

Assessing and categorising spatial quality of Aldi stores in the Netherlands according to formal planning objectives.

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1. Quality care in the Netherlands

1.1 Introduction

Spatial planners know that retail stores affect their surrounding much more than their pure function as supply the population with basics needs. Retail stores characterize urban developments by inducing flows of people, creating semi- public spaces and giving the urban centres a built shape. Retail affects a city's quality of life or vitality and is not just an economic activity that generates income, consumes space and requires accessibility (Rotem-Mindali, 2012). Planners have to take into account different actors when planning retail store development. These different actors have different interests in retail stores and different understandings of their quality. As a result of this planners want to influence spatial development in order to implement a desirable quality of space.

The present thesis will examine the relationship between a planner's perspective on spatial quality and retail stores (supermarkets in particular). The inducement for this thesis is previous research on Aldi stores in Switzerland conducted by Andreas Hengstermann at Bern University. It will contribute to wider comparative research on the way retail stores affect spatial quality in the Netherlands, Switzerland, and Germany. This thesis and its conclusions are written from a planner's point of view, using a case study of a discount supermarket (Aldi) and its dispersal through the Netherlands. Planning goals derived from formal planning documents and available literature on the subject, are used to operationalize a planner's perspective on spatial quality into measurable formal planning objectives.

Although spatial quality is a vague and non-transparent concept it has received lots of attention by spatial planners. The care for spatial quality in the Netherlands has been institutionalized. Spatial quality gets much attention because spatial planners believe that quality of the environment needs to be improved (Janssen-Jansen *et al*, 2009). Spatial quality has received increasingly negative attention over the last few years (VROM, 2011). The complaints concerning spatial quality are cluttering, vacancies of office and industrial locations, fragmentation and the disappearance of urban and rural contrasts. Spatial quality has to do with the quality of life, working- and living environment. The concept is used to steer spatial developments for example to legitimise spatial developments or as means of control for the government. In this way governance decisions relate to spatial quality of the environment. The current pressure on the quality of spatial environments under the influence of decentralised planning decisions is perceived as an increasing problem for the Netherlands (Janssen-Jansen, 2013). How can spatial planners strive for spatial quality in a decentralised planning system? To help spatial developers with this problem there are many guidelines written by different parties available. This thesis tries to undo the non-transparency of the concept of spatial quality by identifying formal planning objectives derived from literature, planning laws and planning documents

1.2 Integrating planning, urban design and architecture

Spatial quality is perceived as a container concept with many different meanings interpreted differently by a great variety of actors. When the concept of spatial quality is studied something that immediately stand out is that most literature do not define *spatial quality* in an explicit way (Miciukiewicz *et al*, 2010). However, a literature review shows that spatial

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quality is approached in other terminologies. Various authors in different fields tend to address spatial quality (directly or indirectly) in their own way. Where planners speak of planning performance (Friedman, 2004); quality planning (Creedy et al, 2007); place quality (Healey, 2004); liveable city (Southworth, 2003) or experiential quality of the urban environment (Southworth, 2003), the urban design experts and architects use terms like good city form (Lynch, 1984), urban quality (Chapman and Larkham, 1999) and good design (Sternberg, 2000).

Spatial quality and urban design are two related fields responsive to creating the public realm and build environment. When researching spatial quality and defining its meaning and indicators, attention needs to be turned to the broader field of urban design. The term *urban design* was first used at the Harvard Urban Design Conference in the end of the 1960s. Harvard used this conference to launch the first urban design program. This program focused on urban design in all its attitudes, including spatial quality. Urban design evolved as a critique of the build environment and the public realm produced by architects, planners, landscape architects and other related professionals. These different actors of different disciplines had different ideas of the meaning and interpretation of the concept. A better understanding of the interfaces of the actors and disciplines is necessary to integrate planning, urban design and architecture (Castells, 2005).

After the Second World War the role of the market began to grow more influential (Ellin, 1995). This period consisted of growth of corporate capitalism, an international power system and with it the reach and power of the market. These developments changed the form and character of towns and cities across Europe. The care for spatial quality evolved from modernist architecture by including planning theory (Le Corbusier, 1933). At the International Congress of Modern Architecture in London (1945) the need to combine architecture and planning theory rose. For the first time architecture include features such as the separation and organisation of functions (housing, work, leisure) through zoning regulations and measurements of human scale carried out by experts and modern technologies. Private actors such as developers, investors and occupiers gained power over the quality of urban design and the quality of the build environment (Rowley, 1998). Nevertheless the role and influence of the private property industry on the quality of the build environment received little attention from planners, academics and design professions (Rowley, 1998). Attempts to raise awareness of the importance of urban design and quality of individual buildings as well as the quality of the build environment as a whole have been made.

“Urban design needs to be inclusive, rather than exclusive, of sponsor’s and user’s interests and concerns:... it needs to use language that sponsors and users understand... I mean the language of money and the market place, we need to promote the idea that quality sells (Gummer, 1997).

Jon Lang (1994) stressed the importance of a debate to stimulate ideas on how to achieve quality and challenge others to participate in the achievement of quality. This way of thinking indicates that private parties can and should play a role in striving for a better quality of the build environment.

1.3 Private actors more involved in the Dutch retail market

In the Netherlands and most other Western European cities the majority of retail stores are located in (historical) town centres or residential areas. The policy of the Dutch government

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for planning retail stores has always been focused on the protection of the existing retail structure (Evers, 2002). Land-use plans for urban areas included allocation possibilities for retail stores based on the areas population and an accepted travel distance. The land-use plans allowed new retail stores if they were complementary to the already present stores and didn't jeopardize competition (Buit, 1988). This way the Dutch government kept control over developments and provided a form of security for retailers. As long as the government kept generating building activity the commercial retail developers were supporting this system. In the Netherlands a convergence of planning principles and business interests in the field of property and retail became integrated in the provision of the local plan (Evers, 2001).

The traditional retail structure consists of two major types of retail store allocations (Mullins and Stockdale, 1994). Firstly, stores located in residential areas selling convenience goods. These shops are located in residential areas so that they can easily be visited frequently for short shopping trips, for instance by foot or bicycle. Secondly, stores located in town centres. These stores sell goods that are required less frequently and are often of a higher quality. Retail stores in residential areas are mostly restricted to selling necessary everyday goods to local people. Town centres are characterised by less frequent visits or 'having a day out'. Town centres are a collection of businesses and recreation and are used to represent itself to the outside world (Guy, 1998). Retail facilities located in either town centres or residential areas fulfil different functions. Guy (1998) describes the difference as convenience- and comparison-shopping.

Two trends that travel back to the early 1960s challenged and changed the classical hierarchy of retail stores and their allocation. The first of these two trends is the increase in mobility because of an increase in household car ownership. This change allowed for consumers to be able to choose between shopping facilities. The position of local retail storeowners weakened. Newcomers were able to compete on different levels, like car accessibility and parking space. This trend encouraged households to spend their time and money more efficiently by visiting relatively large convenience stores with a great variety of products. These larger retail stores could be visited once a week by using the car instead of daily visits to stores located in the residential areas. The second trend, indirectly resulting from the increase in mobility is an increasing competition between retailers. Retailers learned that they could now increase sales and profit by attracting more consumers than their competitors. They started competing for customers for instance by increasing store size and cutting costs by replacing counter service with self-service. Competition in the retail market gave birth to discount stores, competing solely with prices. The retail market changed under the influence of the aforementioned trends of mobility and competition.

The property development industry became increasingly interested and involved in developing retail space. As a result the number of retail stores grew rapidly. The retail market became more entrepreneurial, meaning that the nation state became less involved in retail development. A more entrepreneurial approach to urban development asks for partnerships with the private sector and the need to cope with the new responsibilities given to them (Friedmann, 2005).

1.4 Economic interests versus planning objectives

Unlike other European countries, the Netherlands has long been keen on preserving the aforementioned traditional hierarchical retail structure. Where most Western-European countries such as Belgium, France, Germany and the UK allowed retailers to develop retail

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space outside or at the edge of relatively big cities, the Dutch government and its planning system prevented and averted this kind of development (Evers, 2001). Because the Netherlands is such a densely populated country, the government didn't want to allow a more space-consuming form of retail development that generates extra car traffic. However, due to the limited possibilities in most town centres and the growing demand for retail space, the Dutch government became aware of the necessity to change the existing retail-planning model (VROM, 2004).

At first the government held on to their policy concerning retail development. The first exceptions were made for outlet stores selling products such as cars, hazardous materials, Do-it-Yourself products (DIY) and furniture. These stores were allowed at peripheral locations. Other smaller retail stores remained to be built at the designated centres. In other words the government held on to their restrictive policy that was supported by different stakeholders with different interests (Evers, 2001). Planners advocated for this approach because it fitted in their 'compact city' policy, protects town centres and helps in preventing the rise in car use. Businesses and developers argued that peripheral retail development generated unfair competition (land prices and car/parking space). In the early 1990s the policy's effectiveness was questioned because it barred entrance to relatively big stores (>1500m²) in the country.

Consensus with the public sector had declined and economic interests began to clash with spatial planning objectives because of a lack in dynamism in the retail sector. Both public and private parties began favouring decentralisation of authority (Ministry EZ, 2000). The Ministry of Economic Affairs concluded that the existing planning rules worsened economic growth and dynamism in the retail sector. Retail planning decisions in the Netherlands were liberalised, the centralized retail-planning model changed to a decentralised planning model (Buitelaar *et al*, 2014). These changes in policy caused significant changes in the retail structure allowing retail stores to be located in the periphery, outside the existing hierarchical structure (Van der Krabben, 2009). With new legislation, the Dutch government tried to stimulate innovation and anticipate to a changing retail market. As a result retail planning has become more market-driven instead of plan-driven (Janssen *et al*, 2010). The old and strict retail planning policy which caused the organised and intricate retail structure (Davies, 1995) has been replaced by a system in which private actors play an important or even dominant role in the decision making process concerning retail store development (Janssen *et al*, 2010).

Recent Western European studies show that supermarkets (especially discount supermarkets) are more and more located in peripheral areas outside the existing town centres (van der Krabben, 2009; Uttke, 2012). These supermarkets benefit from automobile-oriented locations developed on highly frequented arterial roads in rural areas or at the edge of residential areas (Uttke, 2012). Decentralisation caused more shopping location to be located in the periphery outside the existing town centres. It can be expected that the increase in peripheral sales lead to a decrease in sales in the town centres and urban areas. However, case studies indicate that peripheral shopping locations do little harm to the existing traditional centres (Guy, 1996). It can even be argued that they have a positive effect on the traditional centres by re-directing traffic out of relatively congested urbanised areas to better accessible rural areas. Nonetheless this merely concerns the more successful

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traditional centres. Smaller town centres rely more on food and convenience retailing, meaning that less visits to the town centre because of peripheral food stores and superstores causes less visits and thus less sales of non-food stores (Howard and Davies, 1993). Although these effects are interesting and can't be neglected this research is mostly interested in the effects on spatial quality or the impacts on the environment.

The change in policy for retail development triggered (negative) critiques concerning the physical appearance of retail locations. The physical appearance of peripheral retail locations is something that has been argued about and criticised a lot (Werstlake, 1993; Cairns, 1995; Bromley and Thomas, 1993). The things that don't appeal to people, is the extent to which they do not fit within the environment. Peripheral retail locations are usually big concrete buildings surrounded by lots of tarmac for parking space and accessibility. These buildings are an intrusion into the existing (rural) landscape, marked by prominent logos of the retail company situated in the building. These are some of the arguments just for the new retail locations in rural areas. It can be argued that these stores replace the good-quality existing stores of the inner city with lower quality discounters in out-of-town locations (Guy, 1998). This in its turn can cause vacancies in traditional town centres if older locations are not adequately revitalised or replaced by other functions. How can planners strive for quality of the build environment in this new decentralised planning paradigm?

1.5 Design review comities

Architecture and urban design play a role in the creation of the build environment, the public realm and their quality because they contribute to the character of the build environment. However the decision making concerned with which building gets build and the allocation of that building is for the biggest part in control by authorities (planners) and politicians (Knox & Ozolins, 2000). The production of the built environment can be seen as a process that involves a diversity of actor or decision-makers, each with their own goals, ambitions and motivations.

The Dutch planning system recognises a commission that is responsible for the quality of spatial development. The design review comity (Welstandscommissie) is a commission that consists of experts in the field of construction. This commission determines what a building will look like, what materials are used, whether the building fits within the existing environment or other construction plans and whether it has sufficient quality. In other words, the Design Review Comity is involved in ensuring quality for spatial developments. Design review is a process by which building plans from both public and private actors undergo an independent evaluation according to criteria of responsible authorities through formalized processes. It differs from regular zoning control means because it includes architecture, urban design, visual impact and historic preservation (Scheer, 1994). A large group of professionals have adopted this procedure as a good concept or method to control the aesthetics, design and quality of development projects (Gordon, 1992).

Design review focuses on individual spatial developments and is concerned with surroundings and context of the development projects. Planners look at both surroundings and the context in which the building is allocated. This enables planners to ensure that new buildings fit the existing structure of the build environment and public space, because they can deny building plans that deviate strongly from their surroundings.

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1.6 Design review as a means of control

The decentralised planning paradigm caused private parties and their economic interests to grow more influential in the creation of the build environment. In order to maintain and achieve a desirable spatial quality of the build environment, planners turn to design review committees. These design review committees and their demands and criteria are a means of control for planners over the outcome and quality of the build environment. Planners draw up criteria for spatial quality concerning subjects such as greenery, traffic, historic buildings, domestic extensions or shop fronts for the benefit of their residents and businesses. The most important factors planners want to control concerning retail development are: control of physical aspects, control of parking, traffic and accessibility, control of building allocation and control of advertisements (Parfect & Power, 1997).

Control of physical aspects.

All planning authorities use means to control the physical appearance of new buildings. The control of the physical appearance of buildings can entail the number and allocation of windows and doors including colour criterion for painting facades. Control of physical aspects also includes the repair and maintenance of architectural details such as balustrades, balconies, cornices and chimney's. These control factors aim to create harmony in building form and layout in relation to their urban context.

Control of parking, traffic and accessibility.

This topic struggles with traffic as a damaging factor of the environment in terms of sustainability and the economical provision offered by public transport. Common goals in controlling traffic and accessibility are: maximise the flow of traffic in the area and providing off-street parking. This is especially important for central locations to prevent or minimise on-street parking. Another import theme in this category has to do with the provision of public transport. The general goal is maximising public transport and cycling in order to minimise the use of car traffic.

Control of building allocation.

Planners like to have control over which building gets build where. This has strong relations with what function is allowed where and what functions are not. Planning control includes the distribution of functions as well as the prevention of unauthorised developments. A component of this theme that is often mentioned (but less interesting for this research) is the control of demolition so the loss of valuable buildings (in terms of history or architecture) is controllable too.

Control of advertisements and signs.

Advertising regulations govern what advertising means are permitted. The disruptive intensity of advertisements is controlled to prevent clutter. By regulating advertisements the urban quality is improved because it is fitted to a specific urban context. The two major components of this category (Parfect & Power, 1997) are the control of advertising on the front of buildings and advertising along the highway.

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2. Research design

The present thesis analyses the relation between the quality of the build environment and retail stores. This chapter is used to elaborate on the boundary conditions of the research and the methods used.

2.1 Problem statement

The problem this thesis addresses has to do with the increasing pressure on care for the environment and its spatial quality. According to Leonie Janssen-Jansen (2013) the pressure on urban quality is increasing due to the consequence of systematic weaknesses in the planning system itself. The systematic weaknesses in the planning system she refers to are due to the change from a plan-driven system to a market-driven system. In the old plan-driven paradigm the planner was appointed to represent the public interest because he has expert knowledge and expertise. Because of the expertise and knowledge the planner was thought to be better capable of handling in the public interests than other (private) actors or parties. In the market-driven paradigm the planner is still accountable for spatial quality but has relinquished responsibilities to private actors. In this new planning system the private actors have a more dominant role. Where planners used to use retail planning and their role of expert to stabilize town centres they now act as mediators for private actors who play a dominant role in the planning process. The present thesis elaborates on the way spatial quality is influenced by the increasing amount of retail store development by private parties. To research these effects a discount food retailer is used as a case study. Discounters are retail stores that compete solely with their prices and thus cut cost on things like spatial quality. Because of this the results are expected to be biggest in this category of retail stores.

The **key question** this thesis addresses reads:

How can the quality of supermarkets in the Netherlands be assessed by formal planning objectives on spatial quality?

The following **sub questions** are used to answer the key question:

- What are formal planning objectives on supermarkets in Dutch spatial plans and planning law?
- What categories, based on the formal planning objectives, can be used as measurable criteria for spatial quality?
- How do Dutch Aldi stores score on the criteria for quality?
- What differences in quality level are there between stores located in rural areas and cities?

2.2 Purpose and significance

The general purpose of this thesis is assessing and categorizing the quality of Dutch Aldi stores according to Dutch planning objectives. The purpose stems from internship preconditions that are the incentive for this thesis. Research will result in a database of all Dutch Aldi stores, their qualitative categories and related data.

Due to the standardized and globalized challenge; the topic is relevant for planning practice and planning research in many countries. The thesis provides insight in what spatial quality

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is, how it is formally embedded in planning laws and documents and how it is affected by retail store development and private actors. Planners can use this information to get an insight in the current situation on spatial quality and achieve better compliance between public and private interests.

This thesis will contribute to the available literature on the subject. Although the subject of spatial quality is often discussed and criticised, the available (English) scientific literature falls short on the subject of spatial quality in relation to spatial planning. Despite the lack of literature on the matter, it gets a lot of attention. This attention not only arises in the context of the Netherlands. The United Kingdom uses terms like *new urbanism* or *smart growth* to gain attention for their ambition to improve the overall quality of (public) space. North America uses another terminology (landscape quality, environmental quality or even walkable neighbourhood) and is mostly interested in the visual perception and appreciation landscapes. Because of this global attention and minimal availability of literature the researcher considers it necessary to add this valuable information.

2.3 Methodology

In this paragraph the researcher will identify how the research is carried out and how data is collected. This research entails four sub-questions, which are used to answer the key-question. The goal is to show why and how the chosen methods will allow each individual sub-question to be answered fully and ethically.

What are formal planning objectives on supermarkets in Dutch spatial plans and planning law?

The research starts with answering the first sub-question as shown above. The goal of this research step is identifying formal planning objectives on retail stores in land use plans and planning law. Planning law and land use plans are used because they are the most formal legally binding planning documents in the Dutch planning system.

Analysing planning laws on spatial quality.

Planning laws are studied and analysed in order to derive formal planning objectives on spatial quality. The most important laws on spatial quality are expected to be found in the Wro and Bro; the latest Documents on Spatial Planning (I&M, 2006). For each specific planning law appropriate for this research the following information is collected: plain law text meaning, the author's intention of the law, the historical and judicial authority and the purpose of the law.

Analysing state and provincial spatial plans and visions.

Besides planning laws, other formal documents on spatial planning are studied. The state and provinces of the Netherlands use structural visions (*structuurvisies*) to give their vision on spatial policy's for a municipality, province or other administrative area's. These documents will be analysed by means of a discourse analysis. The discourse analysis is used to identify planning objectives on spatial quality in these structural visions. These documents have a guiding principle for spatial development. Although structural visions have no legal status in the Wro they need to be analysed for the research to be complete.

Analysing municipal documents on spatial planning.

The Dutch municipalities have two documents that are of interest for this thesis. First, the zoning plans composed by the municipalities are analysed. The analysis must be aimed at

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criteria for spatial quality of retail stores (or supermarkets in particular) that can be found in these documents. Secondly, the *Welstandsnota* is analysed. The *Welstandsnota* is a document that municipalities use to regulate aesthetics of the build environment. Both the *Welstandsnota* and the zoning plans are drawn up individually by the municipalities. Because every municipality is entitled to draw up these plans by their own it is expected that there are a lot of differences between them. The aim is comparing the documents from different municipalities with each other and checking for similarities and differences in striving for spatial quality of retail stores.

What categories, based on the formal planning objectives, can be used as measurable criteria for spatial quality?

The previous research step resulted in a collection of formal objectives on spatial quality. The goal is to establish several meaningful and measurable qualitative categories. In order to do so the data from the previous step needs to be transformed from qualitative data into meaningful and measurable indicators for spatial quality. A descriptive analysis of the planning objectives is used to interpret the data in order to derive a selection of measurable criteria for spatial quality. These quality criteria are subsequently grouped into categories according to their relevance.

Spatial quality is described as the value of the environment measured in user value, amenities and future value. (Leonie Janssen-Jansen et al, 2009). Every municipality has given their own interpretation to this vague description. The aim is to create several categories with measurable criteria for spatial quality that are applicable in general. Spatial quality is often measured by interests; economical, social, cultural and ecological interest. These concepts need to be translated into observable criteria (i.e. quantitative data sets). This research step ends with a list of quality criteria that are usable in practice on retail stores in the Netherlands.

How do Dutch Aldi stores score on the criteria for quality?

This research includes a case study of Aldi supermarkets in the Netherlands. The case study is the empirical part of research. With its standardized requirements, the pressure on cost efficiency and the remarkable contrast between public and private interests, Aldi stores are an outstanding example to approach and research planners' idea of quality. A discount supermarket like Aldi is chosen for the case study because of the expected results (see: Uttke, 2012).

The first step of the case study research is reviewing the previously obtained categories on fitness. Reviewing the obtained categories by checking whether or not the previously attained indicators for quality are applicable in practice by visiting samples of Aldi stores in each category. If the categories are applicable in practice all Dutch Aldi stores are analysed by collecting data on each Aldi store according to the indicators for quality by using remote sensing if possible and sampling in practice if necessary.

After having analysed all Dutch Aldi stores, utilization of the data and research findings results in a database of all Dutch Aldi stores, its qualitative category and related data. After that the researcher reflects on research findings by comparing collected data on spatial quality from formal governmental documents with research findings on Aldi stores and their qualitative categories.

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- **What differences in quality level are there between stores located in rural areas and cities?**

To answer this sub-question the Aldi stores that are tested are divided according to the number of inhabitants of the city they are situated in. Data of the number of inhabitants of the place the Aldi store is located is collected using the CBS database.

All Aldi stores are divided in three categories. The first category is reserved for rural areas and villages or small cities. The second category for average sized cities and the third and final category for relatively big cities. The Aldi stores are in the following manner divided into a category:

1. Rural area / village: < 10.000 inhabitants
2. Cities: between 10.000 and 100.000 inhabitants
3. Relatively big cities: > 100.000 inhabitants

The research findings are clustered and analysed according to the classification above. The goal is to establish whether or not there are differences noticeable between the different categories.

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3. Legal framework and formal planning objectives

In the introduction it became clear that the concept *spatial quality* is a relatively vague concept that is explained and interpreted in different ways by different users. Because different users from different disciplines use this container-concept for a variety of purposes, it can be explained in different ways. This thesis focuses on spatial quality in relation to retail development.

Guidelines available on the subject of spatial quality can be incomplete or even contradicting each other. That is the reason why this thesis focuses on formal planning objectives on spatial quality by analysing planning laws. With an analysis of planning laws on the subject the research answers the first sub-question of this thesis: *“what are formal planning objectives on supermarkets in Dutch spatial plans and planning law?”*

The first step in determining formal planning objectives in the Dutch planning system is analysing the legal basis of this comity. Laws applicable for this comity are: Wro, Wabo, Woningwet, the Bor and the Mor. This chapter elaborates on these laws according to the rankings of the Dutch legal system. The Dutch laws are not translated in this chapter in order to maintain integrity but they are thoroughly explained to ensure readability for non-Dutch readers. In the appendix (appendix 1) translations of Dutch laws concerning formal planning objectives are included.

3.1 Wro - Spatial planning law

The Wro is the most important law on spatial planning in the Netherlands. The law has been in act since the year 2008. It consists of instruments and procedures that are used to govern the spatial structure of the Netherlands. The first law for spatial planning originated in 1965 and has been revised many times since. The current Wro focuses on decentralisation of responsibilities from the national government to local authorities like municipalities and the water boards.

Decentralisation is the reason this planning document doesn't contain rules concerning spatial quality for retail store development. These responsibilities have all been transferred to local authorities. The general thought is that these local authorities are better connected with their surroundings and people and therefore more aware and better capable of dealing with current (local) issues.

The law does contain some formal planning objectives concerning preferences for retail store allocation. The Wro is the first spatial planning law that allows trade clause conditions for retail stores. In previous planning laws this was not accounted for because they were not spatially relevant. The current spatial planning law enables local authorities with possibilities to make demands concerning retail store developments to protect the retail structure of inner cities and its social and recreational functions. These demands need to be accounted for by research that shows a disruption of the current spatial facilities structure. If so, local authorities are allowed to impose restrictions concerning retail store development in peripheral locations.

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3.2 Nota Ruimte – Report on spatial planning

Based on the previously mentioned Wro (spatial planning law) the Dutch cabinet drafts up a report on spatial planning. This report on spatial planning, the Nota Ruimte consists of compelling decisions regarding the spatial development of the Netherlands. The Dutch planning system has known a report on spatial planning since 1960, with the advent of the first report on spatial planning. Currently the ninth report is in act. The minister responsible for spatial planning traditionally drafts up the report and presents it to the public. Local authorities are obligated to implement the planning decisions into their regional planning system. This main focus of this report is, like the Wro on decentralisation in combination with the future spatial development of the country.

Spatial quality as a concept was introduced in 1988, in the (at that time in act) fourth report on spatial planning. The ministry decided to define the concept of spatial quality by means of an answer to the question whether or not spatial planning is considered as more than just the alignment of different spatial claims (Dauvellier, 1991). The reply was: 'spatial policies are aimed at ensuring that *user-value* increases, at enhancing *amenities* and at increasing *future-value*' (Ministerie van VROM, 1988). This trichotomy has been present and unchanged in follow up reports on spatial planning. This classification was first introduced in 25 BC by Marcus Vitruvius Pollio, who defined the quality of buildings and structures as the coherence between *Utilitas* (functional quality), *venustas* (beauty and authenticity) and *firmitas* (virtue) (Bartelink, 1964).

To operationalize spatial quality, the Fifth report on spatial planning introduced seven new concepts as shown below. However, because the Fifth report has never been put into operation they were copied to its successor; the Nota Ruimte of 2004. The seven concepts of spatial planning are listed below:

1. **Spatial diversity:** accentuating differences between urban and rural areas.
2. **Economic and social functionality:** whereby functions such as housing, work, mobility and recreation reinforce each other.
3. **Cultural diversity:** space must be created for a diversity of cultural and recreational activities. Besides technological innovations, the history must remain visible.
4. **Social justice:** spatial circumstances must enable a healthy living for everybody. Inequities between social groups and regions must be counteracted.
5. **Sustainability:** ecologically valuable systems must be preserved or restored. Spatial systems of urban and rural areas must be sustainable as much as possible as well.
6. **Attractiveness:** realising that preserving attractive urban and rural areas is a cultural challenge.
7. **Human dimension:** a spatial design must suit with the needs and experiences of citizens. Buildings and infrastructure must not overwhelm citizens.

3.3 Wabo – Law for general provisions of the environmental permit

The Wabo integrates a large number (proximately 25) of permits and exemptions into one umbrella permit. The Wabo is a Dutch law that has been in use since October 2010 and accounts for actions influencing the physical living environment in terms of milieu, housing, spatial planning and nature conservation. It refers to the environmental permit. This umbrella permit leads to a decrease of the number of granted permits or licenses for building activities, which leads to a reduction of administrative burdens for the responsible governmental institutions.

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The global goal for introducing this law is being able to serve the citizens and businesses better by using one front office, one request form, one application procedure, and one responsible authority instead of multiple. The law stimulates cooperation between different layers of government and transparently organises them into a front office convenient for customers and a back office for cooperating governments. The Wabo and its most important implementing regulations, Bor and Mor (more information on Bor and Mor later in this chapter) contain rules and regulations concerning spatial quality.

The Wabo states that the authorities have the ability to refuse the integrated umbrella permit necessary for building activities in the Netherlands. Local authorities decide whether or not the design review criteria and demands are met considering the appearance and placement of a building, in isolation or in relation with its surroundings. The Wabo enables authorities to reject an application that entails a building activity according to the Housing act (WoningWet), if it contravenes with reasonable demands and criteria for design review (redelijke eisen van welstand).

3.4 Ww - Housing act

The housing act (Ww) is the first Dutch law concerned with housing. The law dates back to the year 1902 and was originally created to improve the overall quality of houses and decrease the amount of unhealthy houses of lower quality. The birth surplus and the liberal principles of the 19th century were the main causes for the housing act. The housing act enabled financial support from the government for housing projects, the obligation for municipalities to create regulations for new houses, the prohibition to build without a permit and the ability to declare houses uninhabitable. In other words the government used the housing act to gain control over the quality of houses.

The current housing act (revised many times) holds the legal basis for spatial quality and nowadays applies to all buildings and structures, both in urban and peripheral (or rural) locations. Article 12 of the currently in practise housing act accounts for mandatory design review of constructions. If a building doesn't correspond with the design review criteria it will not get the environmental permit needed for construction. This law controls spatial quality at building level.

According to the Housing act every municipality is entitled to draw up a design review note. The design review note is drawn up by an independent design review comity or by an independent expert called a city architect (Ww, article 1). This design review note consists policies, rules and regulations the municipality uses to measure and judge whether or not a building or planned building meets the requirements of reasonable demands and criteria of design review (Ww, Article 12).

3.5 Bor and Mor - Regulations for implementing Wabo

The Bor and Mor contain rules and regulations for implementing the Wabo. The implementing regulations consist of advising regulations and procedural formalities. As shown above the Wabo consists of general provisions for the environmental permit necessary for most building activities. Major and alderman are required to seek advise from the design review comity or city architect (Bor, article 6.2) in refusing or authorising an environmental permit on grounds of design review criteria and demands.

The Mor (Article 2.5) provides rules concerning the application for a permit. The application must contain an overview of the buildings appearance and the way it fits into its

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surroundings in the form of drawings, details of face key features, photographs and building materials used.

3.6 Legal basis for spatial quality

The legal basis for spatial quality can particularly be found in the Housing act (Ww, article 12) which states that a building plan that conflicts with design review demands and criteria cannot be permitted. The Housing act applies to all buildings, both in the city and peripheral locations or rural areas. This means that the concern for spatial quality is well regulated at building level. This does not apply to higher scales. The relationship between buildings, urban plans, zoning plans or the quality of the environment doesn't have to be tested for reasonable design review criteria. The criteria for spatial quality are drawn up by the town council, wherein the common practice is that building plans are submitted for advise to the design review comity. A building plan needs to meet 'reasonable' demands and criteria for spatial quality. Each municipality or town council determines individually what they think is 'reasonable' in their design review notes. Improving quality is a concern when evaluating or reviewing a plan. The design review comity determines if a building plan meets the requirements for quality and can advise the planner or architect to give their spatial plan more quality.

The town council of a municipality is responsible for designing quality criteria for building activities. It is mandatory for municipalities to draw up a publicly accessible design review note if the town council wants to apply and administer criteria for spatial quality. In this design review note the whole territory of the concerned municipality is analysed on grounds of the town's history, urban planning and architecture. The character of every region is described. On the basis of this description the area specific criteria for spatial quality are prepared. This results in quality criteria in order to ensure that new building plans fit within the described region. Subsequently the town council determines how quality is interpreted and evaluated.

The substantive interpretation of the term spatial quality is reserved for local authorities. The design review comities provide these interpretations. These comities have legal powers and the advice they give have a legal status. Municipalities can only deviate from a design review comities advice if there are important economical or social interests at stake. In most cases the design review comities consist of experts like architects, planners or cultural historians but sometimes citizens take place as well. The Housing act states that the comity needs to be independent, meaning that civil servants or directors of the municipality cannot participate.

3.7 Formal planning objectives

To conclude this chapter the formal planning objectives with a legal basis in nationally applicable laws are summed up. This chapter states that the legal basis for spatial quality is foremost embedded in article 12 of the Housing act. However, this law doesn't provide insights in what spatial quality is and how planners can strive for more quality of the build environment. To get a grasp on the concept of spatial quality and what it implies, the Nota Ruimte (Report on spatial planning) needs to be addressed. The Dutch report on spatial planning reflects on a rather old definition to elaborate on spatial quality. The definition of spatial quality this report uses is explained with the three concepts of: user-value, amenity and future-value. To give substance to these three concepts the report on spatial planning (Nota Ruimte) turns to seven other definitions. These seven definitions that explain spatial

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quality are: spatial diversity, economic and social functionality, cultural diversity, social justice, sustainability, attractiveness and human dimension. But what do these concepts mean and how are they related to each other?

User-value: An area with a high user-value is an area that scores high on both expediency and functional cohesion. This thesis focuses on areas where a discount supermarket is located. This area scores high on user-value if there is a good coherence between the retail function and other functions. So if we turn to the seven additional definitions derived from the report on spatial planning, user-value can be linked to economic and social functionality. It can also be linked to social justice because this means that the area is fit for the activities of a diverse group of users.

Amenity: This concept is highly subjective because it relates to the emotion the user of the area have in relation to the area. Amenity can be linked to attractiveness and human dimension. In order for an area to be evaluated as attractive it must have a fitting human dimension, meaning that the structures of the area must not overwhelm the users. It also relates to cultural diversity. The area has a high amenity if a diversity of different user feel at home in the area and the users see the area as their own and suitable to their needs. Values that create amenity are diversity, identity and beauty.

Future-value: An area with a high future-value, scores high on sustainability, adaptability and manageability. The area needs to be resilient to change. This can be directly linked to spatial diversity. If the area with a high spatial diversity is easier adaptable to change than an area that accounts for only relates to one spatial function.

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4. Quality considerations

The previous chapter analysed the legal framework for spatial quality in the Netherlands. This legal framework didn't provide concrete definitions as to what spatial quality is nor how it can be achieved. The legal framework stayed rather superficial in defining spatial quality and its indicators. In this chapter spatial quality is given more substance by turning to literature and theories of urban design.

4.1 Defining quality of urban design literature

Most definitions the literature provides us with are not true definitions of quality but rather a descriptive sum of qualities or principles of good city form. Most of these quality principles are directly or indirectly derived from Jane Jacobs's *The Death and Life of Great American Cities* (1961) and Kevin Lynch's *Good City Form* (1981). Urban design involves improving the quality of urban spaces and places in terms of visual quality and functional efficiency (Colman, 1988). So in order to define spatial quality attention needs to be turned to urban design literature. Jacobs and Lynch were the first to provide us with criteria of quality, or as they called it: qualities of liveable cities or good urban form. By combining the insights of both Jacobs and Lynch a framework consisting of six categories of qualitative urban design can be identified (Colman, 1988). The six categories of quality Colman identifies are:

1. Historic preservation and urban conservation
2. Design for pedestrians
3. Vitality and variety of use
4. The cultural environment
5. Environmental context
6. Architectural values

Urban design emerged as an interdisciplinary field that combined the interests of architecture, landscape architecture and urban planning.



Source: Schurch, 1999

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The six categories of quality listed above were input for planners to address social and functional concerns in creating sanitary and amiable living conditions. Planners became increasingly interested in combining strengths with architects and landscape architects to create good urban form. In order to do so they addressed urban form as a practically based process. To steer this process in the right direction a set of eight considerations was developed (Schurch, 1999). These considerations were created in a way they were practical and appealing to all three disciplines concerned with urban form (architecture, landscape architecture and urban planning). The considerations that were developed to implement quality into urban design are:

Place: referring to areas and conditions where people spend their daily lives. Places include the public realm, buildings and other locations.

Density: this characteristic refers to a compactness that promotes mixed uses, accessibility, public transportation and a pedestrian realm.

Mixed and compatible use: refers to zoning regulations that group or combine different functions like housing, retail, infrastructure and recreation.

Pedestrianization and human scale: these qualities relate to size and distance of buildings and (public) spaces.

Human culture: Harmony of land use, work, leisure and people.

Public realm: Places owned by the public like parks and squares.

Build environment: man made or created places.

Natural environment: consists of ecological characteristics such as: climate, vegetation and geomorphologic conditions.

With these considerations and the joint forces of architects, landscape architects and urban planners, urban design was redefined as a planning branch that focuses on analysis, design and managing environments with particular interest in qualities of space (Southworth, 1990). Architecture is a discipline that is foremost practised in the private sector. The interest in the private sector arose from cooperation with architects. The planner's perspective on urban design developed over the past 30 years by stressing the importance of the public realm, public trust and the planner's role in the public sector and private sector (Schurch, 1999).

4.2 A more practical approach on the quality of urban design

Alan Rowley (1998) provides us with a more practical approach to understanding the relationship between urban design, development processes and involvement of private parties in improving the quality of the urban environment. In his article *Private-property Decision Makers and the Quality of Urban Design* Rowley recognises the problem of defining considerations for the quality of urban design due to involvement of many different interests and actors in the decision making process. To overcome this obstacle Rowley turns to five case studies, six expert panels and a literature review and categorises the views and interests of the wide range of decision makers concerned with urban quality. This resulted in a grouping of quality considerations. Rowley identified the following four quality considerations: functional, environmental, visual and experiences. The list of 50 quality considerations can be found on the next page. Within this list the top 10 most important quality considerations for retail development are highlighted.

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Functional and social use considerations

- (1) The convenience, safety and comfort of:
 - pedestrians
 - car users, including the amount of, and arrangements for, car parking
 - cyclists
 - and/or public transport users
- (2) The adequacy, convenience and efficiency of the servicing arrangements of buildings including the storage and collection of refuse
- (3) The provision made for the special needs of the disabled, elderly, or children
- (4) The location and purpose of community or other public buildings and facilities within the development
- (5) The accessibility of other uses and facilities from the development
- (6) The degree of separation of vehicle and pedestrian routes in the development
- (7) The accessibility of the development by car/on foot/by bicycle/by public transport
- (8) The provisions for minimizing crime and vandalism including the physical security of people and property
- (9) The user-friendly design of the public and semi-public spaces
- (10) Either the surveillance and control of public access and movement within the development or the freedom of public access and movement through the development
- (11) The signing of building and facilities
- (12) Overlooking and privacy

Natural environment and sustainability considerations

- (13) The degree and manner in which the site's pre-existing features, natural and man-made, have been incorporated into the development
- (14) The micro-climate of public and semi-public spaces
- (15) The noise levels and air quality within the public and semi-public spaces
- (16) The tidiness and cleanliness of the development
- (17) The protection and encouragement of wildlife
- (18) The provision of trees, other vegetation and possibly water within the scheme
- (19) The measures taken to promote energy efficiency in the development (excl. in buildings)
- (20) The adaptability of the development to respond to changing needs or circumstances without compromising the whole
- (21) The efficient and purposeful use of land and space
- (22) The durability of the materials and finishes of buildings and spaces
- (23) The costs of maintaining and managing the external spaces

Visual considerations

- (24) The external design and appearance of the individual buildings
- (25) The visual relationship between the development as a whole and its surroundings
- (26) The variety of buildings
- (27) The design of the landscape
- (28) The overriding order or coherence of the development creating a strong mental image and providing a lasting visual framework
- (29) The formality or informality of the development's layout
- (30) The definition of space
- (31) The visual grain of the development
- (32) The human scale of the development
- (33) The density or intensity of the development
- (34) The clearly defined entrances or 'gateways' to the development
- (35) The design and location of street furniture, lighting, signs and public art

The urban experience

- (36) The image or feel of the development or area
- (37) The diversity and mixture of uses and activities within the development and the degree to which these animate the streets and other public spaces
- (38) The assemblage of buildings, streets, spaces and uses within the development or locality
- (39) The pedestrian flows
- (40) The intensity of evening activity and/or the nightlife
- (41) The opportunities for public entertainment, festivals and other celebratory events
- (42) The opportunities for meeting friends and/or for relaxing away from the bustle of urban life
- (43) The opportunities for people-watching or the potential for the unexpected meeting, experience or event
- (44) The range of sensory experience, both visual and non-visual
- (45) The sense of arrival on entering the development or area
- (46) The ease of finding your way around the development even if you are a visitor
- (47) The freedom of experience
- (48) The scope for people to personalize the exterior of their property or the space around them
- (49) The sense of community and sociability in the development or locality
- (50) The sense of history, identity or place

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4.3 Characteristics of quality for supermarkets

The previous two paragraphs elaborated on more concrete consideration for spatial quality. The criteria that are addressed in this chapter are more specific indicators than the legal framework for spatial quality provided. Yet, they are mostly indicators and consideration that are applicable for various building activities. This thesis aims at developing a set of quality criteria applicable for retail development with particular interests to (discount) supermarkets.

In 2009 Angela Uttke, connected to the spatial planning faculty of TU Dortmund has done a quite similar research. Angela Uttke researched the way German supermarkets and discount food stores (including Aldi) influence spatial quality in her dissertation: *Supermärkte und Lebensmitteldiscounter. Wege der stadtebäulichen qualifizierung*. This research discusses how supermarkets and discounters can be integrated in centrally situated retail locations without degrading the overall quality of the urban environment. In this paragraph the characteristics Angela Uttke developed are evaluated to examine to which degree they are applicable to the Dutch case.

Uttke came up with five characteristics that determine the degree of quality. These five characteristics correlate strongly with the more general quality considerations provided by Alan Rowley (1998). Uttke indicates the following categories of quality: functional quality, city structural quality, object quality, quality of public space and quality of accessibility and trafficking.

1. Functional quality

The first quality characteristic for food markets is functional quality. Functional quality is divided in place, functional and accessibility notions. Place notions have to do with the spatial and functional relation the food market has with its surroundings. Is the food market situated within the existing retail structure? Does the food market have a spatial or functional relation with the retail structure? The function notion highlights mixed use or multiple use of space whereas the accessibility notion stresses multiple options for accessibility.

2. City structural quality

The structural characteristic of quality relates to the way the food market is in coherence with its environment and surroundings. Does the building fit with its surroundings in terms of architecture, used materials, height, and structure of public space? A way of improving structural quality is smart use of excess space by using it to create public space and parking space.

3. Object quality

Uttke determines the quality of the object (the food market) by looking at the façade, advertising and outdoor facilities. She judges the quality of the building by looking at the placement of delivery points, windows and entrances in relation to public spaces in the vicinity. Advertising should match qua size and location with advertising of others in the area. Finally she looks at the integration of outdoor facilities like shopping cart distribution.

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4. Quality of public space

The quality of public space is the fourth characteristic of quality. The quality of public space is determined by the layout of parking space, the way the design of open space is fitted to its surroundings and the way the object is lighted.

5. Quality of accessibility and trafficking

The final characteristic entails the quality of accessibility and traffic. To improve quality on this notion traffic flows should conflict as little as possible with adjoining residential areas. The entrance area is another point of attention. Is the entrance pedestrian and bike friendly? Also the bicycle storage has an influence on spatial quality according to Uttke. Quality can be improved by creating a multiple use of space facility for bike parking and using an adequate number of parking spaces for bikes.

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5. Measuring spatial quality of Dutch Aldi stores

The formal planning objectives derived from national laws and planning documents, as elaborated on in the previous chapter, still leaves room for interpretation. This thesis aims at concretizing the concept of spatial quality. In order to do so an additional strategy is required. This chapter is used to develop a model that can be used to empirically test the quality of Aldi stores in the Netherlands.

5.1 Spatial quality in values and interests

The Dutch legal framework for spatial quality showed that spatial quality is foremost embedded in article 12 of the Housing Act. The Housing Act can be seen as the legal basis for spatial quality in the Netherlands, which in its turn is worked out in, inter alia the Wro, the Nota Ruimte and the Wabo. These planning documents explain spatial quality with three concepts; user-value, amenities and future-value (VROM, 1988). Even with the additional seven definitions (see paragraph 3.2) spatial quality remains a somewhat vague term that leaves much to the imagination because of the different interpreting possibilities.

Hooimeijer, Kroon and Luttk (2001) also recognise that the three values for spatial quality derived from the Fourth report are open for interpretation. To address this problem, they link the three values for spatial quality to interests. The interests they address are: economic interest, social interest, cultural interest and ecological interest. Leonie Jansen-Janssen, also associated with the federation for spatial quality concluded that if social and cultural interests are considered as one, this classification suits with the People-Planet-Profit-systematic for sustainable development (Jansen-Janssen, 2009). When spatial quality is approached in terms of values combined with interests, the concept can be made measurable. In table 1 the values and interests are linked together following the advice of Leonie Jansen-Janssen by merging social and cultural interests.

Table 1: Spatial quality in values and interests.

Spatial quality	Economic interest	Socio-cultural interest	Ecological interest
User-value			
Amenities			
Future-value			

Source: Yorick Rens, 2015 (adapted from Kwaliteit in meervoud, Habiforum, Gouda 2001)

The ecological interest is considered irrelevant for this research because this interest is merely indirectly influenced through planning decisions in the field of retail development. When testing spatial quality of retail store development the effects on ecological quality are negligible because of the minimal (direct) impact planning decisions have on this particular

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interest. Ecological considerations are important for determining general quality of the build environment but are less relevant for the spatial quality of retail development. However, retail developments directly relate to economic and social interests (Ellin, 1996).

When examining the list of quality considerations Roley (1998) provided, the ecological interest is accounted for in the *Natural environment and sustainability considerations*. None of the considerations are highlighted, indicating that they don't have a big influence on the spatial quality of retail development. The same can be stated by analysing the five quality characteristics provided by Angela Uttke (2009). In these five characteristics the ecological interest is not present.

What remains are the three pillars of spatial quality (user-value, amenities and future-value) combined with economical interests and socio-cultural interest (see table 2). This way the model analyses the people versus profit dynamics. These dynamics are interpreted in terms of public and private interests. A high economic interest in this model suggests favourability of profit or private parties (Aldi) and visa versa; a high social-cultural interest suggests favourability of people or the public (planners). By analysing spatial quality in this way insights are acquired in public versus private needs. Does the planner get what he wants in striving for spatial quality or is the private actor more dominant?

Table 2: Spatial quality in values and interests.

Spatial quality	Economic interest	Socio-cultural interest	Ecological interest
User-value			X
Amenities			X
Future-value			X

Source: Yorick Rens, 2015 (adapted from Kwaliteit in meervoud, Habiforum, Gouda 2001)

5.2 Selecting quality criteria

As elaborated on in chapter 3 of this thesis, the local authorities are responsible for spatial quality. The municipalities draw up their own design review criteria; these design review notes are the place to look for quality criteria. This makes the testing of design review criteria a regionally based concept. This thesis aims at developing a model that is applicable for every Aldi store in the country. In order to attain this model, design review reports of 20 different municipalities are analysed for similarities and nationally applicable criteria. The analysis uses a selection of Dutch municipalities. The selection used is derived from previous research conducted by Nijmeijer, Hillegers and Law (2007).

Nijmeijer, Hillegers and Law (2007) researched the efficiency of the design review committees. In order to do so they made a selection of all 393 municipalities available at that time in the Netherlands and used a checklist to evaluate the way these municipalities gave substance to their design review notes. They expected different outcomes in shape and structure,

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depending on the municipality's preferences and way of working. In selecting municipalities for sampling they used the following principles: geographical distribution throughout the Netherlands, the size and population of cities or villages, cities with a relatively large proportion of new buildings, cities with a relatively large proportion of agricultural activity, cities with a historical city centre and a city (Boekel) without a design review note. An overview of the selected municipalities is included in table 3.

Table 3: Overview of selected municipalities

Relatively big cities	Large proportion of new buildings	Large proportion of agriculture	Historical centres
Amsterdam	Almere	Boekel	Edam-Volendam
Enschede	Amersfort	Noordoostpolder	Elburg
Den Haag	Hoorn	Tiel	Nijmegen
Leeuwarden	Urk	Veere	IJlst
Maastricht	Zwolle		
Rotterdam			
Utrecht			

The added value for this thesis is that their analysis provides insight in how different municipalities have drawn up their design review notes and give substance to *reasonable design review criteria*. For this thesis, particularly the way individual municipalities give substance to *reasonable design review criteria* is of interest because these criteria are indicators for the desired spatial quality of development projects.

By analysing different design review notes of different municipalities insight is acquired in the way they give substance to *reasonable design review criteria*. Of the 393 municipalities in the Netherlands all but two of them (Boekel and Jacobswoude) have created a design review note. Because there are that many, a full analysis of all design review notes available is not feasible time wise. To gain insight in the criteria individual municipalities use that can be applied nationally a full analysis of all existing design review notes is not necessary.

All of the selected municipalities have digital available design review notes distributed through their website except for Boekel who doesn't have a design review note. The 19 available design review notes are analysed for nationally applicable criteria for quality of Aldi stores. Boekel is left out of this analysis. The criteria from individual design review notes are processed in the table below and linked to the previously attained values and interests of spatial quality. The results of the design review note analysis is shown in table 4.

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Table 4: Criteria for spatial quality in values and interests

Spatial quality	Economic interest	Socio-cultural interest	Ecological interest
User-value	Accessibility (automobile-oriented locations developed on highly frequented arterial roads in rural areas)	Shared and/or self-contained parking space	
Amenities	Use of intrusive advertising Use of bright and contrasting colours	Physical and visual integration into the environment	
Future-value	Use of poor materials Serious degradation of buildings	Removal or destruction of architectural details	

Source: Yorick Rens, 2015 (adapted from Kwaliteit in meervoud, Habiforum, Gouda 2001)

The table shows eight pillars of spatial quality. These eight pillars can be assigned to the five characteristics of quality Angela Uttke (2009) provided us with. In table 5, the quality characteristics of Uttke are linked to the Dutch values and interests to show to which extent they correspond.

Table 5: Criteria for spatial quality in values and interests

Spatial quality	Economic interest	Socio-cultural interest
User-value	Characteristic 5: Quality of accessibility and trafficking	Characteristic 4: Quality of public space
Amenities	Characteristic 3: Object quality	Characteristic 1: Functional quality
Future-value	Characteristic 2: City structural quality	

Source: Yorick Rens, 2015

5.3 Empirical model for spatial quality of Dutch Aldi Stores

Table 4 on the previous page is used to determine the quality of Aldi stores in the Netherlands. This paragraph shows how these qualitative categories are made measurable by translating them into a practical testing scheme. The testing scheme contains the categories of quality and applies scores to them. The scheme for empirical testing is show on the next page. Each category consists of possible scores.

Assessing and categorising spatial quality of Aldi stores in the Netherlands 27
according to formal planning objectives.

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Accessibility			
1	2	3	4
Only accessible by car	Accessible by car and either public transport (PT) or bike	Accessible by car, PT and bike	Accessible by car, PT and pedestrian and bike friendly features

Parking space				
1	2	3	4	5
No parking space in and around the store's area	Limited parking space in the area / also used by inhabitants	Sufficient parking space available in the area	Time or space shared parking space	Self contained (indoor) parking space

Advertising				
1	2	3	4	5
Use of loose advertising that befoul the streetscape	Relatively big signboards attached to the building	Relatively small signboards attached to the building	Advertising integrated in façade or window	No advertising

Colour of the building		
1	2	3
Excessive use of bright and/or contrasting colours	Moderate use of bright and / or contrasting colours	The colour of the building is fully adjusted to the colours in the area.

Physical and visual integration in the environment				
1	2	3	4	5
No integration	Bad integration	Average integration	Good integration	Excellent integration

Material use		
1	2	3
Poorer quality materials used than surrounding buildings	Same quality materials used than surrounding buildings	Better quality materials used than surrounding buildings

Degradation of Building			
1	2	3	4
Serious degradation of buildings	Moderate degradation of building	Not upgrading nor degrading	Upgrading of building in comparison with its surrounding buildings

Architectural details		
1	2	3
Visual removal or destruction of architectural details	Inapplicable	Architectonic details accentuated

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5.4 The model in practice

The scheme on the previous page is used to test the spatial quality of Aldi stores in the Netherlands. To show the reader which choices the researcher made, this paragraph displays an Aldi store as an example and elaborates on it in detail.

Category of quality	Score
Accessibility	5
Parking space	3
Advertising	4
Contrasting colours	3
Integration in environment	4
Material use	2
Degrading	3
Architectural details	2

Source: Yorick Rens, 2015

Aldi Ebenhaëzerstraat Rotterdam



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Aldi Ebenhaëzerstraat Rotterdam



Source: Yorick Rens, 2015

This particular Aldi store found in Rotterdam has an overall good score in quality. The higher the number for *score*, the higher the store scores on quality. The store is accessible by all means of transportation and has a biker and pedestrian friendly scenery. The store owns their own parking space, so no parking spaces are taken away from inhabitants of the area. The store scores high on colour use because the surrounding buildings are of the same colour and building materials. This also explains the score for *integration in the environment*. Because this Aldi store is a new building it doesn't degrade nor upgrade the buildings quality or uses existing architecture in a complementing way.

5.5 Sampling

The quality of all Dutch Aldi stores is accessed by means of a sample. In total the Netherlands counts 533 Aldi stores (Chamber of Commerce, 21-07-2015). From these 533 Aldi stores, 244 have been selected using a random sample. The 244 Aldi stores are selected from the numbered list, acquired from the Chamber of Commerce using a random number generator (RNG). The selected Aldi stores that are used for the empirical research of this thesis are listed in the appendix. Of the 244 samples, 223 were tested and analysed by using remote sensing. Some of the stores (21) that needed to be sampled couldn't be sampled by using remote sensing, these 21 were visited in practise and analysed on location.

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6. The spatial quality of Aldi stores in the Netherlands

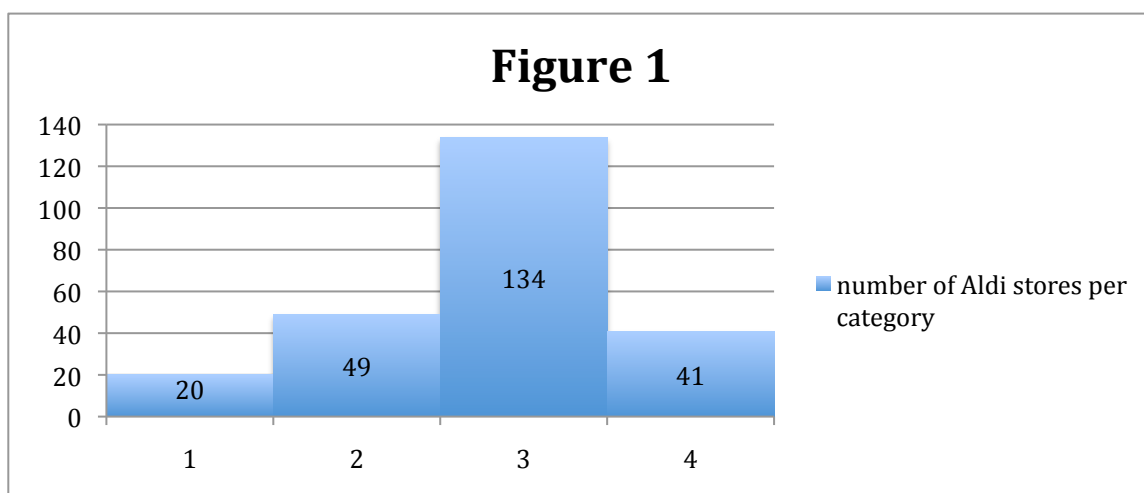
This chapter contains an analysis of the quality of Dutch Aldi stores. The quality is tested according to the empirical model found in the previous chapter. The eight categories of quality (see paragraph 5.3) are elaborated on by explaining how the testing scheme is used in practise and what the test results are.

6.1 Accessibility

Accessibility			
1	2	3	4
Only accessible by car	Accessible by car and either PT or bike	Accessible by car, PT and bike	Accessible by car, PT and pedestrian and bike friendly features

Accessibility is a pretty straightforward quality criterion. Four categories (as shown above) test the accessibility. A higher score, varying from one to four indicates a higher quality level. The lowest quality level in this category is reserved for Aldi stores that can only be accessed by car. The quality level goes up if one or more other means of transportation can be used to access the store besides the car. The level of quality improves if more means of transportation can be used because more means of transport leads to less congestion on access roads and increases traffic flow. The first three categories count the number of means of transportation that can be used to access the store. The fourth, highest rated quality level is only used if all means of transportation can be used to access the store and in addition to that the store has special bike and/or pedestrian friendly features such as a bicycle storage or a separate sidewalk. The scores of all 244 Aldi stores are shown in figure 1.

The figure shows that the majority of stores (175 out of the 244 tested Aldi stores) fall in the third and fourth category. This indicates that the majority of Aldi stores in the Netherlands don't cause congestion on existing roads and are considered to be of a high quality level as regards to accessibility. Only 8% of all Aldi stores (20 out of 244 tested stores) fall in the lowest quality level. These stores were mostly found in areas with a lower density where traffic congestion isn't as big a problem as in relatively bigger cities.



Source: Yorick Rens, 2015

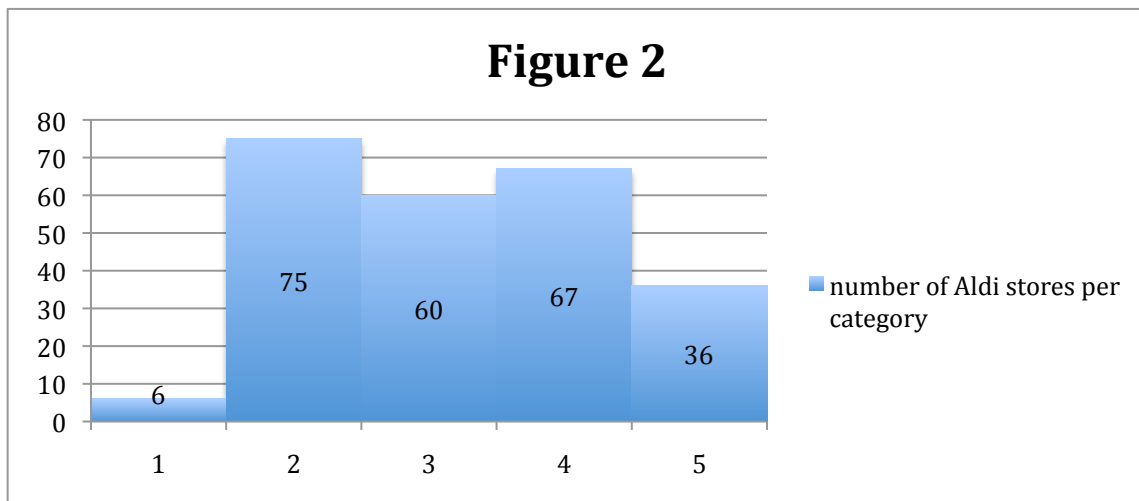
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6.2 Parking space

Parking space				
1	2	3	4	5
No parking space in and around the store's area	Limited parking space in the area / also used by inhabitants	Sufficient parking space available in the area	Time or space shared parking space	Self contained (indoor) parking space

The second tested quality criterion is available parking space. The store scores high on quality if it provides its own parking space (a score of 5) or shares a parking space with companies or other shops in the vicinity (a score of 4). The degree of quality for this category is correlated with off-street parking versus on-street parking. Stores that provide their own parking or share parking space with other shops or companies in the vicinity are considered to be of a high quality level as regards to parking space because they minimize the number of cars that are parked on the streets and cause cluttering of the environment.

The figure below shows that the majority of stores (81 out of 244 tested stores) fall in category one and two. These stores are considered to be of a relatively low quality level concerning parking space. The stores belonging to the lowest two categories of quality can cause cluttering of parked cars in the neighbourhood. However in a country with a population density as high as the Netherlands the results were expected to be worse. Still 67 of the 244 tested stores share parking space and 36 provided their own parking space. This indicates that 42% (category four and five together) of all Aldi stores don't cause excess cluttering of parked cars due to the presence of the store.



Source: Yorick Rens, 2015

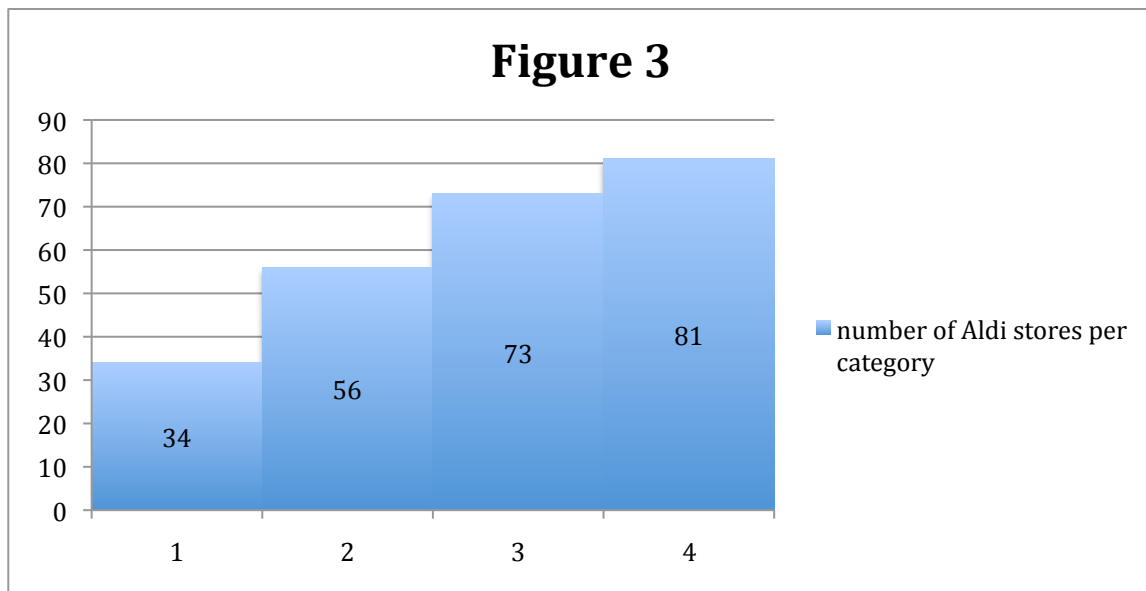
6.3 Advertising

Advertising				
1	2	3	4	5
Use of loose advertising that befoul the streetscape	Relatively big signboards attached to the building	Relatively small signboards attached to the building	Advertising integrated in façade or window	No advertising

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The third quality criterion is formed by the way the particular Aldi store makes use of advertising. The highest score of 5, obtained if the store doesn't have advertising, didn't occur and is left out of the graph. Lowest score is given if the store uses loose signboards (not attached to the building or façade) for advertising or promotion. The second and third score are given if the store has advertising stuck on the advertising depending on the size and whether or not the signboards protrude the building. A score of 3 is given if the store uses signboards that don't protrude the building and are in balance with the size of the building. A score of 2 is given if the store uses relatively big signboards that don't correlate with the size of the building or uses right-angled / protruding signboards.

The first thing that strikes when looking at figure 3 is that there is a gradual transition of the number of Aldi stores as the quality level goes up. This indicates that Dutch Aldi stores successfully integrate into their environment as regards to advertising. The number of Aldi stores that use relatively small advertising or integrated advertising is bigger than the stores that use relatively big or protruding advertising means.



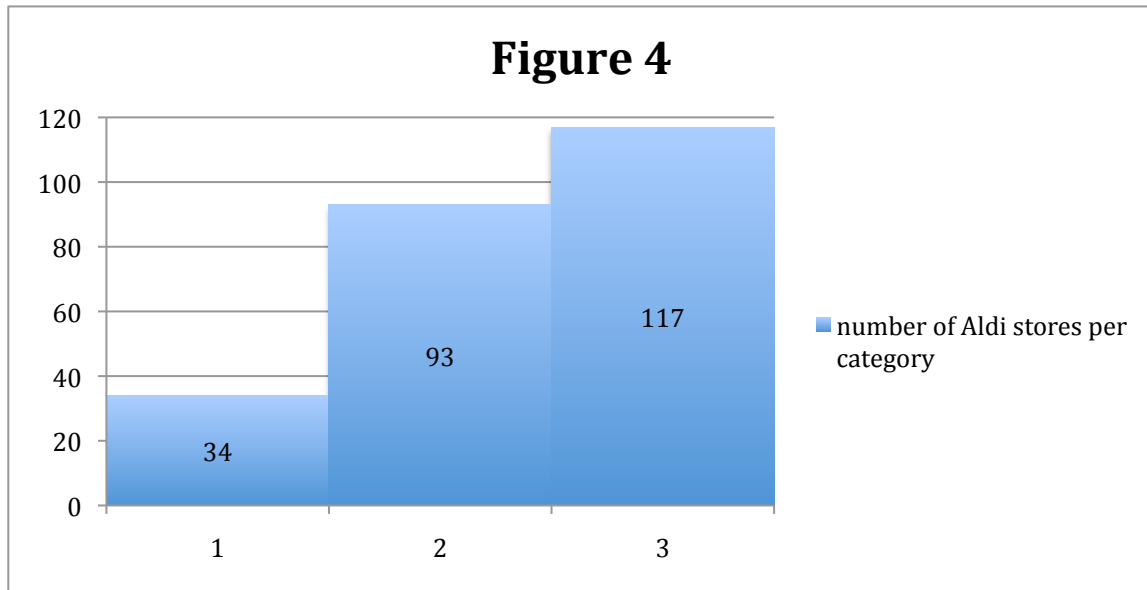
Source: Yorick Rens, 2015

6.4 Colour of the building

Colour of the building		
1	2	3
Excessive use of bright and/or contrasting colours	Moderate use of bright and / or contrasting colours	The colour of the building is fully adjusted to the colours in the area.

The fourth quality criterion is affected by the way the colour of the building fits within the colours of surrounding buildings. This category doesn't analyse the quality of used materials even if the colours of the building contrast due to poorer or richer material use, another category is used to analyse these differences. Most Aldi stores in the Netherlands (48%) belong to the highest rating quality category, meaning that the colours of Aldi stores are well adjust to their surroundings. Because the category applies to Aldi stores, a commercial function moderate use of contrasting colours is not considered troubling. Only 34 out of the 244 tested stores fall in the lowest, most troubling category of quality as regards to excessive use of contrasting colours.

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Source: Yorick Rens, 2015

6.5 Physical and visual integration in the environment

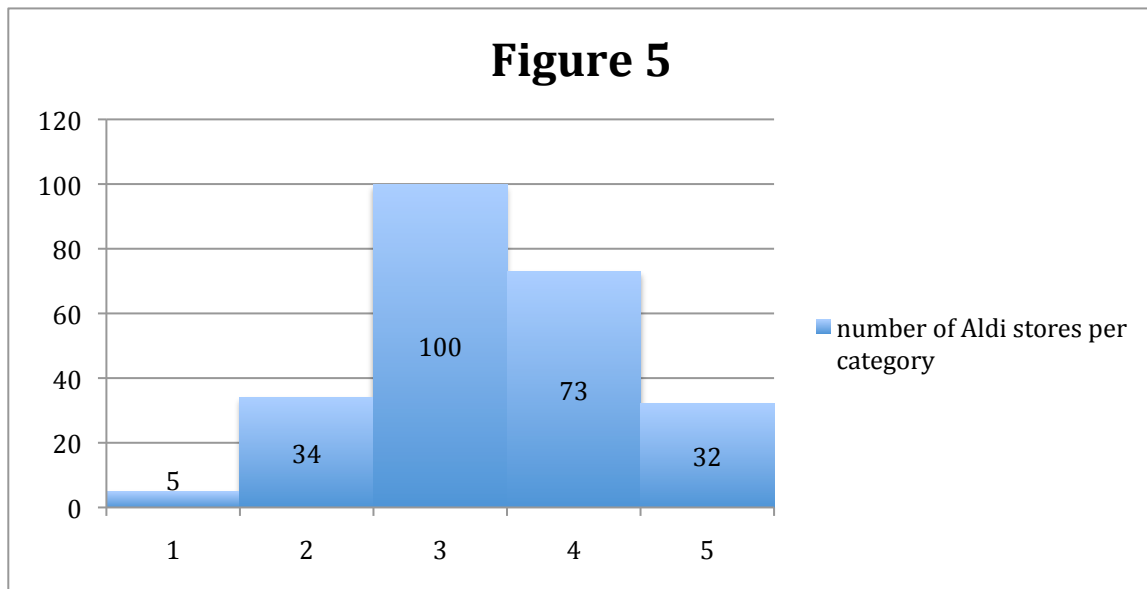
Physical and visual integration in the environment				
1	2	3	4	5
No integration	Bad integration	Average integration	Good integration	Excellent integration

The fifth quality criterion needs some explanation. This category tests the way the Aldi store is integrated in the available existing build environment and retail structure. The score goes up if the store is situated within the existing build environment and/or retail structure. The lowest score indicates that there is no integration; the store is situated at a peripheral location, not connected to the existing retail structure or build environment. The highest score of 5 is used for stores that use multiple land-use to combine spatial functions of housing and retail and are connected to the existing retail structure of the city or area.

A score of 2 is given if the store is situated in a detached building, but within the build environment. Score 3 is mostly used for shopping areas (including malls) that cluster retail stores but don't connect to other spatial functions. A score of 4 is reserved for stores that use multiple land-use to combine retail and housing separated from the existing retail structure.

Results are shown in figure 5 on the next page. The figure shows that category three is the biggest category and that the amount of stores that scored above average as regards to physical and visual integration into the environment. This indicates that the majority of Dutch Aldi stores are well fitted within the existing retail structure and existing build environment and public realm.

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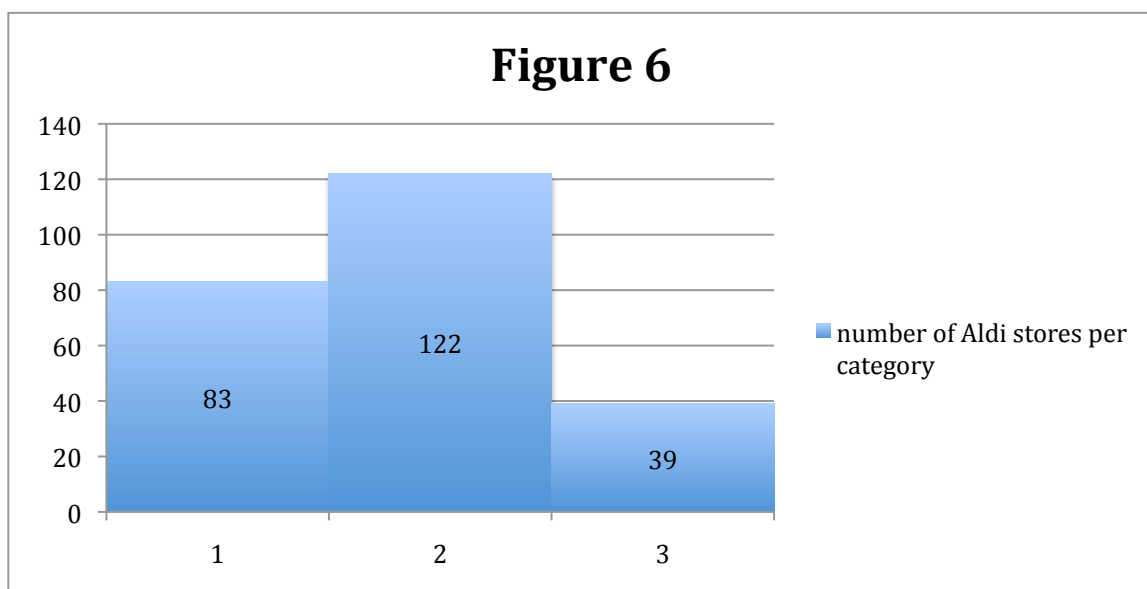


Source: Yorick Rens, 2015

6.6 Material use

Material use		
1	2	3
Poorer quality materials used than surrounding buildings	Same quality materials used than surrounding buildings	Better quality materials used than surrounding buildings

This category is again very straightforward and doesn't need much explanation. Aldi stores are considered to be of sufficient quality if the store doesn't use poorer materials than surrounding buildings. If the store uses lower quality materials this indicates a degradation of the overall quality of the neighbourhood where the store is allocated. This is the case for 34% of Dutch Aldi stores (83 out of 244 tested stores). The rest of the Dutch Aldi stores are considered to have sufficient quality as regards to the used materials.



Source: Yorick Rens, 2015

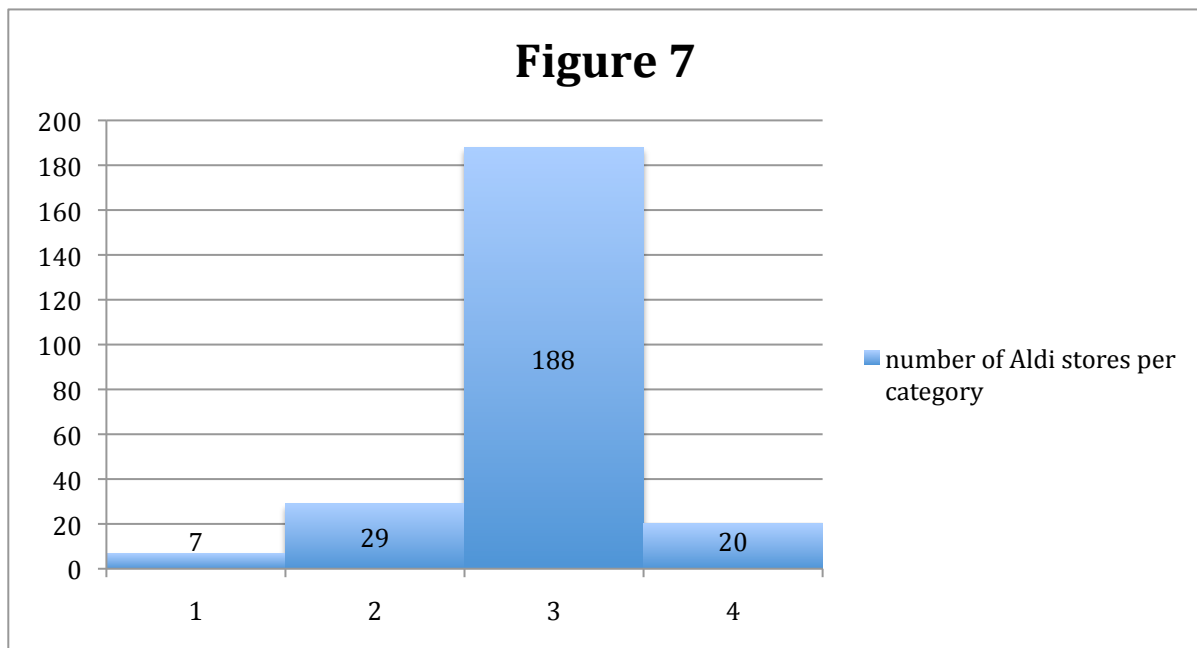
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6.7 Degradation of the building

Degradation of Building			
1	2	3	4
Serious degradation of buildings	Moderate degradation of building	Not upgrading nor degrading	Upgrading of building in comparison with its surrounding buildings

The seventh category appeared to be hard to test in practice by using remote sensing. This category is used to test the impact an Aldi store has on the quality of the building. Does Aldi maintain the building properly or even upgrade a dilapidated building before entering it. However, in practice this appeared hard to test because data of the before and after state of a building is missing. This is why most of the Aldi stores are accessed with a three as quality store. Only if the store was clearly visual in better or worse condition than the same surrounding buildings another score has been applied.

The results figure 7 shows aren't as valuable because testing this category appeared to be harder in practice than expected. A conclusion that can be drawn however from the results of the quality level as regards to the upgrading or degrading of the physical condition of the building is that an Aldi store rather degrades the building than upgrading it.



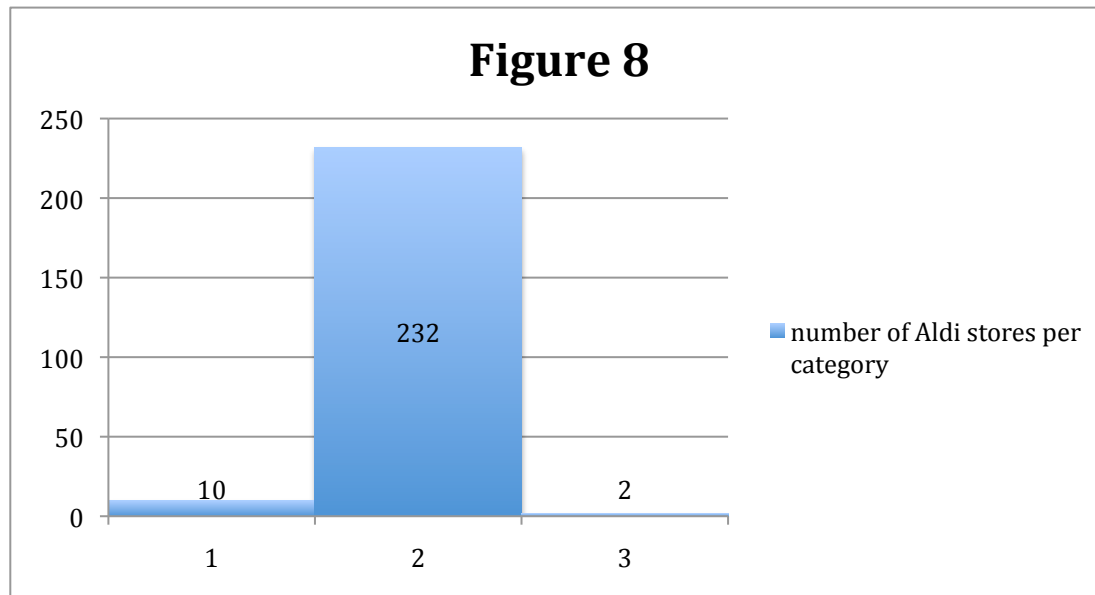
Source: Yorick Rens, 2015

6.8 Architectural details

Architectural details		
1	2	3
Visual removal or destruction of architectural details	Inapplicable	Architectonic details accentuated

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The last quality category refers to the way the store impacts architectural details of a building. Most of the stores are situated in buildings without special architectural details, which explains the relatively high score of 2. This category's results are negligible because of the minimum variation of outcomes.



Source: Yorick Rens, 2015

6.9 Classified results on the basis of city size

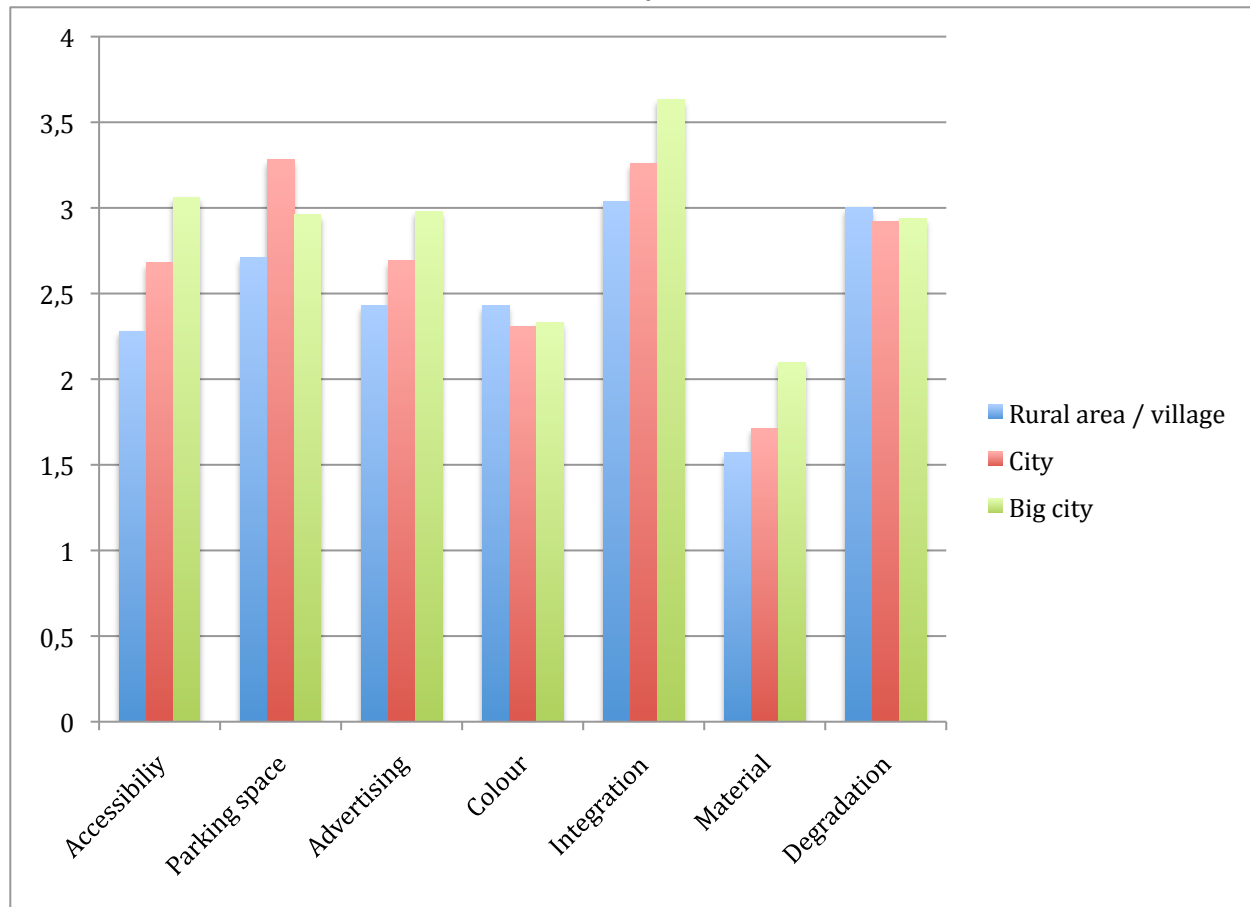
In table 6 on the next page the research findings are clustered on the basis of city size. All the tested Aldi stores are cluster in three categories. The first category is reserved for rural areas and villages or small cities. The second category for average sized cities and the third and final category for relatively big cities. The Aldi stores are in the following manner divided into a category:

1. Rural area / village: < 10.000 inhabitants
2. Cities: between 10.000 and 100.000 inhabitants
3. Relatively big cities: > 100.000 inhabitants

With this trichotomy the differences in quality level of the seven remaining categories is visualised. The category *Architectural details* is left out of this graph because of the minimum variation in research findings.

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Table 6: Classified results on the basis of city size



Source: Yorick Rens, 2015

The first thing notable on the basis of table 6 is that the categories accessibility, advertising, integration and material go up if the city size where the Aldi store is situated is bigger. In other words the quality of these categories is relatively higher in bigger cities. This can be explained by the amount of money that is invested in the stores. Either the municipalities of bigger cities have more financial means to invest in retail development or the Aldi stores are willing to invest more in the stores that are visited by the most people.

The scores for colour and degradation don't differ much according city size. A result that doesn't meet the expectations is parking space. It was expected that this categories would score higher on relatively small cities or rural areas compared to bigger cities. Because bigger cities have a higher density of functions and inhabitants it was expected that parking space would be more of a problem. However because of this high density of big cities the Aldi stores situated their have their own parking space or a share parking space with other stores in the area.

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7. Conclusions and discussion

This final chapter elaborates on the most important research findings, starts a discussion and concludes with a set of recommendations Dutch Design review committees can use to improve the spatial quality of retail development.

7.1 The Dutch quality assurance system

The Dutch use an institutionalised approach to assure an acceptable or desired level of spatial quality. This Design review system has some advantages as well as some disadvantages. The biggest advantage is that the Dutch have embedded the care for spatial quality and the supervision thereof in national laws. This legal basis creates a coherent and well functioning system that is seen as adequate by its users. The design review committees play an important role here because they draw up area-specific criteria. They are seen as a strong element because of their independence, public accountability and legal restrictions and powers. A disadvantage of this system is that although it enables local authorities to actively strive for spatial quality, in practice it depends on the affinity these local authorities have with spatial quality. The resources are available, but the use of these resources is sensitive for political and administrative interests in the care for spatial quality. Another disadvantage of the Dutch quality assurance system is that it takes place mostly at the level of individual and regional spatial plans. A planning gain opportunity lies within quality care of the build environment in nationally applicable spatial planning.

7.2 General quality of Dutch Aldi Stores

The present thesis uses Dutch Aldi stores as a case study and analysed planning laws, formal planning documents and literature on the subject spatial quality and urban design to answer the key question of this research. The key question this thesis addresses reads:

How can the quality of supermarkets in the Netherlands be assessed by formal planning objectives on spatial quality?

Using eight categories of quality assesses the quality of Dutch Aldi stores. The categories that measure the spatial quality of Aldi stores in the Netherlands are: the means of accessibility of the store, the availability of parking space, the use of advertising and signing, the degree to which the colour of the particular Aldi store match the colours of surrounding buildings, the way the store is physically and visually integrated into its environment, the quality of used building materials, degradation or upgrading of the building the store is allocated in and the removal or accentuation of architectural details. The last category appeared to be hard to test in practise using remote sensing. To be able to draw conclusions concerning this category additional research and a different strategy is necessary.

The categories of accessibility and integration scored highest on the determined quality indicators. The relatively high scores for these two categories is a positive finding. In a country with a high density, like the Netherlands these two categories are very important. Providing sufficient possibilities to access Aldi stores by different means of transportation contributes to preventing excess car usage. Excess car usage is considered problematic because of the decrease in traffic flow and the chance of congestion on access roads. The relatively high quality rating for the category of physical and visual integration into the

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environment indicates that Dutch planners successfully achieve the desired mix use of spatial functions. The Dutch planning system aims at clustering retail facilities into a retail structure that is connected and compliments other spatial functions. The majority of Aldi stores fit within this planning goal.

The quality level of available parking space doesn't cause reason for concern. Prior to this study the research findings were expected to be worse for this category. In a densely populated country the expectation was that the allocation of an Aldi store could cause cluttering of parked cars in the neighbourhood. After testing appeared that the majority of stores had sufficient parking space in the area of the store and a bigger than expected proportion of these stores make use of smart shared parking facilities or even provide their own parking space. However, the degree of equal distribution of the middle three scores indicates that there is room for improvement.

The most troubling results relate to the categories concerned with the use of contrasting colours and quality of used materials. The case study research showed that more than half of all Aldi stores in the country use contrasting colours in comparison to surrounding buildings. The margin for deviation of the desirable quality level is relatively bigger than other categories because this research is concerned with commercial functions. However, in combination with the relatively big proportion of stores that use poor building materials and the absence of the highest scoring quality score for advertising these research findings cause concern.

A noteworthy conclusion that can be drawn on the basis of this research is that the overall quality of Aldi stores improves when city size goes up. The general measured quality of Aldi stores was significantly higher for four out of the seven usable quality categories.

7.3 Discussion

The present thesis states that the planning paradigm in the Netherlands has shifted from plan-driven to a more market-driven approach. Under the influence of growing mobility and increasing competition on the retail market private parties became more powerful. They acquired more influence over the quality of the build environment. Local authorities and politicians recognise the importance of improving and maintaining the spatial quality of the Netherlands.

The aim should be focussed on cooperation between public and private actors. On the one hand planners recognise the growing demand to care for the quality of spatial development, while on the other hand private property developers became increasingly involved in the development of retail space. The problem in implementing this way of thinking has to do with control planners want to maintain and the willingness of private parties to invest in commercially attractive locations.

Coproduction can be seen as a change to use market forces in the benefit the realisation of planning goals. The Dutch planning system should find a way of decreasing control over the build environment and create incentives for private parties to invest in spatial quality. Is it socially responsible to reduce the apparent planning control and let market forces become more powerful? If private actors become aware of the fact that quality sells the overall quality of the build environment is bound to improve. Planning should be focussed on controlling the distribution of private investments. Planning should be concerned with

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controlling investment and drawing that investment into areas where the benefits greatest and improvement is most needed.

7.4 Recommendations for design review

The present thesis can be used by Design review comities of individual municipalities to improve the spatial quality of their territory. As stated earlier in this chapter the design review comities and their responsibilities are strongly embed in a legal framework for spatial quality. The municipalities have well adjusted instruments to strive for spatial quality. The most important therein are the Housing act and the Wabo with its implementing regulations. However the information provided in this thesis can be used by design review comities to adjust their design review criteria so that the categories that scored relatively low can be improved. The most important fields of attention are currently the use of advertising contrasting colours and poorer building materials.

Design review in the Netherlands is currently a regional based concept that is shaped and implemented by local authorities. National spatial quality can be improved if the approach would be more nationally based in addition to the regional means available. Chapter 4 showed that the Wro and the Report on spatial planning don't provide sufficient means to strive for a desired spatial quality on national basis. The care for spatial quality can be intensified and improved if the Wro and Report on spatial planning would include more national guidelines and instruments for spatial quality of the country.

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Appendix 1:

Nota Ruimte, Pkb part 3, paragraph A3 :

To operationalize spatial quality, the Fifth report on spatial planning introduced seven new concepts as shown below. However, because the Fifth report has never been put into operation they were copied to its successor; the Nota Ruimte of 2004.

1. **Spatial diversity:** accentuating differences between urban and rural areas.
2. **Economic and social functionality:** whereby functions such as housing, work, mobility and recreation reinforce each other.
3. **Cultural diversity:** space must be created for a diversity of cultural and recreational activities. Besides technological innovations, the history must remain visible.
4. **Social justice:** spatial circumstances must enable a healthy living for everybody. Inequities between social groups and regions must be counteracted.
5. **Sustainability:** ecologically valuable systems must be preserved or restored. Spatial systems of urban and rural areas must be sustainable as much as possible as well.
6. **Attractiveness:** realising that preserving attractive urban and rural areas is a cultural challenge.
7. **Human dimension:** a spatial design must suit with the needs and experiences of citizens. Buildings and infrastructure must not overwhelm citizens.

Wabo, Article 2.10, subsection 1d:

- 1: if the application entails a building activity according to article 2.1 subsection 1a, the authorities can refuse the necessary environmental permit if:
 - d: the appearance or placement of a building which the application relates to, considered in isolation or in relation to the surroundings, contravenes with reasonable demands and criteria for design review (redelijke eisen van welstand) according to article 12a, subsection 1a of the housing act (WoningWet). Unless the authorities agree to grant the permit nonetheless or the application entails a temporary structure that is not a seasonal limited structure.

Ww, Article 1, subsection n and o:

- 1: in the first article of the law the notions of "design review comity" and "city architect" are recorded in black and white.
- n: design review comity: an independent comity, appointed by the town council that provides the mayor and alderman with advise on the appearance and placement of a building. The comity bases his advise on whether or not a requested environmental permit meets the design review criteria.
- o: city architect: an independent expert, appointed by the town council that provides the mayor and alderman with advise on the appearance and placement of a building. The expert bases his advise on whether or not a requested environmental permit meets the design review criteria.

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Ww, Article 8, subsections 6, 7, 8:

- 6: the building code (bouwverordening) establishes rules regarding the composition, organisation and methods of the Design review comity. The building code may determine that a City architect will be appointed instead of a Design review comity. In that case the building code contains rules and provisions concerning the role and function of the City architect. The building code can also contain rules and provisions concerning reports as referred to in article 12b subsection 3.
- 7: order in council (algemene maatregel van bestuur) can determine that the building code provides rules and provisions concerning different subjects than those named in subsection (...) 6.
- 8: order in council can, for the promotion of unity in building code, contain regulations concerning the content of rules and provisions as referred to in subsection (...) 6 and 7.

Ww, Article 12:

- 1: the appearance of:
 - a: an existing building, with an exception for (non-seasonal) temporary buildings;
 - b: a planned building, that doesn't need an environmental permit on grounds of the Wabo;may not be in serious conflict with demands and criteria for design review as referred to in article 12a, subsection 1b.
- 2: the town council can exclude a specific area with its existing buildings and planned buildings from design review criteria.
- 3: if the criteria, as referred to in article 12a, subsection 1d, lead to conflicts with zoning plans or the building code those criteria don't apply.
- 4: the municipality involves the residents of that municipality and other stakeholders in the preparation of decisions referred to in subsection 2.

Ww, Article 12a:

- 1: the municipality composes a design review note that consists of policies that include the criteria the authorities use to measure and judge:
 - a: if the appearance and placement of a planned building, that applied for an environmental permit, considered in isolation or in relation to the surroundings, contravenes with reasonable demands and criteria of design review;
 - b: if the appearance of an existing building conflicts with demands and criteria for design review.
- 2: subsection 4 of article 12 also applies for adopting or amending the design review note.

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- 3: the criteria as referred to in subsection 1:
 - a: don't apply to buildings that are designated as non-seasonal temporary buildings by the environmental permit;
 - b: are focused, as much as possible, on the designated categories of the building;
 - c: may vary depending on the location of the building.
- 4: to promote unity in design review note's, order in council can prescribe criteria for specific categories of building, as referred to in subsection 3.
- 5: order in council, as referred to in subsection 4, takes effect two months after it has been placed in the National Gazette (Staatsblad). Both chambers of the States General receive a notification.

Ww, Article 12b:

- 1: the design review comity or the city architect bases its advice solely on the criteria as referred to in article 12, subsection 1a, or if applicable on the 3 subsection of article 12. Advises are public, issued in writing and motivated.
- 2: meetings initiated by the design review comity or city architect are made public.
- 3: the design review comity and/or the city architect report on their activities and proceedings once a year.
- 4: Members of the design review comity or the city architect may be appointed for a maximum period of 3 years in a certain municipality. After that they can be reappointed once, again for a 3-year period.

Ww, Article 12c:

Mayor and aldermen report to the town council once a year. This report elaborates on at least:

- a: in what way the advises of the design review comity and city architect are dealt with.
- b: the cases that did not meet the requirements of article 12, subsection 1 and the way they where processed.

Bor, Article 6.2 subsections 1 and 2:

- 1: concerning activities as referred to in Wabo, article 2.1 subsection 1a, mayor and aldermen can, if they deem it necessary, seek advice from the design review comity or city architect in judging whether or not the appearance or placement of a building corresponds with design review criteria.
- 2: in cases where mayor and aldermen are not the authorised supervisors, they involve the review design comity or city architect when advising the authorities.

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Mor, Article 2.5 - criteria for design review :

When applying for a permit for a building activity, the applicant provides at least the following data, necessary for judging the design review criteria:

- a: drawings of all fronts of the building, which show how the planned building fits within its surroundings;
- b: basically details of face key features of the building;
- c: coloured photographs of the current situation and surrounding buildings;
- d: an overview of building materials and colours. At least the following needs to be included in this overview: fronts, jointing, frames, windows, doors, balcony fences, gutters and roofing

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Appendix 2:

Boekel	Kerkstraat 8	Apeldoorn	Hofstraat 117
Burgum	Markt 88	Boxmeer	De Kloostertuin 15
Groenlo	Het Pand 2	Julianadorp	Schoolweg 63
Hoek van Holland	Mercatorweg 11-19	Monster	Molenbrink 68
Lemmer	Stationsweg 6	Vlijmen	Oliemaat 6
Oost-Souburg	Vlissingestraat 1	Wezep	Zuiderzeestraatweg 510
Son	Heistraat 14b	Boskoop	Puttelaan 142
Voorthuizen	Kerkstraat 12	Harlingen	Westerzeedijk 1
Geldermalsen	Rijksstraatweg 72	Roden	Padkamp 23
Koog aan de Zaan	Zuideinde 146	Voorhout	Oosthoutplein 5
Made	Stationsstraat 42b	Dieren	Buitensingel 77
Mierlo-Hout	Hoofdstraat 95-97	Epe	Ratelplein 2a
Stein	Omphaliusplein 8	Kaatsheuvel	Jan de Rooijstraat 15a
Werkendam	Floreffestraat 26	Knokke	Maurice Lippensplein 24
Wormerveer	Marktstraat 44	Cuijk	Kaneelstraat 44
Zierikzee	Grevelingenstraat 7	Ommen	Slagenweg 1
Appingedam	Overdiep 2	Driebergen	Traay 99-101
Elburg	Vrijheidsstraat 18	Druten	Marktpassage 5
Heerde	Zwolseweg 19-21	Hardenberg	Israël Emanuelplein 9
Ijsselmuiden	Burg. Van Engelenweg 12	Kalmthout	Willy Vandersteenplein 16
Klazienaveen	Langestraat 151	Velp	Churchillplein 40
Zaltbommel	Fiep Westendorpplein 2	Winschoten	Heemskerkstraat 55
Woudenberg	Dorpsstraat 25	Dwingeloo	Heuvelenweg 34h
Dokkum	Hogedijken 4	Groesbeek	Hoflaan 3
Heesch	Osseweg 1	Ranst	Kromstraat 62a
Joure	Sinnebuorren 10	Steenwijk	Steenwijkerdiep 27
Maarsssen	Nassastraat 61	Hoensbroek	Prof. V.d. Hoffstraat 11
Steenbergen	Westdam81		

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Leerdam	Europaplein 36	Uden	Voilierstraat 15
Nunspeet	Laan 66	Waddinxveen	Zuidplashof 2
Urk	Nagel 34	Landgraaf	Hoofdstraat 144
Vianen	Hazeslinger 10	Sittard	Brugstraat 3a
Hillegom	Houttuin 8	Zutphen	Jan Vermeerstraat 53
Bilthoven	Vinkenlaan 7	Heemskerk	Gerrit van Assendelftstraat 32
Putten	Bilderdijkstraat 46	Beverwijk	Beijneslaan 169
Lisse	Madelief 8	Beverwijk	Frank Sinatraplein 42
Baarn	Nieuwstraat 13	Middelburg	Westerscheldeplein 2
Winterswijk	Weurden 6	Wijchen	Homberg 25-31
Ermelo	Stationsstraat 94	Geleen	Jos Klijnenlaan 38-42
Terneuzen	Axelsestraat 163-165	Tiel	Kwelkade 53
Heemstede	Kerklaan 27	Venray	D'n Herk 96
Wassenaar	Hofcampweg 296-300	Drachten	Ringweg 16-18
Boxtel	Kapelweg 3	Zwijndrecht	Troelstraplein 1-2
Goes	Molenplein 6	Harderwijk	P.C. Hooftplein 20
Berkel en Rodenrijs	Molenwerfstraat 27	Harderwijk	Tonselsedreef 349
Culemborg	Lanxmeersestraat 17	Kerkrade	Maria Gorettiplein 2
Heerenveen	Abe Lenstra Boulevard 301	Roermond	Nassastraat 78
Nijkerk	Hoefslag 53	Schagen	langestraat 7
Uithoorn	Sportlaan 17	Rijswijk	Herenstraat 2
Aalsmeer	Poldermeesterplein 7	Woerden	Frederik Hendriklaan 30
Vennep	Kalslagerring 23	Woerden	Industrieweg 2
Oldenzaal	Henegouwenlaan 5-6	Bergen op Zoom	Glacisstraat 17
Castricum	Bakkerspleintje 77	Heerhugowaard	Rustenburgerweg 108
Hoogvliet	In de Fuik 25-27	Oosterhout	Patrijslaan 2b
Sneek	Boschplein 3	Doetinchem	Schouwburgplein 224
Sneek	Normandiaplein 6	Scheveningen	Westduinweg 1245
Rosmalen	Raadhuisstraat 17	Den Helder	Vrede en Vrijheid 12-

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	16		Noord Koninginnewal 42
Emmen	Middenhaag 515	Helmond	
Emmen	Wilhelminastraat 10	Leeuwarden	Cambuurplein 50
	Dr. Schaepmanlaan 109	Leeuwarden	Snekertrekweg 27
Oss		Delft	Papsouwseleen 1
Veenendaal	Dr. Slotemaker de Bruïnestraat 2	s-Hertogenbosch	Manis Krijgsmanhof 176
Veenendaal	Scheepjeshof 40	Dordrecht	Admiraalsplein 68-70
Capelle aan den IJssel	Bermweg 69	Leiden	Raamsteeg 73-75
Assen	Bremstraat 5	Leiden	Schoolstraat 6
Asten	Julianastraat 50	Leiden	Stationsplein 220-230
Alphen aan den Rijn	Euromarkt 89-97	Maastricht	Volkspalein 34b
Alphen aan den Rijn	Ridderhof 55	Zoetermeer	Leidsewallen 26
Ede	Parkweide 28	Breda	Belcruinweg 4-7
Hoorn	Dubbele Buurt 38-42	Breda	Brusselstraat 10-12
	Dr. Wiardi Beckmansingel 67	Breda	Teteringsedijk 130
Vlaardingén		Amersfort	Groningerstraat 168
	Graan voor Visch 14005	Amersfort	Kreupelstraat 32
Hoofddorp			Menno Simonszweg 200
Leidschendam	Prins Frederiklaan 203	Haarlem	
Zaandam	Zeewijkplein 111	Haarlem	Merovingenstraat 82
Lelystad	Jol 3525	Haarlem	Werfstraat 7
Lelystad	Ringdijk 50	Enschede	Deurningerstraat 101
Roosendaal	Boulevard 118a	Nijmegen	Binnenhof 10-12
Schiedam	Borodinlaan 74	Nijmegen	Kann. Mijlinckstraat 7
	s-Gravenlandseweg 606-608	Tilburg	Wilhelminapark 48
Schiedam		Almere	Regisseurstraat 1a
Hengelo	Zuivelweg 7	Groningen	Prunusstraat 59-61
Hengelo	Dikkersplein 11	Groningen	Rode Weeshuisstraat 4
Purmerend	Wagenweg 16a	Eindhoven	Judas Taddeusplein 1
Hilversum	Noordse Bosje 23	Eindhoven	Kastelenplein 60

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Eindhoven	Woensel 77	Gulpen	Looierstraat 20
Utrecht	Amsterdamse straatweg 27-35	Cadier en Keer	Kerkstraat 83
Utrecht	Euterpedreef 5	Den Dolder	Dolderseweg 138e
Utrecht	Haroekoeplein 12	Horn	Dorpstraat 69
Utrecht	Van Heuven Goedhartlaan 77a	Vollenhove	Weg van Rollecate 11
Den Haag	De Savornin Lohmanplein 26-30	Oude Tonge	Dabbehof 32
Den haag	Langestede 4-6	Overdinkel	Hoofdstraat 118
Den haag	Laakweg 126e	Vries	Asserstraat 9a
Den haag	Van der Kunstraat 75	Workum	Hearewei 6
Rotterdam	1e Middellandstraat 56c	Hippolytushoef	Hoofdstraat 4
Rotterdam	Binnehof 39	Ochten	Molendam 11
Rotterdam	Ebenhaezerstraat 1-2	Rekem	Steenweg 48
Rotterdam	Eudokiaplein 8-10	Smilde	Veenhoopsweg 34-36
Rotterdam	Linker Rottekade 6b	Appelscha	Vaart-Zuidzijde 55
Rotterdam	Lusthofstraat 81	Hedel	Raadhuis 5-6
Rotterdam	Maaskade 23a	Nieuw-Amsterdam	Vaart-Zuidzijde 49
Rotterdam	Vierhavensstraat 113	Scheemda	Esborgstraat 3-5
Amsterdam	Admiraal de Ruijterweg 56c	Waspik	Dorpsplein 5-17-19
Amsterdam	Bijlmerplein 719	Vorden	De Bleek 4
Amsterdam	Gaaspstraat 41	Nuth	Markt 10
Amsterdam	Osadorper Ban 90	Kollum	W. Loréweg 2a
Amsterdam	Pijnackerstraat 36	Wieringerwerf	Brinkweg 3
Amsterdam	Waterlandplein 26	Gaanderen	Hoofdstraat 4
Sluis	Sint Annastraat 17	Aarle-Rixtel	Kanaaldijk 3
Scherpenzeel	Dorpsstraat 238	Bakel	Dorpstraat 54
Nieuwe-Niedorp	Dorpsstraat 117	Surhuisterveen	Gedempte Vaart 29
Schinnen	Scalaplein 1	Nieuwleusen	Grote Markt 22
Grootegast	Abel tasmanplein 1	Meijel	Zonnedaauw 6
		Opheusden	Dorpsstraat 4
		Mill	Wanroijseweg 49a

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Beneden-Leeuwen	Dorpsplein 4	Venhuizen	Twijver 48-50
Wijk en Aalburg	Parallelweg 2	Oude Pekela	de Helling 57
Sevenum	Raadhuisplein 4	Moordrecht	De Smidse 17
Heythuysen	Dorpstraat 22	Udenhout	Tongerloplein 19
Elsloo	Koolweg 61	Bedum	Stationsweg 32
Vaals	Kerkstraat 2	Hilvarenbeek	Bloemenstraat 11
Stiens	Buterhoek 6	Denekamp	Eurowerft 10
Echt	Palmbrugweg 4	Holten	Zwartepad 14
Reeuwijk	Dorpsweg 36	Alkmaar	Vincent van Goghlaan 1
Tholen	Terreplein 8	Breukelen	Hazeslinger 10