

15. ¿Cuál es tu experiencia respecto al desarrollo de densificación? ¿Solo es esa renovación de los barrios o revitalizar talleres mercados, o es más? Ya que cuando he caminado desde el bus hay muchos espacios, por lo que piensa que Quinta Normal tiene la potencialidad de densificarse más, pero dices que es muy caro, entonces el problema es porque es bastante caro y no esta densificada.
Lamentablemente como te decía, las empresas inmobiliarias que han llegado acá a Quinta Normal, por lo general lo que buscan, y en general en Chile, cualquier inversión que haces estas buscando la mayor ganancia posible. O sea invertir lo menos y ganar lo máximo. Y eso pasa acá, todos los que construyeron acá, la calidad de los departamentos que entregaron es muy baja, entonces no ha existido acá, y no existe el interés, de construir un departamento. Los departamentos acá son de 30 a 60 metros cuadrados, y 60 ya es harto, 30 es lo más normal, son pequeños departamentos.

15. What is your experience regarding the development of densification? Is it just that renovation of neighborhoods or revitalizing workshops markets, or is it more? Since when I have walked from the bus there are many spaces, so you think that Quinta Normal has the potential to densify more, but you say it is very expensive, then the problem is because it is quite expensive and is not densified.

Unfortunately, as I was saying, the real estate companies that have come here to Quinta Normal, usually what they are looking for, and in general in Chile, any investment you are making, looking for the highest possible profit. In other words, invest the least and earn the most. And that happens here, all those who built here, the quality of the departments they delivered is very low, then there has not been here, and there is no interest, to build a apartment. The apartments here are 30 to 60 square meters, and 60 is already big, 30 is the most normal, they are small apartments.
16. ¿Y cuántas personas viven en cada departamento?
Son familias pequeñas, papa, mama y uno o dos hijos como máximo. Eso hace que la calidad de las construcciones sea lo que uno no esperaba. Esto del cambio del plano de regulación busca que existan mejores construcciones, pero hoy en día no es atractivo. La comuna yo diría que estanco la densificación, esta parada. Se logró lo que se quería, de que llegara más gente y se logró. Con el Censo, que es en un mes más sabremos si efectivamente logramos eso. Quinta Normal venia bajando su población, muchísimo. Por lo que tenemos que ver ahora si revertimos esto y crecimos, pero lo que yo veo es que hoy se va a estancar esto.

Yo creo no se supo normar bien en el sentido de combinar las dos cosas, establecer más exigencias a estos edificios en altura, no prohibirlos, pero eximir más en cuanto a áreas verdes, espacio o superficie del departamento, pero no prohibírlas, ya que estancan la comuna. Lo otro que comienza a aparecer son pequeños puntos, proyectos pequeños de viviendas, casas de un piso o dos pisos, pero son muy pocos. Se busca hacer la comuna más agradable para vivir acá, y es lo que buscaban las personas que venían a estas reuniones. Los que viven acá ellos querían no tener tantos autos en la comuna, tanto tráfico en la comuna, estar tranquilos, que está bien, es lo que uno quiere, pero la mezcla es compleja.

Otra de las cosas que uno conversaba por la comuna, yo te decía que Quinta normal tiene muy pocas áreas verdes, pero si tu recorres las calles en general, tienen espacios amplios, tienen 7 metros de ancho, pueden andar dos autos al mismo tiempo, entonces eso también es atractivo, tú no te encuentras con tacos a excepción de dos puntos en específico más conflictivos, pero en general es una comuna grata de recorrerla, entonces también es atractivo. Es el valor del metro cuadrado hace que no sea tan fácil venir a construir aquí.

16. And how many people live in each department?
They are small families, dad, mum and one or two children maximum. That makes the quality of construction is what you did not expect. This change of the regulation plan seeks to have better constructions, but nowadays it is not attractive. The commune I would say that stagnates the densification, this stop. What was wanted was achieved, that more people arrived and it was achieved. With the Census, which in a month more we will know if indeed we achieve that. Quinta Normal was coming down its population, very much. So we have to see now if we reverse this and grow, but what I see is that today this is going to stagnate.

I think it was not known to regulate well in the sense of combining the two things, to establish more demands on these buildings in height, not to prohibit them, but to exempt more in terms of green areas, space or area of the department, but not to prohibit it, since they are sealed the commune. The other thing that begins to appear are small points, small housing projects, one-story or two-story houses, but they are very few. It seeks to make the commune more pleasant to live here, and that is what the people who came to these meetings were looking for. Those who live here they wanted not to have so many cars in the commune, so much traffic in the commune, to be quiet, that’s fine, it’s what you want, but the mix is complex.

Another thing that you talked about in the commune, I told you that Quinta normal has very few green areas, but if you walk the streets in general, they have wide spaces, they are 7 meters wide, they can take two cars at the same time, then that is also attractive, you do not meet with tacos except for two specific points more conflicting, but in general it is a pleasant community to visit, then it is also attractive. It is the value of the square meter makes it not so easy to come and build here.
17. ¿Cuáles son los nombres de las empresas que construyen acá?
La primera empresa que llegó acá se llamaba SironValle, ellos fueron los pioneros en construir un edificio de cinco pisos, después otro y después hicieron Valle, que es la misma empresa que Santa Beatriz. Es una empresa familiar donde crearon Valle y uno de los hijos creo Santa Beatriz, es la que construyó acá en el distrito Yungay. En general deben ser unas 10 o 12 empresas que llegaron acá en la comuna.

17. What are the names of the companies that build here?
The first company that arrived here was called SironValle, they were the pioneers in building a five-story building, then another and then Valle, which is the same company as Santa Beatriz. It is a family business where they created Valle and one of the children I think Santa Beatriz, is the one that build here in the Yungay district. In general there should be about 10 or 12 companies that arrived here in the commune.

18. ¿Los espacios son de la municipalidad o son privados? Si la empresa quiere comprar ese espacio, ¿Quién es el propietario?
No, si tú eres una inmobiliaria que quiere construir acá en Quinta Normal, tu viene ves unos terrenos que te interesa, hablas con los propietarios de los terrenos, propietarios privados, quedan de acuerdo en el precio, y lo único que hace la municipalidad es después de que tu compraste el terreno, cuando tú quieres construir e ingresas el proyecto de construcción, ahí la municipalidad recién entra en la historia. Porque ahí tu ingresas el proyecto, la municipalidad lo revisa, que cumplan con la normativa y te dan el permiso. La municipalidad no puede decir nada respecto a la superficie del departamento, si es pequeño o grande, de los jardines, si existen o no, piscinas o no, todo lo que establezca proyectista, que es el arquitecto del proyecto, y la inmobiliaria. No hay gran participación de la municipalidad en esto.

18. Are the spaces of the municipality or are they private? If the company wants to buy that space, who owns it?
No, if you are a real estate agent who wants to build here in Quinta Normal, you come to see some land that interests you, talk to the owners of the land, private owners, agree on the price, and the only thing the municipality does is after you bought the land, when you want to build and you enter the construction project, there the municipality just enters the history. Because there you enter the project, the municipality reviews it, you comply with the regulations and they give you permission. The municipality can not say anything about the surface of the department, whether it is small or large, of the gardens, whether they exist or not, swimming pools or not, everything that the designer establishes, that is the architect of the project, and the real estate. There is not much participation from the municipality in this.

19. ¿La municipalidad construye? ¿No tienen el dinero?
No, no estamos autorizados a construir este tipo de edificios. Si queremos construir tienen que ser para el desarrollo de la comunidad, por ejemplo un estadio, una sede social, todas estas cosas que son para el servicio de la comunidad, no para nosotros ganar dinero.

19. Does the municipality build or does not have the money?
No, we are not authorized to build this type of buildings. If we want to build they have to be for the development of the community, for example a stadium, a social headquarters, all these things that are for the service of the community, not for us to earn money.

20. ¿Y las viviendas sociales?
Eso es a nivel de ministerio, el ministerio de la vivienda tiene la potestad para encargar a e
mpresas constructoras la construcción de viviendas sociales.

20. And the social housing?
That’s at the ministry level, the housing ministry has the power to commission construction companies to build social housing.

21. ¿Y hay muchas viviendas sociales acá?
Hay pocas, pero muy pocas, debido al alto valor de los terrenos. Hay excepciones de algún propietario de algún terreno, que no está pensando en dinero y vende a precio bajo un terreno y ahí puede aparecer una construcción de viviendas sociales, pero en general es muy difícil.

21. And are many social housing here?
There are few, but very few, due to the high value of the land. There are exceptions of some owner of some land, who is not thinking about money and sells at a low price land and there may appear a construction of social housing, but in general it is very difficult.

22. ¿Quinta Normal tiene una organización de vecinos? ¿Hay alguna persona que se contacte con estos vecinos?
Dentro del municipio hay un departamento que trabaja directamente con la comunidad. De la comunidad no sé exactamente quien, pero te mando por mail de la persona que trabaja en la municipalidad y que está en contacto directo con las organizaciones comunicales, y ahí tu puedes hacer el nexo con él por si tú quieres ir a hablar con alguien.

22. Does Quinta Normal have an organization of neighbours? Is there a person who has contact with the neighbours?
Within the municipality there is a department that works directly with the community. Of the community I do not know exactly who, but I send you by mail of the person who works in the municipality and who is in direct contact with the community organizations, and there you can make the link with him in case you want to talk to someone.
1. ¿Cuál es tu profesión?
Yo me llamo Juan Francisco Munares, yo coordino un movimiento ciudadano aquí en Quinta Normal y de profesión soy publicista. Tengo un diario también que se llama “El Carrascal”, es un diario ciudadano que recoge las experiencias de los vecinos, la denuncia de los vecinos versus la posición del municipio. Somos la alternativa al diario de la municipalidad.

2. ¿Cómo describirías Quinta Normal? ¿Cómo es el distrito en tus ojos?
Quinta Normal es una comuna muy rica en vida de barrio. Una de las pocas comunas que quedan con vida de barrio. Vida de barrio me refiero a esta cercanía que existe entre los vecinos, al conocerse, al juntarse a conversar.

3. ¿O sea es muy personal?
No, o sea, por ejemplo en Las Condes la gente es muy personalista, no sabe quien vive al lado, no se saludan. Aquí es todo lo contrario, aquí todos se saludan, todos se conocen. Hay una integración de la sociedad y eso se llama la vida de barrio.

4. ¿Y también pasa con los nuevos edificios?
Ahí hay una diferencia, ya que los nuevos edificios, que son muy reducidos, de 40 metros cuadrados, nosotros los hemos puesto dentro de un proyecto de personas que vienen de forma pasajera, que no se viene a quedar a Quinta Normal. Vienen de paso, son casi un apart hotel. No así condominios donde hay departamentos que son más grandes, que tienen tres dormitorios, dos baños. Ahí una familia puede vivir dignamente, no así en un departamento de un ambiente, chiquitito, reducido.
4. And what about the new buildings?
There is a difference, since the new buildings, which are very small, of 40 square meters, we have put them into a project of people who come in a temporary way, which do not come to stay in Quinta Normal. They come in step, they are almost an apart hotel. Not so condomini-ums where there are apartments that are larger, that have three bedrooms, two bathrooms. There a family can live with dignity, but not in a small, tiny, environment-friendly apartment.

5. ¿Entonces los nuevos departamentos son para una persona?
No son para familias, son para parejas o para personas solas, como un estudiante, un trabaja- jador, pero no para generar una vida familiar.

5. So the new departments are for one person?
They are not for families, they are for couples or for single people, like a student, a worker, but not to generate a family life.

6. ¿Pero estos edificios más viejos, son para familias y muchas generaciones viven en estos lugares?
Quinta Normal cumplió 102 años el mes pasado. Los primeros asentamientos en Quinta Nor- mal son casas de adobe. El adobe es una construcción que se hace en base a tierra y paja. Estas casas son de adobe, son de tierra con paja, tienen cemento por encima, pero la estructura es de adobe. Son casas grandes, hay mucho metraje cuadrado donde las familias podían vivir y ahora nos estamos viendo reducidos a la mas mínima expresión, donde hay departamen- tos de 40 metros cuadrados.

6. But those older buildings are for families, many generations live in these places?
Quinta Normal turned 102 last month. The first settlements in Quinta Normal are adobe houses. The adobe is a construction that is based on soil and straw. These houses are made of adobe, they are made of earth with straw, they have cement on top, but the structure is made of adobe. They are big houses, there is a lot of square footage where families could live and now we are seeing ourselves reduced to the slightest expression, where there are apartments of 40 square meters.

7. ¿Entonces piensas que la estructura urbana cambio con los nuevos edificios?
Sí, especialmente con el Metro, considerablemente.

7. So you think that the urban structure changed with the new buildings?
Yes, especially with the Metro, considerably.

8. ¿Pero fue positivo o negativo? Por ejemplo, la nueva gente aquí es de Quinta Normal ¿O se mudaron de otras comunas?
De otros lugares.

8. But was it positive or negative? For example, the new people here are from Quinta Normal Or did they move from other communes?
From other places.

9. ¿Porque es más barato aquí que por ejemplo Santiago Centro?
El Quinta Normalino que estudia, y que le va bien en la vida, se va de Quinta Normal. Se va
a vivir a Las Condes, a Providencia, y el que llega son personas inmigrantes, por ejemplo por la economía que existe en el lugar, es más barato, la cercanía al centro. El Metro también nos abrió mucho el mercado inmobiliario y frente a la pregunta que me haces si es positivo o negativo, depende del punto de vista que lo mires. Porque si lo miro desde el punto de vista inmobiliario y económico claro es súper bueno nos lleguen muchos edificios, pero por el lado de la dignidad de las personas que viven en esos edificios, yo veo que es malo, porque no vienen a entregar calidad de vida.

9. *Because is it cheaper here than for example Santiago Centro?*

The Quinta Normalino who studies, and who does well in life, leaves Quinta Normal. He goes to live in Las Condes, in Providencia, and the one who arrives are immigrants, for example because of the economy that exists in the place, it is cheaper and also the proximity to the center. The Metro also opened a lot of the real estate market and the question that you ask me if it is positive or negative, it depends on the point of view that you look at it. Because if I look at it from the real estate and economic point of view, it is very good for us to get many buildings, but on the side of the dignity of the people who live in those buildings, I see that it is bad, because they do not come to deliver quality of lifetime.

10. ¿Con los nuevos edificios no hay una integración con la gente que vive aquí?

Están encerrados, viven en otro mundo.

10. *With the new buildings there is no integration with the people who live here?*

They are locked up, they live in another world.

11. ¿Quiénes son los que viven aquí? Fue gente de muchas generaciones, ¿Pero ahora son inmigrantes?

Sí.

11. *Who are the people who live here? They were people of many generations, but now they are immigrants?*

Yes.

12. ¿Entonces la estructura social ha cambiado?

Ha cambiado, de hecho cuando yo era niño, era muy raro ver una persona de color en la calle. Estamos más acostumbrado a ver gente más blanca, pero una persona de color era extraño verlo, pero hoy día salimos a la calle y vemos muchas personas de color. Así es como visto el cambio en nuestra sociedad.

12. *So the social structure has changed?*

It has changed, in fact when I was a child, it was very rare to see a person of color on the street. We are more accustomed to seeing whiter people, but a person of color was strange to see, but today we go out and see many people of color. This is how we saw the change in our society.

13. ¿Hay mucho trabajo aquí o necesitan ir a otras partes? Porque aquí fue un lugar de industrias, pero hoy no hay mucho.

Antes era mucho más el tema industrial en Quinta Normal, cada vez quedan menos, se están yendo afuera por el tema de la contaminación, la accesibilidad y también por los lugares, los permisos de edificación, el agua el polvo. Quinta Normal ya no está dando abasto con eso,
13. *Is there a lot of work here or do you need to go elsewhere? Because here was a place of industries, but today there is not much left.*

Before it was much more the industrial issue in Quinta Normal, every time there are less, they are going away for the issue of pollution, accessibility and also for places, building permits, water, dust. Quinta Normal is no longer coping with that, but if it is coping with the residential issue, since we are next to the center, the airport. That is one of the advantages that the commune has on the residential side, but on the industrial side we have neighboring municipalities where industrial sectors are being established. In Renca, in Huechuraba too, and this is how companies from here have emigrated.

14. *¿Los nuevos edificios son más caros que antes o es el mismo?*

El valor del terreno en Quinta Normal ha ido creciendo. Esta alrededor de 14 Uf el metro cuadrado. Cada vez está más caro el suelo, por el metro, la conectividad, los colegios, el supermercado, los jardines, todo eso va aumentando los valores.

14. *Are the new buildings more expensive than before or is it the same?*

The value of the land in Quinta Normal has been growing. It is around 14 Uf per square meter. The soil is getting more expensive, because of the subway, connectivity, schools, the supermarket, the gardens, all that is increasing the values.

15. El proyecto de “Jardines de Quinta Normal” *¿esto es un proyecto social?*

Claro es un “comité de vivienda”, donde personas de bajos recursos, que son el quintil más bajo de la ciudad, se reúnen en el propósito de conseguir una vivienda propia. Y ellos juntan una cantidad de dinero, como comité de personas, y el Estado les pone la otra parte, y con eso ellos pueden construir un condominio, donde ellos pueden habitar. Son departamentos que se entregan sin las terminaciones finas, por ejemplo sin pintura, los baños no están terminados, no tienen la tina, el lavamanos. Esas son cosas que las personas deben ir comprando después.

15. *The project of „Jardines de Quinta Normal“ is this a social project?*

Exactly, is a „housing committee“, where low-income people, who are the lowest quintile in the city, meet to get their own home. And they put together a quantity of money, as a committee of people, and the state gives them the other part, and with that they can build a condominium, where they can live. They are apartments that are delivered without the fine finishes, for example without paint, the bathrooms are not finished, they do not have the tub, the sink. These are things that people should buy later.

16. Ahora ninguno de esos departamentos están terminados?

No, o sea el condominio de Jardines de Quinta Normal se entregó después de 10 años, 10 años estuvieron ellos peleando por esos edificios.

16. *Now none of those departments are finished?*

No, that is, the condominium of Jardines de Quinta Normal was delivered after 10 years, 10 years were they fighting for those buildings.
17. ¿Cómo es la relación de estos vecinos y la gente de Quinta Normal? Ya que la gente de aquí tiene buena relación, pero los nuevos no están integrados. No se han integrado porque tampoco se han hecho trabajos para integrarlos y también por la forma de construcción, ya que son mini ciudades, donde la gente sale en auto o en la micro y no sabe cómo se llama el vecino. No se genera esa vida de barrio y Quinta Normal es rica en eso.

17. How is the relationship of these neighbors and the people of Quinta Normal? Since the people here have a good relationship, but the new ones are not integrated. They have not been integrated because there have been no jobs to integrate them and also because of the way they are built, since they are mini-cities, where people go out by car or in the bus and do not know what the neighbor is called. That neighborhood life is not generated and Quinta Normal is rich in that.

18. ¿Cómo será el desarrollo futuro de Quinta Normal? Con la densificación de los nuevos edificios. Yo creo que Quinta Normal va para eso, vamos a ser una comuna de dormitorio, donde la gente va a venir solo a dormir, va a trabajar afuera, en Santiago Centro, Providencia, Las Condes, y cada vez va a ser más alto el mercado inmobiliario. Con dos casas que se compren acá se puede hacer un edificio.

18. How will the future development of Quinta Normal be? With the densification of the new buildings. I think Quinta Normal is going for that, we're going to be a dormitory commune, where people are going to come alone to sleep, they’re going to work outside, in Santiago Centro, Providencia, Las Condes, and every time it’s going to be higher, real-estate market. With two houses that can be purchased here, a building can be built.

19. ¿La estructura económica de la gente acá es bajo, medio bajo? Tenemos de todos los ámbitos socioeconómicos en Quinta Normal. Tenemos un 1% de estrato ABC1, que se concentra al costado de la municipalidad, en la calle José María Caro. Ahí se concentra el 1% de la población más acomodada de la comuna.

19. Is the economic structure of the people here low, medium low? We all have socio-economic areas in Quinta Normal. We have 1% of stratum ABC1, which is concentrated next to the municipality, on José María Caro Street. There is concentrated 1% of the most affluent population of the commune.

20. ¿Piensas que la estructura económica va cambiando con más edificios? Como las personas quieren conectividad y vivir más cerca del centro, ¿crees que más gente va a venir a vivir acá?
Sí, siempre Quinta Normal va a ser una alternativa más económica que el centro, estando al lado. Solo por el hecho de no ser Santiago Centro. Creo que también da para recibir mucha gente, pero también tiene que ir todo de la mano con lo que nosotros estamos entregando finalmente como comuna. Porque no sacamos nada con instalarnos acá con un edificio de 26 pisos, si no vamos a dar abasto con la infraestructura para todos los autos que llegaran, los alcantarillas, que son muy antiguos, no van a dar abasto para traer todo lo que entregan esos edificios.
20. Do you think that the economic structure is changing with more buildings? As people want connectivity and live closer to the center, do you think more people will come to live here?
Yes, Quinta Normal is always going to be a cheaper alternative to the center, being next to it. Only for the fact that it is not Santiago Centro. I think it also gives to receive many people, but it also has to go hand in hand with what we are finally delivering as a commune. Because we do not get anything with installing ourselves here with a 26-story building, if we are not going to cope with the infrastructure for all the cars that arrived, the sewers, which are very old, are not going to be able to supply all that they deliver buildings.

21. ¿Cuáles sectores son peligrosos?
Sí tenemos. Podríamos decir que tenemos dos barrios que son peligrosos. Como en todas partes, porque en Las Condes también hay barrios peligrosos.

Carrascal es la avenida principal de la comuna, es la única calle principal que empieza en Quinta Normal y termina en Quinta Normal. Calle Mapocho, por ejemplo, es una calle intercomunal, San Pablo también es una calle intercomunal, y José Joaquín Pérez también. Catamarca es una calle, es un sector también.

Lo Franco es un barrio de los años 30, ese era un barrio de casas del seguro obrero donde trabajadores que pertenecían al seguro obrero, les dieron estas casas, pero no eran de ellos, pero se organizaron y después de 20 años lograron que les dieran esas casas. Ellos fueron los primeros en crear un pasquín en Quinta Normal. Era un diario que se llamaba “La voz de la población Lo Franco”, financiada por todos los trabajadores del seguro obrero.

En La Frontera, la costanera ser es el límite natural que tenemos con Renca, que es el rio Mapocho. En este sector está el pasaje H, el pasaje P, que son puros pasajes súper chiquititos, está lleno de muchas casas.

21. Which sectors are dangerous?
We could say that we have two neighborhoods that are dangerous. As everywhere, because in Las Condes there are also dangerous neighborhoods.

Carrascal is the main avenue of the commune, it is the only main street that starts at Quinta Normal and ends at Quinta Normal. Calle Mapocho, for example, is an intercommunal street, San Pablo is also an intercommunal street, and José Joaquín Pérez also. Catamarca is a street, it is also a sector.

Lo Franco is a neighborhood of the 30s, that was a neighborhood of workers' insurance houses where workers who belonged to the workers' insurance, gave them these houses, but they were not theirs, but they organized themselves and after 20 years they managed to get them those houses. They were the first to create a lampoon in Quinta Normal. It was a newspaper that was called „The Voice of the Lo Franco People“, financed by all workers' insurance workers.

In La Frontera, the coastal area is the natural limit that we have with Renca, which is the Mapocho river. In this sector is the passage H, the passage P, which are pure passages super chiquititos, is full of many houses.

22. ¿Entonces La Frontera es un sector más poblado?
En este sector hay muchos pasajes donde hay hartas casas, puras casas bajas, no hay edificios, todavía. Puede que si en un par de años pongan un metro ahí cambie y empiecen a
empiecen a llegar los edificios. El sector más antiguo de la comuna es Yungay. Este es un barrio protegido.

22. ¿La Frontera is a more populated sector?
In this sector there are many passages where there are plenty of houses, pure low houses, there are no buildings, yet. Maybe if in a couple of years they put a metro there, change and the buildings begin to arrive. The oldest sector of the commune is Yungay. This is a protected neighborhood.

23. ¿Por eso es el sector más caro acá?, ya que no hay espacio más para densificar.
Ese sector, el barrio Yungay, es el Yungay Viejo como le llaman. Porque Quinta Normal antes se llamaba comuna de Yungay, hace 103 años, y antes tenía otro nombre. Cuando se separaron las comunas Santiago y Quinta Normal, esto paso a ser parte de Santiago, pero después con los nuevos límites Quinta Normal pasó a ser de Santiago y esta parte de Yungay Pasó a ser parte de Quinta Normal.

23. *That’s why it is the most expensive sector here, since there is no more room to densify.*
That sector, the Yungay neighborhood, is the Old Yungay as they call it. Because Quinta Normal used to be called Yungay commune, 103 years ago, and before it had another name. When Santiago and Quinta Normal communes were separated, this became part of Santiago, but then with the new limits Quinta Normal became Santiago and this part of Yungay became part of Quinta Normal.

24. Hay mapas de otros años atrás y son distintos.
Sí, por eso en algunos mapas aparece en Santiago y en oro en Quinta Normal. Una parte de Yungay está en Quinta Normal. Esta parte es Yungay viejo, y el Yungay nuevo es parte de Santiago, donde esta “La plaza del roto Chileno”, el barrio Brasil.

24. There are maps from other years ago and they are different.
Yes, that’s why in some maps it appears in Santiago and in gold in Quinta Normal. A part of Yungay is in Quinta Normal. This part is old Yungay, and the new Yungay is part of Santiago, where is „La plaza del roto Chileno“, the Brazil neighborhood.

25. ¿Y la Municipalidad?
Este es el centro cívico de la comuna, porque está la municipalidad, están los bancos. Fue donde se instalaron los primeros servicios básicos, estaba la primera bomba de bencina, estaba en Carrascal, la panadería más antigua que hay, “San Camilo”, que está en Matucana con San Pablo, pero eso es parte de Santiago Centro, pero todos los viejitos conocen la “San Camilo”, todos iban para allá a comprar. Este sector de acá, Mercurio, ellos no se sienten parte de Quinta Normal. Porque hacen toda su vida hacia el sector de Estación Central, o la Alameda.

25. And the Municipality?
This is the civic center of the commune, because it is the municipality, there are the banks. It was where the first basic services were installed, there was the first benzine pump, it was in Carrascal, the oldest bakery there is, „San Camilo“, which is in Matucana with San Pablo, but that is part of Santiago Centro, but all the old people know the „San Camilo“, everyone went there to buy.
This sector of here, Mercurio, they do not feel part of Quinta Normal. Because they make their whole lives towards the sector of Estación Central, or Alameda.
26. Entonces esta gente no se siente parte de Quinta Normal, pero la gente de Quinta Normal, ¿siente que Mercurio es parte de ellos?
Legalmente esto es parte de Quinta Normal, pero tú vas a hablar con la gente de acá y dicen “No, la municipalidad casi nunca se aparece. Nosotros casi no somos parte de Quinta Normal”. Se sienten parte de Estación Central.

Este sector de acá, Villa Sana, es el sector que más ha sufrido el mayor crecimiento inmobiliario, pero debiera cambiar con el tiempo la densificación, por la cantidad de edificios que han llegado.

26. So these people do not feel part of Quinta Normal, but the people of Quinta Normal, do you feel that Mercury is part of them?
Legally this is part of Quinta Normal, but you are going to talk to the people here and they say „No, the municipality almost never shows up. We are almost not part of Quinta Normal. „ They feel part of Central Station. This sector of here, Villa Sana, is the sector that has suffered the greatest real estate growth, but should change over time densification, by the number of buildings that have arrived.

27. ¿Pero esto es lo que le pasa a Quinta Normal?
A este sector le pasa los mismo que a este otro. Es el límite hacia Estación Central, ellos no se sienten casi parte de la comuna por el abandono que ha vivido, porque tú vas para allá y hay escasez de áreas verdes, las veredas no están en buen estado, a excepción de algunos sectores más cercanos a Jota Pérez.

27. But this is what happens to Quinta Normal?
This sector is the same as this one. It is the limit towards Central Station, they almost do not feel part of the commune for the abandonment that has lived, because you go there and there is a shortage of green areas, the sidewalks are not in good condition, except for some closer sectors to Jota Pérez.

28. ¿Y cuáles son las partes peligrosas?
Aquí detrás de la municipalidad hay una población que es conocida por ser una población combatiente, porque hubo mucha concentración de habitantes de izquierda para el golpe militar. Vivía mucha gente de izquierda, por lo que se estigmatizo como un lugar conflictivo, pero era porque las personas estaban luchando por sus derechos y por lo que creían justo. Si hay narcotráfico ahí, poco pero hay, detrás de la municipalidad. Acá también entre Catamarca y La Frontera, hay una población que se llama “María José”, que esta atrás de Carrascal con Samuel Izquierdo. Emilio Campodonico es la calle que atraviesa esa población. Y los demás están todos repartidos por la comuna, no hay concentración. Yo diría que son los únicos sectores conflictivos en Quinta Normal.

28. And what are the dangerous parts?
Here behind the municipality there is a population that is known to be a combatant population, because there was a lot of concentration of inhabitants of the left for the military coup. Many left-wing people lived, so it was stigmatized as a troubled place, but it was because people were fighting for their rights and for what they believed to be fair. If there is drug trafficking there, little but there, behind the municipality. Here also between Catamarca and La Frontera, there is a population called „María José“, which is behind Carrascal with Samuel Izquierdo. Emilio Campodonico is the street that crosses that population. And the others are all scattered around the commune, there is no concentration. I would say that they are the only conflicting sectors in Quinta Normal.
29. Pero por ejemplo personas de otras comunas ¿se sienten seguros en Quinta Normal? Por ejemplo yo digo soy de Quinta Normal, la gente ¿se siente segura? Depende de donde vivan, por ejemplo con la gente de Las Condes, las personas de Quinta Normal son como “uhgg”.

29. But for example people from other communes, do you feel safe in Quinta Normal? For example, I say I am from Quinta Normal, do people feel safe? Depends where they live, for example with the people of Las Condes, the people of Quinta Normal are like „uhgg“.

30. Por ejemplo la dueña donde vivo me dice “No, tú no puedes ir allá sola” Tiene que ver de dónde provenga la información. Por ejemplo la gente de Cerro Navia, de Pudahuel, ellos ven con buenos ojos Quinta Normal. Era la comuna “power” que existía en esos tiempos, porque esos eran sectores mucho más populares en ese entonces. Aquí hubo casas mucho más grandes, para allá era mayor la densificación poblacional. Pero todo tiene que ver con la falta de información, con los estigmas de que existen barrios malos. Los medios de comunicación también juegan un rol importante en esto, te muestran el sector, el barrio, pero yo me siento súper seguro, me encanta Quinta Normal.

30. For example the owner where I live says „No, you can not go there alone“. It has to see where the information comes from. For example, the people of Cerro Navia, of Pudahuel, they like Quinta Normal. It was the commune „power“ that existed in those times, because those were much more popular sectors at that time. Here there were much larger houses, for there was greater population densification. But everything has to do with the lack of information, with the stigmas that there are bad neighborhoods. The media also play an important role in this, they show you the sector, the neighborhood, but I feel super safe, I love Quinta Normal.

31. A mí me gusta, porque en Las Condes la gente no me gusta. Aquí es más fácil. Entre más humilde es la persona, más hospitalidad te da, aunque ellos tengan un pan para comer, ellos son capaces de darte la mitad para compartir contigo.

31. I like it, because in Las Condes people do not like me. It is easier here. The more humble the person, the more hospitality they give you, even if they have bread to eat, they are able to give you half to share with you.

32. Pero aquí la gente es joven o más viejo? Los últimos datos que hay, hay más población de adulto mayor, pero con los nuevos edificios ha llegado gente más joven, pero esos datos no los tenemos. Traen el recambio generacional.

32. But here people are younger or older? The last data there is, there is more population of older adults, but with the new buildings younger people have arrived, but we do not have those data. They bring the generational change.

33. ¿Dónde buscas los datos de habitantes, en la página de la municipalidad? Sí, debieran estar en la página de la municipalidad.

33. Where do you look for the data of inhabitants, on the page of the municipality? Yes, they should be on the municipality’s page.
34. I need data on the education and income of the people, but the municipality cannot give the data to me.
I would search the Census, it should give you a data of age and socioeconomic status and there you are calculating so much. For example, the concentration by age range and by income, for example, how much E range we have, since we also have extreme poverty.

35. Are there many social buildings here or only the “Jardines de Quinta Normal” project?
There must be between 10 and 11 projects of housing committees, and there are others that are in formation, there are several that are in formation, but in general the municipalities do not want to have these social departments, as they try to send them out, for other sides because they prefer more money.

36. You work with the neighbors. Are the neighbors very active in the process of changing the district? Is there citizen participation?
Yes, but with certain things, for example on political issues, people do not care.

37. On Sunday I went to a demonstration in the Quinta Normal park, but I do not know what it was.
That park is called Quinta Normal, but it is not part of Quinta Normal, it is part of Santiago. What happens is that the commune does not have the money to keep it, if we had to keep it that park would be horrible. In fact, the new park that we have here, which is called Renato Poblete, that park belongs to Quinta Normal, but we do not have to maintain them, it is maintained by Parque Nacional, which is why it remains beautiful.

38. Hay un nuevo Parque en Costanera, Parque de Los Reyes.
Ese parque se llama así porque lo donaron los Reyes de España, pero es Santiago Centro. El parque fluvial Renato Poblete es de Quinta Normal.

38. There is a new Park in Costanera, Parque de Los Reyes. That park is called that because the Kings of Spain donated it, but it’s Santiago Centro. The Renato Poblete river park is Quinta Normal.

39. Es bonito, pero no hay mucha gente en él. El domingo va más gente. Igual que el Parque de Los Reyes se llena de inmigrantes. Yo creo que una de las comunidades más grandes de peruanos y venezolanos se junta mucho acá, está lleno. Estás bien, ya que ellos nos están enseñando algo que los Chilenos no tenemos, que era el uso de los Parques. Llegaron los “malls” a chile y nosotros dejamos las plazas de lado, y la gente se iba al mall en vez de la plaza.

En los años 30, en las pampas salitreras en el norte, ellos empezaron con los conceptos de las plazas, y toda la gente iba para allá. Se instalaban los cines, el teatro, estaba todo en torno a las plazas. Era el centro cívico de las ciudades, las “Plazas de Armas”. Chile fue construido así, en manzanas, que son del tamaño de una “Plaza de Armas” y se fue construyendo hacia los lados.

39. It’s nice, but there are not many people in it. On Sunday there are more people. Just as the Parque de Los Reyes is full of immigrants. I believe that one of the largest communities of Peruvians and Venezuelans comes together, it is full. Okay, since they are teaching us something that we Chileans do not have, which was the use of the Parks. The „malls“ arrived in Chile and we left the squares aside, and people went to the mall instead of the plaza.

In the 30s, in the nitrate pampas in the north, they started with the concepts of plazas, and all the people went there. Theaters were installed, the theater was all around the squares. It was the civic center of the cities, the „Plazas de Armas“. Chile was built like this, in blocks that are the size of a „Plaza de Armas“ and it was built sideways.

40. ¿Hay un mall en Quinta Normal? No, no hay mall en Quinta Normal.

40. Is there a mall in Quinta Normal? No, there is no mall in Quinta Normal.

41. Y el parque, ¿es el único? El Renato Poblete es el único parque que tenemos en la comuna. De hecho estamos en un déficit de áreas verdes por habitante, tenemos muy pocas áreas verdes. Es cosa de ver, eso que debiese ser pasto, mira cómo está.

41. And the park, is it the only one? The Renato Poblete is the only park we have in the commune. In fact we are in a deficit of green areas per inhabitant, we have very few green areas. It is something to see, that should be grass, look how it is.

42. Es bueno tener una perspectiva de un residente de la comuna. Ya que el hombre en la municipalidad no vive acá, vive en Providencia, solo trabaja acá.
Es diferente cuando uno reside en el lugar, porque uno va a comprar al negocio del barrio, uno camina por la vereda para ir a la feria.

42. It is good to have a perspective of a resident of the commune. Since the man in the municipality does not live here, he lives in Providencia, he only works here.
It is different when one resides in the place, because one goes to buy the business of the neighborhood, one walks by the path to go to the fair.

43. Muchas veces fui a Quinta Normal a tomar fotos y sentir el barrio, a mí me gusta.

43. Many times I went to Quinta Normal to take pictures and feel the neighborhood, I like it.