Citizen Connect
shopfront for government services

by

Gabriella Emilia Ferrara Dias

Submitted in fulfilment of the requirements for the degree of Masters in Architecture (Professional)
in the

FACULTY OF ENGINEERING, BUILT ENVIRONMENT AND INFORMATION TECHNOLOGY

at the

UNIVERSITY OF PRETORIA

Study Leader: Karel Bakker (Prof)
Course coordinator: Jacques Laubscher (Dr)

PRETORIA
2011
Thank you to my Lord Jesus Christ

Let’s not get tired of doing what is good. At just the right time we will reap a harvest of blessing if we don’t give up.

Galatians 6:9
For
My Parents
In accordance with Regulation 4(e) of the General Regulations (G.57) for dissertations and theses, I declare that this thesis, which I hereby submit for the degree Master of Architecture (Professional) at the University of Pretoria, is my own work and has not previously been submitted by me for a degree at this or any other tertiary institution.

I further state that no part of my thesis has already been, or is currently being, submitted for any such degree, diploma or other qualification.

I further declare that this thesis is substantially my own work. Where reference is made to the works of others, the extent to which that work has been used is indicated and fully acknowledged in the text and list of references.

Signature

Gabriella Dias
Citizen Connect
shopfront for government services

by

Gabriella Emilia Ferrara Dias
23044439

Study leader: Karel Bakker (Prof)
Course coordinator: Jacques Laubscher (Dr)
Degree: Master of Architecture (Professional)
Department: Department of Architecture
Faculty: Faculty of Engineering, Built Environment and Information Technology
University: University of Pretoria

project summary

Programme: Civic + Retail development
Site description: Sammy Marks Development—Lewis & Marks building and the public domain
Client: Public Private Partnership, where both public and private bodies can work together for the benefit of the citizen.
Users: Citizens of Tshwane
Site location: Erf 1/3357 & 5/3357, Pretoria City centre
Address: c/o Prinsloo & Church Street, Pretoria City Centre, Pretoria South Africa
GPS Coordinate: S 25° 44’ 45.96”, E 28° 11’ 35.16”
Research field: environmental potential + heritage and cultural landscapes
Illus. 0.2 Concept sketch
# Table of Contents

TABLE OF CONTENTS viii  
LIST OF ILLUSTRATIONS ix  
LIST OF TABLES xx  
LIST OF GRAPHS xx  
FOREWORD xxii  
ABSTRACT xxiv  

CHAPTER 01  
introduction 01  

CHAPTER 02  
normative position 11  

CHAPTER 03  
defining the typology 23  

CHAPTER 04  
context + urban analysis 43  

CHAPTER 05  
precedent studies 73  

CHAPTER 06  
programme 93  

CHAPTER 07  
design development 107  

CHAPTER 08  
technical resolution 131  

CHAPTER 09  
design solution 153  

APPENDIX  
A1  
A2  

BIBLIOGRAPHY 179  
189  
195
front

Illus. 0.1. Logo. Author’s own, 2011.......................................................... i
Illus. 0.2. Concept sketch. Author’s own, 2011.............................................. iv

chapter 01

Illus. 1.1. Graphic indicating services provided by government. Author’s own, 2011.......................................................... 02
Illus. 1.3. Arrows showing dissipate locations of departments. Author’s own, 2011.......................................................... 07
Illus. 1.4. Photograph taken of a poster from a political party leading up to the municipal elections. Edited by the author, 2011.......................................................... 09

chapter 02

Illus. 2.1. Graphic representation of layers of the city. Author’s own, 2011.......................................................... 12
Illus. 2.2. Graphic representation of layers of the city. Author’s own, 2011.......................................................... 13
Illus 2.3. Dieses ist lange her (Now this is lost), 1975 in O'REGAN, J. 1983. Aldo Rossi Selected Writings and Projects. London: Architectural Design. P 8.......................................................... 14
Illus. 2.4. Abstract representation of parasitic architecture. Author’s own, 2011.......................................................... 15
Illus. 2.7. Parasitic dwelling attached to Las Palmas building lift shaft, identified by architect Stuhlmacher as left-over space, Rotterdam harbour. http://www.detail.de/rw_5_Archive_En_HoleArtikel_4711_Artikel.htm [accessed 20 April 2011] .............. 17
Illus 2.12. Connection of established guidelines. Author’s own, 2011.......................................................... 20
Illus. 2.13. Summary. Author’s own, 2011.......................................................... 21

chapter 03

Illus. 3.1. The current administrative system has not evolved from its top-down approach. Author’s own, 2011........... 24
Illus 3.2. Citizen Connect is based on a system where serving the citizen is the central theme. Author’s own, 2011.......................................................... 25
Illus 3.3. Departments of South Africa. Author’s own, 2011.......................................................... 25
list of illustrations

Illus 3.6. Comparative analysis of automotive industry and Citizen Connect. Author’s own, 2011............................................. 27
Illus 3.8. Modes of communication between government and the citizen. Author’s own, 2011............................................. 30
Illus 3.13. Open and accessible brand of ABSA. Author’s own, 2011............................................. 32
Illus 3.15. MTFG bank. VAUDREY, C. 2005. Bank (on a) roll. Frame (46), 44-46 .................................................. 33
Illus 3.19. Location of Belgium. Author’s own, 2011............................................. 34
Illus 3.25. Location of Brazil. Author’s own, 2011............................................. 36
Illus 3.26. Map indicating location of Poupa Tempo and the square. Author’s own, 2011............................................. 37
Illus 3.28. Employees of Poupa Tempo celebrating the inauguration of a centre. www.poupatempo.sp.gov.br/ [accessed 27 March 2011]............................................. 37
Illus 3.32. Location of South Africa. Author’s own, 2011............................................. 38
Illus 3.33. Map indicating the link of the Metro Link to the surrounding urban fabric. Author’s own, 2011............................................. 39
Illus 3.36. City Hall scale comparison study on site aerial photo. Author’s own, 2011............................................. 41
Illus 3.37. City Hall scale comparison study on figure ground plan. Author's own, 2011

Illus 3.38. Poupa Tempo scale comparison study on site aerial photo. Author's own, 2011

Illus 3.39. Poupa Tempo scale comparison on figure ground plan. Author's own, 2011

Illus 3.40. Metro Link scale comparison study on figure ground plan. Author's own, 2011

Illus 3.41. Metro Link scale comparison study on figure ground plan. Author's own, 2011

Illus 3.42. Citizen Connect scale comparison study on site aerial photo. Author’s own, 2011

Illus 3.43. Citizen connect scale comparison study on figure ground plan. Author’s own, 2011

chapter 04


Illus 4.2. Graphic representation of Pretoria citizens. Author’s own, 2011

Illus 4.3. Boundaries and nodes. Author’s own, 2011

Illus 4.4. Major Routes. Author’s own, 2011

Illus 4.5. Government occupied/owned buildings and landmarks. Author’s own, 2011

Illus 4.6. Primary, secondary and pedestrian movement patterns. Author’s own, 2011

Illus 4.7. Perspective of study area. Author’s own, 2011


Illus 4.23. Sketch of framework and inter-connecting routes. Author’s own, 2011


Illus 4.25. Planning principles: to invite or repel. Reactive framework. Author’s own, 2011


Illus 5.29. Perspective of Main entrance. HLMSV Architects, 2010

Illus 5.30. Ground floor plan. HLMSV Architects, 2010

Illus 5.31. First floor plan. HLMSV Architects, 2010

Illus 5.32. Second floor plan. HLMSV Architects, 2010

Illus 5.33. Exterior elevation. HLMSV Architects, 2010

Illus 5.34. Interior photo of double volume area. Author’s own, 2011

Illus 5.35. Interior photo of double volume area during construction. HLMSV Architects, 2010

Illus 5.36. Interior photo of lift lobby during construction. HLMSV Architects, 2010

Illus 5.37. Interior photo of atrium during construction. HLMSV Architects, 2010

Illus 5.38. Colour coding of vinyl floor pattern and doors. Author’s own, 2011

Illus 5.39. North elevation. HLMSV Architects, 2010

Illus 5.40. West elevation. HLMSV Architects, 2010

Illus 5.41. South Elevation. HLMSV Architects, 2010

Illus 5.42. Perspective of main entrance. HLMSV Architects, 2010. Edited by the author. 2011

Illus 5.43. Assessment criteria. Author’s own, 2011


Illus 5.48. Assessment criteria. Author’s own, 2011

Illus 5.49. Assessment of Municipality of Tshwane building. Author’s own, 2011

Illus 5.50. Assessment of Department of Home Affairs. Author’s own, 2011

Illus 5.51. Assessment of Department of Transport. Author’s own, 2011


Chapter 06

Illus 6.1. Illustration showing Citizen Connect in a category A municipality with Pretoria being the head office, showing the possible locations of satellite centres. Author's own, 2011.


Illus 6.3. Pretoria as head office. Author's own, 2011.


Illus 6.5. Category A municipalities are situated amongst areas of greatest population densities. Author's own, 2011.


Illus 6.7. City of Tshwane showing the location of Pretoria. Author's own, 2011.

Illus 6.8. City of Tshwane showing population densities. Author's own, 2011.


Illus 6.11. Lifeline of the citizen and service hierarchy. Author's own, 2011.


Chapter 07

Illus 7.1. Option 1 spatial diagram. Author's own, 2011.

Illus 7.2. Option 2 spatial diagram. Author's own, 2011.

Illus 7.3. Option 3 spatial diagram. Author's own, 2011.

Illus 7.4. Site positioning option 1. Author's own, 2011.

Illus 7.5. Site positioning option 2. Author's own, 2011.

Illus 7.6. Site positioning option 3. Author's own, 2011.

Illus 7.7. Site positioning combination of options. Author's own, 2011.

Illus 7.8. Photograph of existing site plan: Author's own, 2011.


Illus 7.12. Diagram showing existing flow through the arcade and new flow in Citizen Connect. Author's own, 2011.


Illus 7.22. Perspective of support service boxed jutting into the primary arcade. Author's own, 2011.


Illus 7.25. Diagram of section through the existing arcade & design concept. Author’s own, 2011………………..121
Illus 7.26. Ground floor plan. Author’s own, 2011………………………………………………………………….122
Illus 7.27. First floor plan. Author’s own, 2011……………………………………………………………………..123
Illus 7.28. Second floor plan. Author’s own, 2011……………………………………………………………………123
Illus 7.29. Roof plan. Author’s own, 2011………………………………………………………………………………124
Illus 7.30. Northern elevation. Author’s own, 2011……………………………………………………………………124
Illus 7.31. Eastern elevation. Author’s own, 2011…………………………………………………………………….125
Illus 7.32. Section a-a. Author’s own, 2011…………………………………………………………………………..125
Illus 7.33. Section b-b. Author’s own, 2011………………………………………………………………………..125
Illus 7.34. Perspective view through the primary arcade. Author’s own, 2011…………………………………….126
Illus 7.35. Perspective view of Citizen Square facing the information kiosk. Author’s own, 2011……………127
Illus 7.36. Perspective. Author’s own, 2011………………………………………………………………………..128
Illus 7.37. Existing routes through the site and existing entrance into the Lewis & Marks building amount to two.
Authors own. 2011………………………………………………………………………………………………………………………129
Illus 7.37. New routes through the site as a result of the design intervention and proposed entrances into the
Lewis & Marks building amounting to 7.………………………………………………………………………………………….129

Chapter 08

Illus 8.1. Illustration indicating the new elements of the development having a steel structure. Author’s own, 2011………………..132
Illus 8.2. Illustration showing the primary elements of the building. Author’s own, 2011……………………………………………………………………………………………………………………………….133
[accessed 8 September 2011]……………………………………………………………………………………………………………….134
[accessed 8 September 2011]……………………………………………………………………………………………………………….134
Illus 8.6. Brownbuilt. Author’s own, 2011………………………………………………………………………………………..134
Illus 8.7. Suspended brownbuilt. Author’s own, 2011………………………………………………………………………134
[accessed 13 September 2011] Edited by the author, 2011…………………………………………………………………….134
Illus 8.10. Thermocoustex. www.thermocoustex.co.za/ [accessed 9 September 2011]…………………………………….134
[accessed 13 September 2011] Edited by the author, 2011…………………………………………………………………….134
Illus 8.13. LED. www.ledlighting.co.za/ [accessed 20 September 2011]………………………………………………………….134
Edited by the author, 2011………………………………………………………………………………………………………………………….134
[accessed 13 September 2011]……………………………………………………………………………………………………………….134
[accessed 26 September 2011]……………………………………………………………………………………………………………….134
[accessed 26 September 2011]……………………………………………………………………………………………………………….134
Illus 8.27. Box construction. Author’s own, 2011………………………………………………………………………………………….134
Illus. 8.28. Glass. Author’s own, 2011


Illus 8.31. Cape Town stadium is clad with fibreglass translucent membrane and changes in appearance throughout the day from blue to red. [http://www.gibb.co.za/AboutGIBB/News/DitabaOctober2010/Dit] [accessed 13 September 2011]


Illus 8.34. Van Dyck Oxygen manufacture process. at: [http://www.mohawkflooring.com/carpeting/everstrand/default.aspx] [accessed 27 September 2011]

Illus 8.35. Illustration of a citizen drinking from a drinking fountain. [http://www.drinkingwaterfountains.co.uk/drinkin-water-fountain-industry-solutions/leisure-industry/] [accessed 29 August 2011]

Illus 8.36. Photograph of ceramic tiles in the arcade: extremely slippery and in a poor condition. Author’s own, 2011

Illus 8.37. Photograph of ceramic tiles in the arcade: extremely slippery and in a poor condition. Author’s own, 2011

Illus 8.38. Photograph of Sammy Marks square: concrete paving, natural and pigmented. Good condition. Author’s own, 2011

Illus 8.39. Photograph of State Theatre Square: Terrazzo & marble/ granite paving, good condition. Author’s own, 2011

Illus 8.40. Smooth concrete finish, natural colour. [www.vanstone.co.za] [accessed 17 August 2011]

Illus 8.41. Smooth concrete finish, slate colour. [www.vanstone.co.za] [accessed 17 August 2011]

Illus 8.42. Exposed aggregate, natural colour. [www.vanstone.co.za] [accessed 17 August 2011]


Illus 8.44. LED light. [www.ledlighting.co.za] [accessed 20 September 2011]

Illus 8.45 LED light. [www.ledlighting.co.za] [accessed 20 September 2011]


Illus 8.47. Bauhina Galpini. [http://www.bidorbuy.co.za/item/16443932/Bauhinia_galpinii_P] [accessed 29 August 2011]

Illus 8.48. Ground floor paving layout. Author’s own, 2011


Illus 8.50. Service approach. Author’s own, 2011

Illus 8.51. Service location diagram. Author’s own, 2011

Illus 8.52. Energy management system elements. [www.secontrols.com] [accessed 21 September 2011]

Illus 8.53. Cross ventilation. Author’s own, 2011

Illus 8.54. Stack ventilation. Author’s own, 2011

Illus 8.55. Night passive cooling. Author’s own, 2011

Illus 8.56. Mixed mode ventilation. Author’s own, 2011

Illus 8.57. Storm-water strategy diagram. Author’s own, 2011

Illus 8.58. Solar strategy for the summer solstice. Author’s own, 2011

Illus 8.59. Solar strategy for the winter solstice. Author’s own, 2011


Illus 8.62. Colt seefire ventilator above a fire escapes with translucent polycarbonate louvers to allow daylight to enter the fire escape staircase and to provide a smoke free route. http://www.coltinfo.co.uk/products-and-systems/smoke-control/ [accessed 21 September 2011] ......................................................... 147

Illus 8.63. Ground floor fire plan. Author’s own, 2011 ................................................................. 148
Illus 8.64. First floor fire plan. Author’s own, 2011 ................................................................. 148
Illus 8.65. Second floor fire plan. Author’s own, 2011 ................................................................. 149
Illus 8.66. Roof fire plan. Author’s own, 2011 ................................................................. 149
Illus 8.67. Illustration of categories for waste separation for recycling. Author’s own, 2011 .................. 150
Illus 8.68. Refuse + collection + deliveries plan. Author’s own, 2011 chapter 09 ................. 150

chapter 09

Illus 9.1. Pretoria City Centre existing context plan. Author’s own, 2011 ................................................................. 154
Illus 9.2. Intervention on existing site plan. Author’s own, 2011 ................................................................. 155
Illus 9.3. Site roof plan. Author’s own, 2011 ................................................................. 155
Illus 9.4. Ground floor demolition plan. Authors own, 2011 ................................................................. 156
Illus 9.5. First floor demolition plan. Author’s own, 2011 ................................................................. 157
Illus 9.6. Second floor demolition plan. Author’s own, 2011 ................................................................. 157
Illus 9.7. Roof demolition plan. Author’s own, 2011 ................................................................. 157
Illus 9.8. Ground floor framework plan. Author’s own, 2011 ................................................................. 158
Illus 9.9. Lower ground floor plan. Authors own, 2011 ................................................................. 159
Illus 9.10. Basement plan. Author’s own, 2011 ................................................................. 160
Illus 9.11. Ground floor plan. Author’s own, 2011 ................................................................. 161
Illus 9.12. First floor plan. Author’s own, 2011 ................................................................. 162
Illus 9.15. West elevation. Author’s own, 2011 ................................................................. 165
Illus 9.16. North elevation. Author’s own, 2011 ................................................................. 165
Illus 9.19. Section a-a. Author’s own, 2011 ................................................................. 166
Illus 9.18. Section b-b. Author’s own, 2011 ................................................................. 166
Illus 9.19. Perspective 1. Author’s own, 2011 ................................................................. 167
Illus 9.20. Perspective 2. Author’s own, 2011 ................................................................. 167
Illus 9.21. Perspective 3. Author’s own, 2011 ................................................................. 167

appendix A1


181


181


181


181


182


182


183


183


184


184


184


184


184


184


185


185


185


186


186


186
Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 186

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 178

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 186

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 187

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 187

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 187

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 187

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 187

Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives.............................. 187

Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives.............................. 188

Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives.............................. 188

Dokumentasie, Lewis en Marks gebou (stad). University of Pretoria: Architecture department archives........ 188

appendix A1

Illus A2.01. Final presentation. Author’s own. 2011........................................................................................................ 190
list of tables

chapter 04

Table 4.1. Temperature and rainfall. Author’s own, 2011................................................................. 69

chapter 06

Table 4.2. Schedule of accommodation. Author’s own, 2011........................................................... 104

chapter 08

Table 8.1. Green Star SA—Retail Centre v1 credit summary. Author’s own, 2011................................. 142
Table 8.2. Storm-water collection strategy calculation. Author’s own, 2011....................................... 145

list of graphs

chapter 08

Graph 8.1. Green Star SA—Retail Centre v1 credit summary. Edited by author. 2011....................... 142
South African's inhabit a country where at the heart of most popular protests is the frustration experienced with the lack of delivery of basic amenities, but there is also a more sinister side to this lack of service delivery. This is the delay of or inability of South African's to attain a South African identity document and as such a South African identity. I was recently watching an Australian reality television programme where one contestant was asked “how old are you?” To which he replies “Um well I’m not exactly sure. When I was originally found in Iraq, in an orphanage, I was born with no birth certificate.” This gentleman was born without an identity in a conflict zone. Here in South Africa there are some of our fellow citizens that live without an identity and tragically die, taking their own life after not being able to attain one.

The reason for this dreadful trend is an identity document is not just a green book; it is often a passport to being part of the economically active elite in South Africa. With an unemployment rate pushing 25% an identity book can mean the difference between being able to attain work and having to join the informal economy or worse still, turning to a life of crime.

What I’m doing mom is because I love you. I couldn’t afford to give you as much love as you expected because wherever I went, I was asked for my ID. This is an extract of a suicide note of a woman who took her own life because of the inability to attain an identity document. The heartbreaking breaking reality is that the ID has become the pass book of the apartheid years. An ID book effectively gives you a pass to attain work. I have even seen security companies hold contractors ID’s hostage when entering a security complexes. Without one you are treated as if you are not a citizen of this country and you are denied the basic dignity that our constitution affords us.

The proposed Citizen Connect aims to attempt to address these administrative issues in a welcoming environment using an innovative programme. The proposed intervention will go a long way in rebranding the services offered by the South African Government in a centralised location with easy access. It is through these innovative ideas that we can begin to solve the challenges that our country faces.

Gareth Farr
Political Studies (Bpolsci)
History BHCS (Hons)
International Relations BA(Hons)
General BCom
abstract

Citizen Connect: a shopfront for government services with the greatest public interface, is a civic centre for the users of Pretoria City Centre and serves as the headquarters for Citizen Connect branches to be implemented throughout the country.

Batho Pele principles: a better life for all South Africans by putting people first, have been put in place to address the service delivery challenges facing a democratic South Africa. Batho Pele, a Sotho translation for people first, and slogan being: Together beating the drum for service delivery, put forward principles such as increasing access, openness and transparency, value for money and providing information to name a few.

Citizen Connect brings together National, Provincial and Local government departments, which have traditionally been provided in dissipate locations, in a single location. By providing services that the citizen most frequently uses, the centre offers time saving opportunities but also aims to strengthen the ideals of citizenship when the user is in or around the centre.

Citizen Connect is located in the Sammy Marks precinct, a catchment node of movement, public space, business and government, to the east of Church Square, and placed in the Sammy Marks development. The Sammy Marks development occupies an entire block and is in an existing joint public and private development and a convenient location for the citizen. The development has an existing culture of inter-block movement and cross bridge connection.

The intervention takes place on the south and eastern portion taking into consideration the proposed hotel and the Lewis and Marks building, with its heritage significance. The intervention spreads into the public domain, creating and strengthening the public sphere by implementing urban quality criteria as space for people.

The aims of the intervention are to indicate a new direction for civic architecture, create an architecturally positive environment by exploring interface architecture.