The Concept of the Right to The City and Its Relation to Citizen-Friendly Urban Design

Matching The Comprehensive Norms of Citizenship With The Qualitative Indicators of Urban Design

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Abstract | The necessity has been arisen nowadays to frame the concepts of the right to the city, citizenship, and urban justice in a more specific manner due to the interdisciplinary essence of urban design profession as well as the modern debates related to it. The right to the city is an issue of social, political and legal nature, which claims a legal framework that fairly and transparently makes the living environment more citizen-friendly by redefining the concept of citizenship right. In this regard, urban design processes perform an underlying role in creating the living environment of the citizens, and thus, the right to the city can be realized in urban settlements, again emphasizing the interdisciplinary essence. Hence, this article tries to provide a meaningful link between the theory and the practice of urban design by adopting humanistic backgrounds as well as exploring into the right to the city, in order to be able to develop the quality of public urban spaces by utilizing the significant role of social concepts along with environmental qualities. In doing so, comprehensive social norms have been listed using the collection of materials on the notion of the right to the city in addition to urban justice based on library research. Finally, an effort has been made to provide a theoretical framework including qualitative indicators; the indicators which are effective in the emergence of citizen-friendly urban design in two areas of urban design process and production through comprehensively utilizing comparative methods, content analysis, analytical description, as well as matching the comprehensive citizenship norms with qualitative characteristics proposed by the experts.

Keywords | The right to the city, Citizenship, Citizen-friendly urban design, Qualitative indicators, Urban justice.

Introduction | Nowadays, more attention has already been paid to the concept of citizenship, as an interdisciplinary topic in both citizen-friendly and democratic urban design, due to the new orientations. Urban projects as well as urban public spaces, supposedly fulfill the minimum range of citizens' requirements in Iran. Citizens spend a lot of time at the private and semi-private spaces as well as the semi-public buildings, rather than in public urban spaces. Moreover, they rarely participate in the process of scheming in addition to shaping public spaces, and simultaneously they are poorly considered in urban design process by the experts.

In the current situation of urban design process and also urban spaces, the procedural components as well as the substantive ones presumably decline the support of the emotional aspects of citizens; some inflexible and unattractive spaces that do not persuade the users for long-term presence and simultaneously ignore a wide range of social groups such as women, children and the elderly people. The appropriate usage of space requires some issues such as security and inclusiveness to acknowledge the possibility for different segments of the population to attend. In the past, Iranian urban spaces existed in a different way; the vast presence of the citizens had led to the vitality of these spaces and meeting a wide range

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of users' needs had brought dynamism and livability. Current urban design of our country has supposedly encountered many shortcomings given the monopolies, the involvement of specific groups as well as dominant ones in urban design, the impossibility of participation and the lack of user's self-expression, the shortage of attention to all classes and groups in the city, the negligence of the profound meaning of the word citizen, and ultimately the lack of awareness. In fact, the grant of the rights to the living place defines the profound meaning of the term citizen. Now the concept of citizenship should be redefined based on theories such as the right to the city as well as urban justice in terms of regarding the above-mentioned rights. Consequently, one question can be formulated as follows: what is the relationship between the theory of the right to the city and the concept of urban justice with the emergence of citizenship norms? And another question is which urban design qualities can be utilized to approach the citizenship norms? The focus of this article is on the social and humane aspects of urban design, scrutinizing new theories, as well as illuminating the theoretical framework for citizen-friendly practices.

Methodology

The article has a qualitative essence and has been conducted through the interconnection of some methods such as analytical description and content analysis, as well as comparative one. Furthermore, library research has been carried out on the documents to collect the required data on the theoretical concepts of citizenship rights and the right to the city, along with urban justice and urban design qualities. Moreover, this article adopts analytical description and content analysis, as well as the comparison, to reach the theoretical framework in addition to the results of the paper including the norms of citizenship in conjunction with the qualitative indicators of citizen-friendly urban design.

The Citizenship Right

The different ideologies indicate the various definitions of citizenship which are frequently being modified in a historical process. From the liberal democracy to the critical theory, this issue has invariably been a subject of debate and modification. In the widest sense, the citizenship concept consists of rights and duties as well as the membership in a political community (Purcell, 2003). Many philosophers call the notion of citizenship as a task (Kant, 1991). Within the view of membership in the nation-state, generally relying on the liberal and more generally, the capitalism, the citizenship concept definition and granting of various civil, social and political rights to citizens have been questioned. In addition, the critical theorists are redefining the citizenship on the basis of modern ideas. These views presume the concept of citizenship on an urban scale, according to the membership in the urban communities (Miraftab, 2012; Holston & Appadurai, 1996; Purcell, 2003; Plyushteva, 2009). In Table 1, the basis for defining the concept of citizenship is determined based on contemporary theories.

The Right to the City

Henri Lefebvre as the main theorist of the right to the city did not assume the official citizen only as a member of a political community unlike many of the ideologies associated with the citizenship concept. Some experts understand Lefebvre's notions as the concepts associated with critical urban theory. This theory is in contrast to market-oriented and technocratic urban forms, as well as specialist ones. In addition, it ignores the neoliberal types of political sciences. The ultimate goal of critical urban theory is to claim the right to the city, and in this sense, it does not specify only the negative points, but rather it critically specifies the wrong parts that need modifying (Brenner et.al, 2012). Some scholars such as Da-

Table 1: The concept of citizenship based on contemporary theories. Source: Authors.

Theories	Scale	Citizenship defined as	References
Liberalism	National	Political membership in the nation-state	Miraftab, 2012; Holston & Appadurai, 1996
The right to the city	Urban and local	Inhabitance and presence in the city and membership in the urban communities	Lefebvre, 1996, 2002 Purcell, 2002; 2003 Plyushteva, 2009
The right to the global city	Urban and local	Inhabitance and presence in the global city and membership in the urban communities	Purcell, 2002; 2003 Plyushteva, 2009

vid Harvey, Don Mitchel, Alison Brown, Annali Kristiansen and Mark Purcell are the other theorists of this field. This paper does not pursue the political role of some theorists who follow ideologies like Marxism, whereas it attempts to extract the indicators related to the citizenship in urban design from these ideas.

As Marcuse, Berner, and Meyer have argued, the right to the city is an ethical claim based on urban justice fundamental principles. In addition, it is both a legal claim and a spatial process. Furthermore, the city represents it as a set of group-based rights. This means not only the right to information or transparency in the governance, as well as not solely the right to access the services, but also it simultaneously determines the right to totality in which each section is part of a regular single set; a set in which citizens claim certain rights (Ibid). According to Iwamato, the right to a city is a concept that grants full freedom to all citizens and inhabitants to acquire the benefits of life and contribute to its evolution; a rights-based approach that distributes developmental accomplishment and guarantees participation in development (Iwamato, 2008). Table 2 summarizes the rights of citizens to the city from the experts' viewpoints.

The Right to the City and Urban Justice

Iris Young, a researcher of citizenship, scrutinizes the link between rights and justice. Through deconstructing the assumed unity of rights and justice, she believes that government welfare policies based on individual rights are not feasible for justice development (Miraftab, 2012). So that individual rights should be replaced by the legal forms based on social self-determined groups. The rights to the city are the types of these group-based legal forms. The right to the city ultimately pursues the justice claim; however, it claims social justice more than the individual one as well as legally boasting a social content. The right to the city is not only the legal concept of having special interests but also the right with a socio-political sense. Furthermore, it is not as a collection of the rights for justice retrieval in the current legal system, rather the rights based on a moral agenda that seeks better system recognition; a system in which the potential benefits of urban life is fully realized (Brenner et al., 2012).

As explained before, the right to the city is closely related to urban justice. Many researchers have articulated their theories about this notion. Meanwhile, on the one hand, the concept of justice and the right to the city are sometimes indicated through the subjects originated from power relations or Habermas's communicative rationality, and on the other

Table 2: The Rights of Citizens to the City According to the Theorists. Source: Authors.

Theorist	The rights of citizens to the city from the experts' standpoint	References
Henry Lefebvre	The right to appropriation of urban space and utilization of it/ The right to participation in the production and reproduction of urban space/ The right to inhabitance/ The right to information, education and train / The right to utilization of various urban services/ The right to leisure/ The right to work/ The right to health/ The right to utilization of places to encounter, interaction and exchange/ The right to transparency in urban governance	Lefebvre, 1996;2002 Brenner, Marcuse & Mayer, 2012 Purcell, 2002; 2003
David Harvey	The right to urban life for all/ The right to citizens' participation/ The right to equal guidance/ The right to equal utilization of public and private spaces	Harvey & Merrifield, 2013 Harvey, 2003
Don Mitchel	The right to engage with creative activities/ The *right to* information/ The right to symbolization, imagination, and have fun/ The right to freedom/ The right to individuality while socializing/ The right to live	Mitchel, 2005
Alison Brown and Annali Kristiansen	The right to change and urban reproduction/ The right to definition of citizens' needs and requirements/ The right to equal access to urban benefits/ The right to social inclusion/ The right to social relations revival	Brown & Kristiansen, 2009
Mark Purcell	The right to appropriation of global urban space and utilization of it/ The right to participation in the production and reproduction of global urban space/ The right to social inclusion in global city/ The right to utilization of urban services for all of the global city users	Purcell, 2003

hand, the principles regarding spatial relationships. Table 3 addresses the key points of justice raised by the theorists.

Findings, propounding a comprehensive theoretical framework regarding citizen-friendly urban design

In the following section, some norms of citizenship are articulated according to previous studies as a set of rights based on the above-mentioned concepts as well as the illustrative theoretical fundamentals of the right to the city and urban justice. Subsequently, these norms are comprehensively collected, expanded, and proposed by the authors. The following norms are originated from matching the points derived from the right to the city along with urban justice.

• The right to inclusion, access, equality, freedom, and utilization of urban places;

• The right to comfort, security, health, and humanistic environment;

• The right to a sense of belonging, symbolization, and identity;

• The right to diversity, urban change, and urban reproduction;

• The right to beauty and environmental attractiveness;

• The right to urban life, social interaction, and leisure;

• The right to participation, management, information, and democratic control;

• The right to nature and natural environment.

In this spirit, according to the proposed qualities implied by the urban design theorists and matching them with the general norms of citizenship, indicators and criteria of citizen-friendly urban design can be extracted. Table 4 presents these indicators and criteria. Each expert and institution, in the table, is indicated by a code as an indication. These codes specify that each qualitative indicator belongs to which expert or institution. This article has studied the views of experts and urban institutions in both process-oriented and product-oriented sectors that have led to the extraction of indicators. In process-oriented urban design, people and institutes such as Nick Wates, Henry Sanoff, Martin Brynskov, Australian Prime Minister's Urban Design Force, Donald Appleyard, Nabeel Hamdi are mentioned. While the rest are placed in the product-oriented group. Considered codes for

Table 3: Theories suggested by the justice experts and the key points. Source: Authors.

Theorist	Key points	Theory Nature	References
Iris Young	Deconstructing the unity of rights and justice / Emphasizing group-based rights forms based on social self-reliant groups such as the theory of the right to the city / rejecting the impact of individual rights derived from the liberal school on the emergence of justice / emphasizing the social communication relying on a sense of common identity / emphasizing the roots of individuals in society, gender and cultural connections	Social justice	Miraftab, 2012
John Rawls	Requesting equity and fairness / distributing resources based on the principle of difference	social justice	Fainstein, 2014 Rawls, 1971
David Harvey and Andy Merrifield	Neglecting the ideal aspects of rights and justice / the right to equal guidance / protecting the rights of citizens with low income / The appropriation and utilization of public and private spaces for all users / the need to understand social justice and urbanization in relation to each other	Social justice and urban justice	Fainstein, 2014 Harvey & Potter, 2009
Susan Fainstein	Emphasizing the three principles of diversity, communicative rationality based on deliberative and participatory democracy, and equity for the emergence of urban justice / Emphasizing the equitable distribution of resources / planner and designer as mediators	Urban Justice	Fainstein, 2014
Don Mitchel	Public open spaces as areas for realizing urban justice *and* urban democracy	The Right to the City and Urban Justice	Mitchel, 2005
Edward Soja	Equality, social justice and freedom of access to human rights and facilities in space regarding the context of socio-spatial dialectic / emphasizing the three principles of equality, democracy and diversity for achieving spatial justice	Space Justice	Soja, 1996;2010
Toni Griffin	Emphasizing the ten principles of equity, choice, access, ownership, connectivity, diversity, participation, inclusion, belonging, beauty and creative innovation as the principles of improving urban justice.	Urban Justice	Griffin et al., 2015

Table 4: The qualitative indicators and criteria for stablishing citizen-friendly urban design. Source: Authors.

Related qualitative Indicators and Criteria	Citizenship General Norms
The Right to Beauty and Environmental Attractiveness	Honoring quality not quantity (1)/ Creating pleasant, interesting, productive and efficient urban experiences (4)/ Building perfection in urban design and architecture (6)/ Improving complexity (7)/ Being joyful and creating visual pleasure (7)/ Creating visual permeability and visible activities (13.9)/ Stabilizing visual appropriateness (9)/ Paying attention to the architectural values of environment (10)/ creating visual richness (13)/ Supporting attractive social activities (10)/ Using heterogeneous urban forms (11)/ Creating magical, fantastic and imaginary environment (12)/ strengthening the Sense of spatial exploration (12)/ Actualizing environmental superiority (13)/ Paying attention to spatial enclosure and edge continuity (15)/ Forming integrated bridging (15)/ Controlling axis and perspectives (15)/ Linking sequential movement among public spaces (15)/ Preserving motional sequence (15)/ Spatial and physical continuity (17.15)/ Creating Spatial determination (15) / Creating spatial hierarchy (15)/ Regarding appropriate scale (16)/ Creating physical distinctiveness based on the local context (16)/Honoring permanent maintenance and repair of urban environment (17)/ Paying attention to streetscape(17)/ Creating spatial order, coherence, integration, connectivity and unity (20,19,18)/ Paying attention to visual and functional frequency (19)/ Honoring harmony and coordination (19)/ Consolidating appropriate building density (20, 10)/ Regarding appropriate use of land (20)/ Framing landscapes and perspectives (20)/ Stabilizing excellence and innovation (21)/ Growing the attractiveness of ground floors (18)
The Right to Urban Life, Social Interaction and Leisure	Providing the possibility of public life alongside private life (11)/ Having a systematic look at urban interactions (3)/ Establishing social communications and interactions (1)/ Designing public spaces (5)/ Encouraging urban discourse (1)/ Strengthening urban life (3.1)/ Creating continuous public spaces (15)/ Emphasizing the places over emphasis on the buildings (7)/ Spatial presence (18.8)/ Designing for pedestrians (14)/ Building short urban blocks (10)/ Providing appropriate population density and concentration (10)/ Emphasizing sidewalks and pedestrian streets (10,14,17)/ Supporting exciting social activities (10)/ Emphasizing the social spirit of street (10)/ Increasing the presence of pedestrians (11)/ Fusing inside/outside (15)/ Creating relation between public and private spaces (15)/ Building creative relationships (16)/ Providing Sufficient open spaces (18,17)/Creating new open spaces and microfiber network (18)/ Creating social places suitable for gathering (18)/ Providing the Possibility of public space utilization(22)/ Stabilizing the capability of face-to-face dialogue and interaction in space (22)/ Defining collective and individual realms (22)
The Right to Inclusion, Access, Equality, Freedom and Utilization of Urban Places	Honoring social, economic, and cultural inclusiveness (18,17,11,10,9,8,6,1)/ Including all affected individuals and sections of communities (1)/ Promoting equality and efficiency (3)/ Considering general interests (4)/ Regarding Pluralism (5)/ Including various social groups (5)/ Distributing environmental benefits (6)/ Regarding the freedom of movement (7)/ Providing access for all (7)/ Easing the use of space for all (7)/ Improving supervision and discretion (18.8)/ Honoring citizens' decisions on building places and activities (8)/ Providing the right to utilization of space along with freely practice and behave in it (8)/ Developing user's ability to environmental manipulation (8)/ Providing access to equal and just opportunities (8)/ Creating physical permeability (13.9)/ Honoring personalization and participation in semi-public and semi-private spaces (13.9)/ Designing for pedestrians (14)/ Regarding the ease of walking and riding (22)/ Strengthening movement in space (10)/ Retaining the freedom of choice and creating motivation (11)/ Providing access to opportunities, imagination and happiness (12)/Considering people's right to choose (16)/ Providing access to each other and to urban facilities for citizens(16)/ Including citizens' interests and experiences (16)/ Easing the use of bikes (21)/ Promoting equality and equity (18)/Paying attention to the existence of public transport stations (18)/ Aggregating retail activities (18)/ Providing the equal share of wealth and urban resources (18)/ Providing housing for different social groups (18)/ moderating the social gradient)18)
The Right to Comfort, Security, Health and The Humanistic Environment	Utilizing human scale in the process and production of design (19,17,15,13,7,4,1)/ Creating human-oriented projects (3)/ Creating interaction between human and the environment (4)/ Honoring individualism and legality (1)/ Providing comfort for pedestrians (7)/ Providing environmental comfort and vitality (10.8)/ Creating compatibility between human and environment (8)/ Considering the possibility of continuing the human survival (8)/ Encompassing safety (18.8,22)/ Responding to vital functions and human biological needs / Emphasizing emotional and mental abilities and human Cultural structures (8)/ Regarding energy efficiency, cleanliness and minimum pollution, tension and disturbance (16.9)/ Paying attention to sensory and emotional experiences of users of space (13.9)/ Stabilizing livability (12)/ Maintaining privacy (12)/ Considering imagination, conceptions and emotions(12)/ Respecting city and citizen (13)/ Easing navigation (15)/ Respecting historical context (16)/ Providing climatic comfort (17,18)/ Consolidating appropriate building density (20, 10)/ Reducing waste (20)/ Paying attention to sustainability, resilience and acceptance (21)/ Promoting health and comfort (18)/ Reducing noise (18)/ Supporting biological and physiological needs (18)/ The existence of public transport stations (18)/Reducing traffic congestion (18)/ Reducing pedestrians and vehicles conflict (18)/ Lighting for creating urban safety (18)/ Paying attention to the existence of vehicles' stops (18)/ Promoting economic vitality (18)/ Regarding proportional dispersion of facilities and amenities all over the city (22)

Related Qualitative Indicators and Criteria	Citizenship General Norms
The Right to Belong, Symbolization and Identity	Building local capacity (1)/ Honoring urban communities (2)/ regarding Local ownership of the process (1)/ Planning for the local context (1)/ Respecting cultural context (1)/ Respecting local knowledge and talent (1)/ Responding to local features and needs (6)/ Forging connections with the past (6)/ stabilizing readability, clarity and transparency of places, institutions, functions and opportunities (12,9,8,7)/ honoring Durability (21,8,7)/ considering Lessons from the past and respect for existing fabrics (8)/ honoring Meaning, originality, identity and structure (18,12.8)/creating Richness (13.9 ,18)/ building Environmental awareness (9)/ honoring Historical protection and urban restoration (14)/ paying attention to the Existence of old buildings (10)/ promoting the Readability of environment (11)/ Listening to past voices (11)/ Considering native-regional links in the form of plans (11)/ honoring Readable cultural heritage and historical continuity (11)/ developing ability to read out and understand the meanings of the environment (11)/ creating Spatial identity and sense of identity (11)/ creating Spatial determination and sense of place (11)/ honoring Environmental, social, cultural and economic contextualism (16,15,13,11)/ paying attention to the Sense of roots and responsibility (12)/ Increasing ability to understand the environment (12)/ providing the Possibility of personalization (13)/ actualizing Environmental superiority (13)/ Easing the navigation (15)/ Creating different buildings from the perspective of the age, conditions and style (10)/ Creating spatial distinctiveness based on the local context (16)/ building Distinctive economic identity (16)/ Respecting existing traditions and local resources (16)/ regarding Responsibility based on the ecology (17)/ Predicting urban nodes in the design (17)/ creating Spatial order, coherence, integration, connectivity and unity (20,19,18)/ creating Identity and specificity (13 ,18)/ Shaping the centers (19)/ Marking the Key points (20)/ Creating spatial advantage (20)/ Creating a distinct form at the natural setting (18) / Manifesting history and cultural exchange (18)/ Civilizing urban centers (18) / building Relationship between old and new (18)/ Honoring the Permanent maintenance and repair of urban environment (17)
The Right to Diversity, Urban Change and Urban Reproduction	Accepting different agendas and plans (1)/ Paying attention to Appropriateness, variety, flexibility and adaptability (, 16 , 13 , 9 ,8 ,7 18)/ Focusing on various attitudes (1)/ Variety of methods (1)/ Paying Attention to differences and subjective values of people (5)/ Regarding Pluralism (5)/ including various social groups (12 ,5)/ Responding to the rapid growth of technology (4)/ Leaving open the possibility for continuing adaptation and change (6)/ Honoring Mixed land uses, diversity of activities, and diversity of use (,10 ,7,9 18 ,13)/ Regarding The ability to control changes (7)/ Honoring the Gradual growth and change of urban environment (7)/ Granting The right to change, modify and transfer the space (8)/ Creating Multi-functional urban environment and increasing the potential for using it (13.9)/ Contextualizing the emergence of positive changes (13.9) / Building Short urban blocks (10)/ Honoring Social, economic, service and cultural diversity (10)/ Using heterogeneous urban forms (11)/ Providing various alternatives (11)/ Assuming Possibility of considered and controlled development (16)/Creating multi-functional neighborhoods (16)/ Creating different buildings from the perspective of the age, conditions and style (10)/ Honoring the Permanent maintenance and repair of urban environment (17)/ aggregating retail activities (18)/ Managing rapid changes (18)
The Right to Participation, Management, Information and Democratic Control	Honoring participatory and interaction design as well as collaborative and cooperative production (2,3,4,5, 1) / Regarding pluralism (5) / Encouraging citizen participation (1.2) / Promoting deliberative and collaborative democracy (2) / Honoring active participation of all community groups in the creation and management of environment (2) / Valuing the role of citizens (2) / Honoring urban communities (3) / Involving citizens in the design process (2) / Building citizenship awareness (2) / Creating strong civil society (2.5) / Regarding movement to common objectives (2) / Paying attention to Functional design process (2) / Regarding action planning (3) / Creating meaningful individual opportunities (2) / Accepting limitations (1)/ Agreeing rules and boundaries (1)/ Using plain and simple language (1)/ honoring honesty, clarity and transparency in the process (1)/ Being visionary yet realistic (1)/ Going at the right pace in design process (1)/ Having fun in design process (1)/ Learning from others (1)/ Maintaining momentum of the design implementation (1)/ Using personal initiative (1) / Paying equal attention to process and product (1)/ Using professional enablers (1)/ Regarding shared control (1)/ Recording and documenting the process (1)/ Trusting in others' honesty (1)/ Using experts appropriately (1)/ Utilizing the facilitators of the design process (1)/ Visualizing the design process (1)/ Emphasizing the self-reliant and self-organized systems (3)/ Utilizing workshops (3)/ Adopting field study (3)/ Honoring interdisciplinary urban design (3,4,5)/ Taking integrated attitude in the process of urban design (4)/ Fostering collaborative and creative citizen (4)/ Encouraging urban discourse (1.12)/ Honoring individualism and legality (6)/ Making connection with contemporary conditions (1)/ Regarding social monitoring (10.8)/ Building capability of control and changes (7)/ Developing user's Ability to environmental manipulation (8)/Providing the possibility to reverse environmental manipulation (8)/ Honoring citizens' decisions on building places and activities (8)/ Granting the right to change, modify and transfer the space (9)/ Granting the right to use space, practice and freely behave in it (8)/ Promoting the efficiency at the cost of design implementation (8)/ Honoring personalization and participation in semi-public and semi-private spaces (13.9)/ Increasing available alternatives for the people (13.9)/ Creating a democratic environment (13.9)/ Promoting urban self-reliance (12)/ Participating in information exchange (12)/ Including citizen's interests and experiences (16)/ Using specific design vocabulary (17)/ Employing stakeholders (21)/ Stabilizing excellence and innovation (21)/ Adapting the used design vocabulary to intervention environment (18)/ Managing rapid changes (18)/ Empowering the people and caring about them (18)
The Right to Nature and Natural Environment	Extracting environmental benefits based on both natural and artificial contexts (6)/ Supporting nature, wildlife and ecosystems (9)/ Being Self-reliant on energy and resources (9)/ Regarding organic design (16)/ Designing with nature (9)/ Using ultimate environmental performance (9)/ Providing climatic comfort (18 ,19)/ Promoting water and energy efficiency (20)/ Reducing the Waste(20)/ Regarding biodiversity in the city (20)/ Paying attention to sustainability and resilience (21)/ Protecting natural environment and its significant features (18)/ Creating a distinct form of natural settings (18)/ Protecting weather (18)/ Regarding various vegetation types (18)

experts and institutions are as follows: Nick Wates (1), Henry Sanoff (2), Nabeel Hamdi (3), Martin Brynskov (4), Donald Appleyard (5), Australian Prime Minister's Urban Design Force (6), Francis Tibbalds (7), Kevin Lynch (8

Ian Bentley (9), Jane Jacobs (10), Francis Violich (11), Allen Jacobs and Donald Appleyard (12), Brian Goody (13), James Coleman (14), Roger Trancik (15), Graham Haughton Colin Hunter (16), Anton Nelessen (17), Michael Southworth (18), Shervin Greene (19), New Zealand Environment Ministry (20), Urban Design Protocol for Australian Cities(21), London Planning Advisory Committee (22).

To Collect the qualitative indicators and criteria mentioned by the experts and institutions in addition to matching them with the comprehensive norms of citizenship, current article utilizes these books, articles and manuals: Nick Wates (2006, 2008), Nabeel Hamdi (2004, 2010), Henry Sanoff (2007, 2008), book by Martin Brynskov, Donald Appleyard's Article (1979), as well as his article with Allen Jacobs, Francis Tibbalds (2004), Kevin Lynch's book (1998), book by Ian Bentley and colleagues (2013), Jane Jacob's book (2018), the book of Graham Haughton and Colin Hunter (2005), Jahanshah Pakzad's books (2011, 2012), the manual published by the New Zealand Ministry of the Environment (2002) and Urban Design Protocol for Australian Cities manuals (1994, 2011) as well as Koroush Golkar's article (2001) and an article written by Majid Shemirani and Vahide Hodjati (2014).

Results and conclusion

This paper, at first, attempted to explain a set of general norms of citizenship by exploring the theory of the right to the city and the concept of urban justice. Given the nature of these ideas and the notion of citizenship, from the viewpoint of the theorists of these areas, each person gains a body of social rights through being present in the city and playing an active role in it. According to the research literature, the result was that a set of rights such as the right to use urban areas, freedom, democracy, participation, etc. could be defined as general norms that would improve citizenship in the city. Finally, due to citizenship general norms adaption to the qualitative indicators in urban design proposed by the experts of, an attempt was made to explain the comprehensive theoretical framework of the qualitative indicators of citizen-friendly urban design. With the realization of these qualities in urban environments, the ground for the emergence of citizenship general norms and guaranteeing the rights of citizens to the city can be provided. The citizen-friendly urban design combines the process-oriented and production-oriented aspects of urban design. In fact, this kind of urban design deals in parallel with some collaborative, democratic and interdisciplinary approaches and, on the other hand, aspects related to the production and creation of human-oriented spaces in terms of form, function and meaning. Therefore, a citizen-friendly urban design approach is a comprehensive process that is consistently linked to many process-oriented and process-oriented urban design approaches. It is feasible specifically designing urban spaces based on citizenship and establish a meaningful relationship between theory and practice, taking the theoretical framework of the current paper and utilizing the qualitative indicators in urban design based on citizenship into account.

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