



Co-funded by  
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# QUDRA2

qudra-programme.org

Süregelen Suriye ve Irak krizlerine yanıt olarak mültecilerin, yerinden edilmiş kişilerin, ülkesine geri dönmek isteyenlerin ve ev sahibi toplulukların dayanıklılıklarının güçlendirilmesi



Vahap Seçer  
"Mahalle Bizim Projesi" Qudra 2 Programı desteği ile  
Mersin Büyükşehir Belediyesi tarafından yürütülmektedir.

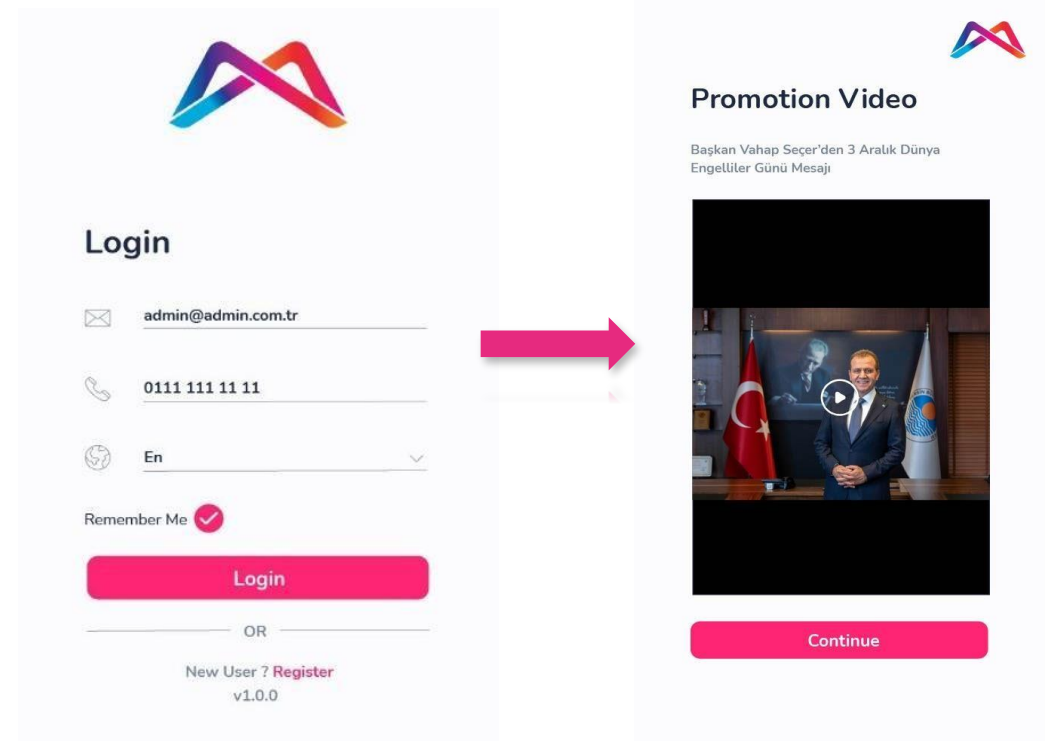
Implemented by



In cooperation with

**The Neighbourhood is Ours** is a mobile application enabling digital participation for equal distribution of municipal services by providing an online coordination mechanism between the municipality, mukhtars, apartment managers, immigrants, and citizens.

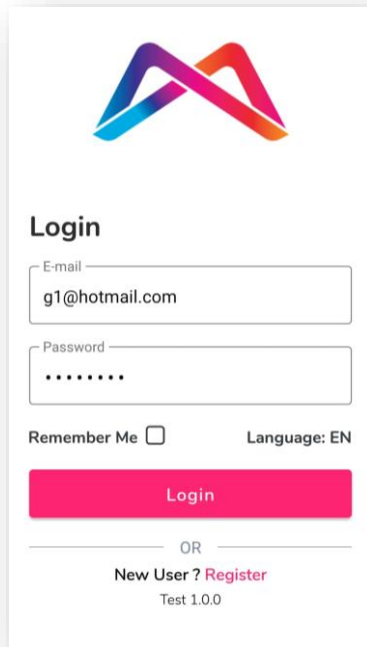
The mobile application is planned to increase residents' attention to municipal services and make them express their opinions when a decision is taken regarding their neighbourhood.



It is designed with different interfaces for *immigrants*, *apartment managers*, *mukhtars*, and *citizens*. After the profile creation, a guidance video that introduces the application will appear to users.

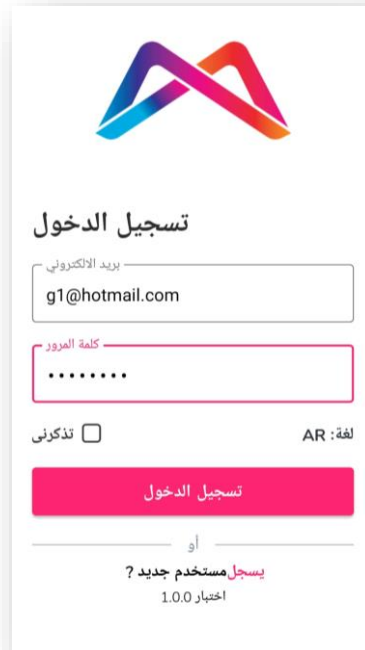
# USERS' INTERFACE

1

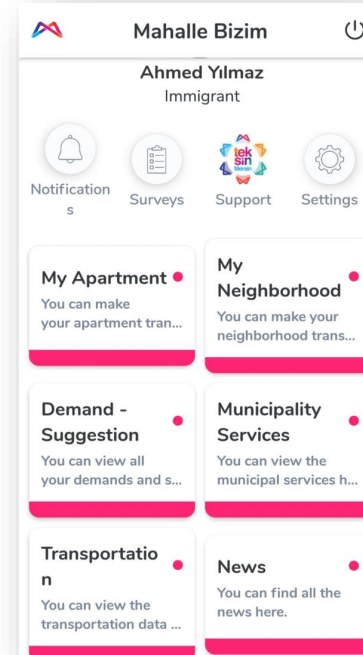


The login interface in English features a colorful logo at the top. Below it, the word "Login" is displayed. There are two input fields: "E-mail" with the text "g1@hotmail.com" and "Password" with a masked field of seven dots. A "Remember Me" checkbox and "Language: EN" are positioned below the password field. A prominent pink "Login" button is at the bottom. Below the button, there is an "OR" separator and a link for "New User ? Register". At the very bottom, it says "Test 1.0.0".

2



The registration interface in Arabic features the same colorful logo. The title "تسجيل الدخول" (Registration) is at the top. It has two input fields: "بريد الالكتروني" (Email) with "g1@hotmail.com" and "كلمة المرور" (Password) with a masked field of seven dots. A "تذكرني" (Remember me) checkbox and "لغة: AR" (Language: AR) are below the password field. A pink button labeled "تسجيل الدخول" (Registration) is at the bottom. Below the button, there is an "أو" (OR) separator and a link "يسجل مستخدم جديد ? اختبار 1.0.0" (Register new user ? Test 1.0.0).



The mobile application interface in English is titled "Mahalle Bizim" and "Ahmed Yilmaz Immigrant". It features a navigation bar with icons for "Notifications", "Surveys", "Support", and "Settings". Below the navigation bar, there are four main service cards: "My Apartment" (You can make your apartment tran...), "My Neighborhood" (You can make your neighborhood trans...), "Demand - Suggestion" (You can view all your demands and s...), and "Municipality Services" (You can view the municipal services h...). At the bottom, there are two more cards: "Transportation" (You can view the transportation data ...) and "News" (You can find all the news here.).



The mobile application interface in Arabic is titled "Mahalle Bizim" and "Ahmed Yilmaz مهاجر" (Immigrant). It features a navigation bar with icons for "إشعارات" (Notifications), "الدراسات الاستقصائية" (Surveys), "الدعم" (Support), and "إعدادات" (Settings). Below the navigation bar, there are four main service cards: "شقتي" (My Apartment) (يمكنك إجراء معاملات شقتك هنا.), "الحي الذي أقطنه" (My Neighborhood) (يمكنك إجراء معاملات الحي الخاص بك هنا.), "الطلب - اقتراح" (Demand - Suggestion) (يمكنك عرض جميع مطالبك واقتراحاتك هنا.), "خدمات البلدية" (Municipality Services) (يمكنك الاطلاع على الخدمات البلدية هنا.), "وسائل النقل" (Transportation) (يمكنك عرض بيانات النقل هنا.), and "أخبار" (News) (يمكنك أن تجد كل الأخبار هنا.).

The interfaces are user-friendly. When a person enters his/hers ID number, the interface will change into Turkish, Arabic or English.

So, if a person from host or migrant community registers into the application, the interface demands membership and a user profile needs to be created. The registered person creates a profile as a mukhtar, an apartment manager, an immigrant or a citizen. The created profile will be verified by the telephone number.

The mobile application is developed to understand the residents' choices, to include them in the decision-making mechanism of the municipality, and to provide guidance for municipal services.

The platform providing a **system for refugees to get an appointment from Social Cohesion Centre, Student Counselling Centre and Women's Health Centre.** When an appointment is arranged, users can go to the relevant centre with the code they have received and benefit from the services.

# MAIN PAGE

## MY APARTMENT

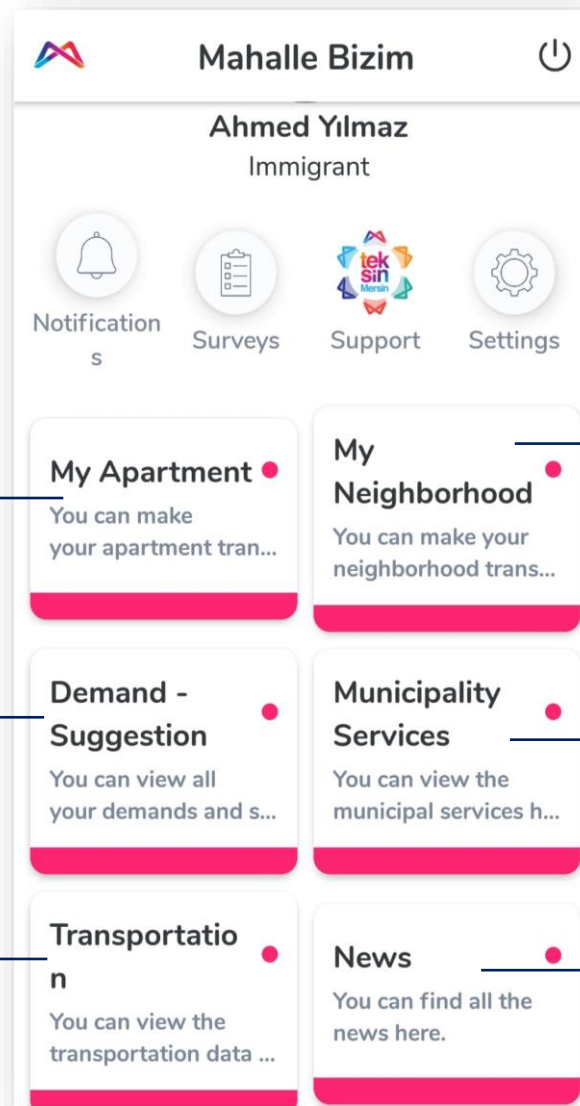
All the issues regarding living in an apartment can be shared with the apartment manager through the apartment forum and the message tool from this section. It is possible to upload photos about the problem while creating demands.

## DEMAND – SUGGESTION

When a person wants to create a demand or a suggestion, she/he needs to enter his address and other personal information by uploading the photo of the situation. The demand/suggestion that has been sent from the section goes to TEKSİN Municipality service.

## TRANSPORTATION

City bus services and other transportation information can be followed from this section.



## MY NEIGHBOURHOOD

This section offers the opportunity to convey ideas, suggestions, or complaints about the neighborhood to the muhktars. Besides, sending demands to muhktars directly is possible too.

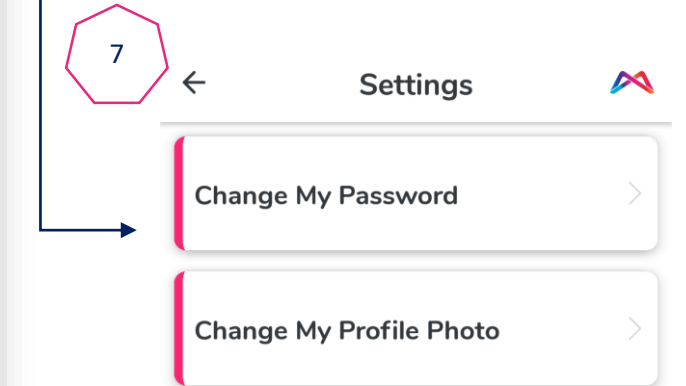
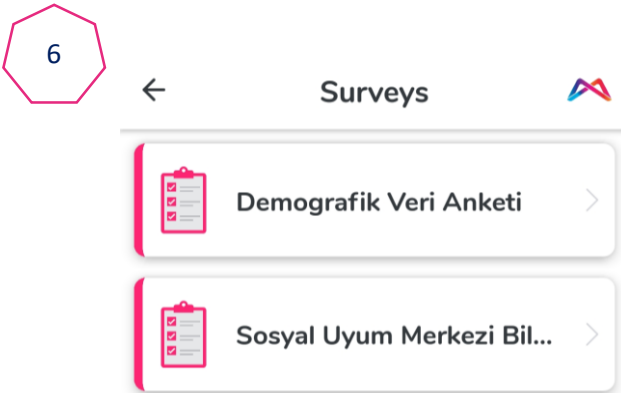
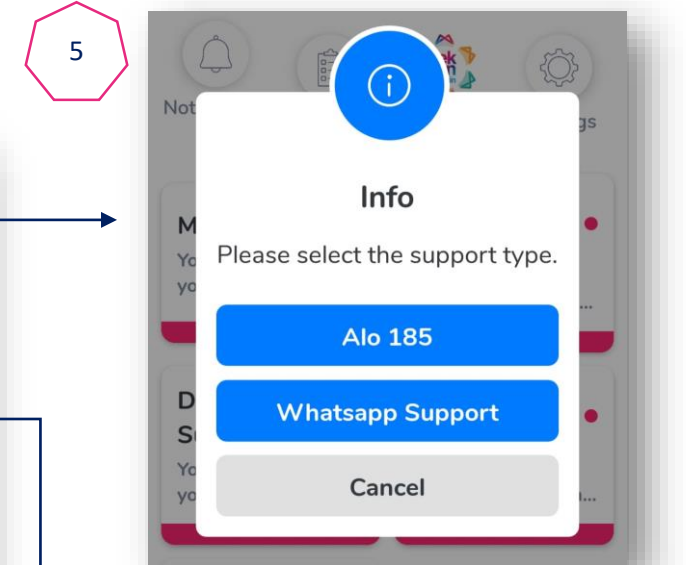
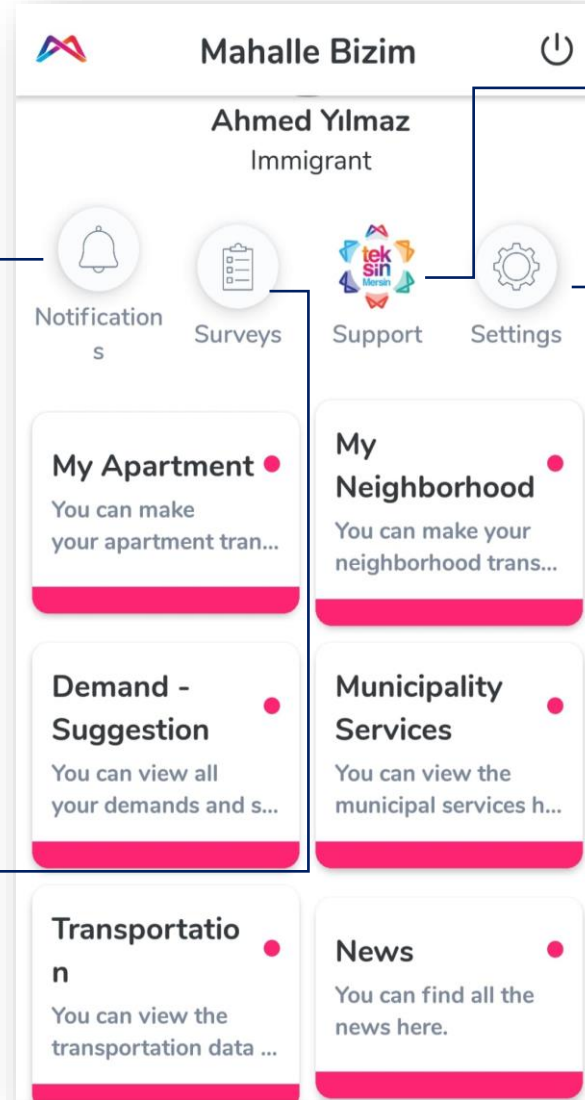
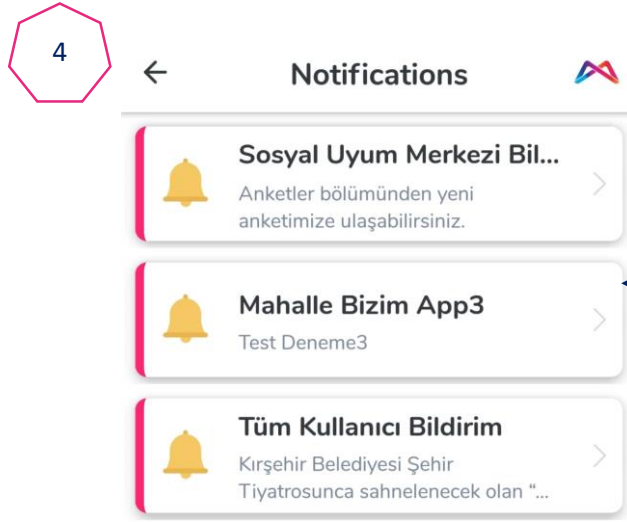
## MUNICIPAL SERVICES

Through this section both refugees and host community will learn about municipality activities, responsibilities and services provided for them by the municipality.

## NEWS

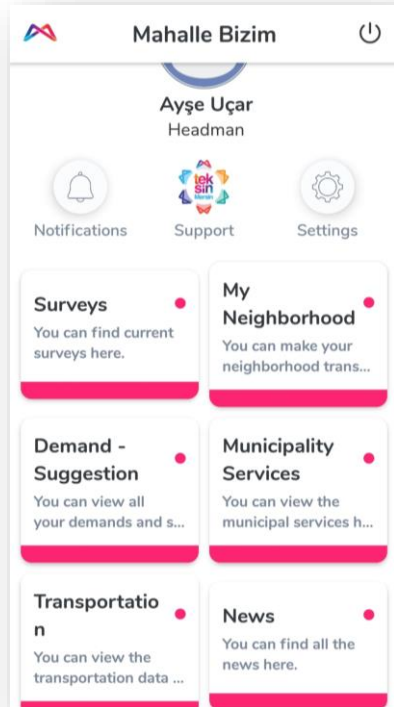
News from the city and neighborhoods, and all announcements from the municipality can be found here.

# MAIN PAGE

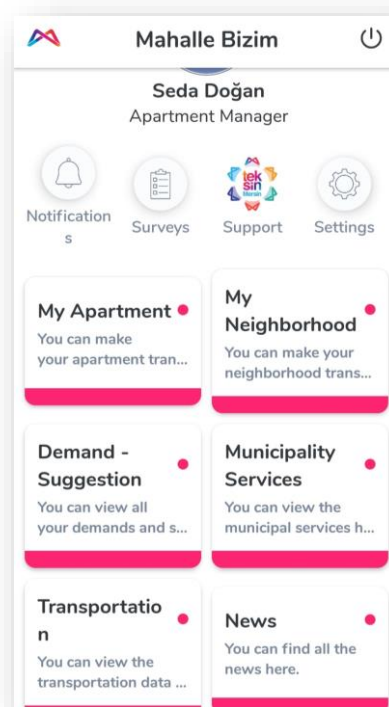


# THE INTERFACES

## MUKHTAR INTERFACE



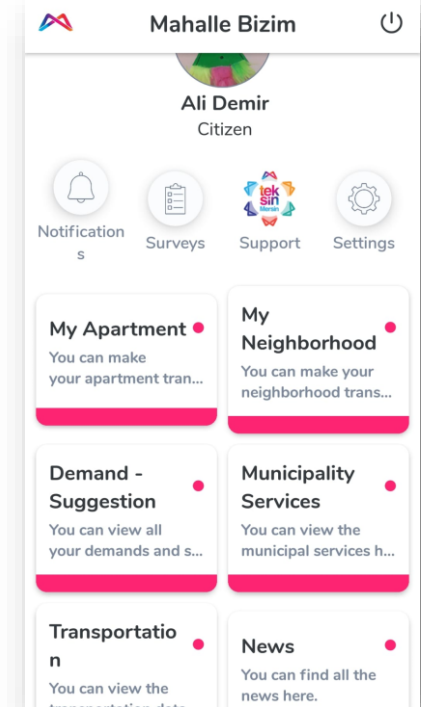
## APARTMENT MANAGER INTERFACE



## IMMIGRANT INTERFACE



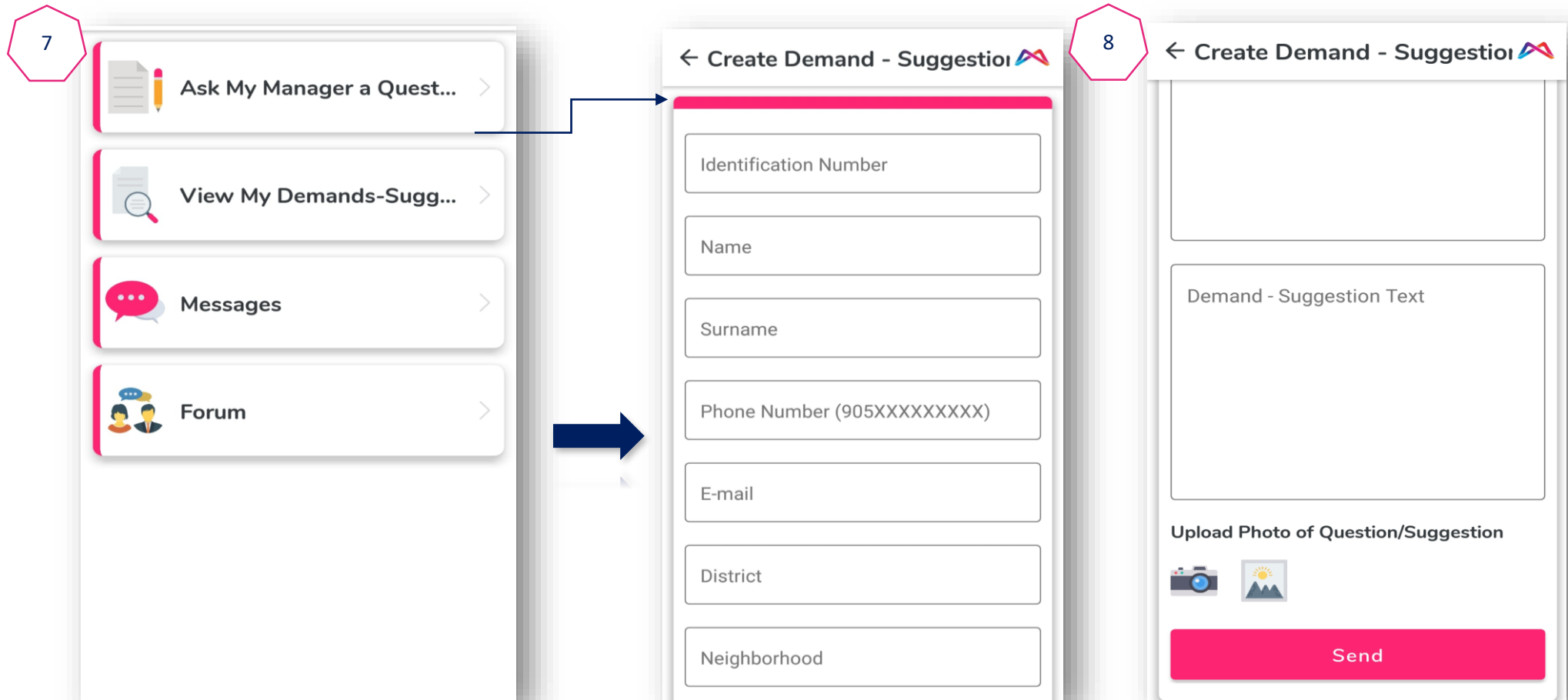
## CITIZEN INTERFACE



Muhktar interface and apartment manager interface collect the demands, complaints, and suggestions from citizens, immigrants, muhktars and apartment managers. The application can respond to demands or transfer them to the TEKSIN municipality service.

Through this interfaces, both immigrants and host community will learn about municipality activities, responsibilities and services provided for them.

# CREATION OF DEMANDS AND SUGGESTIONS TO MUKHTARS AND APARTMENT MANAGERS

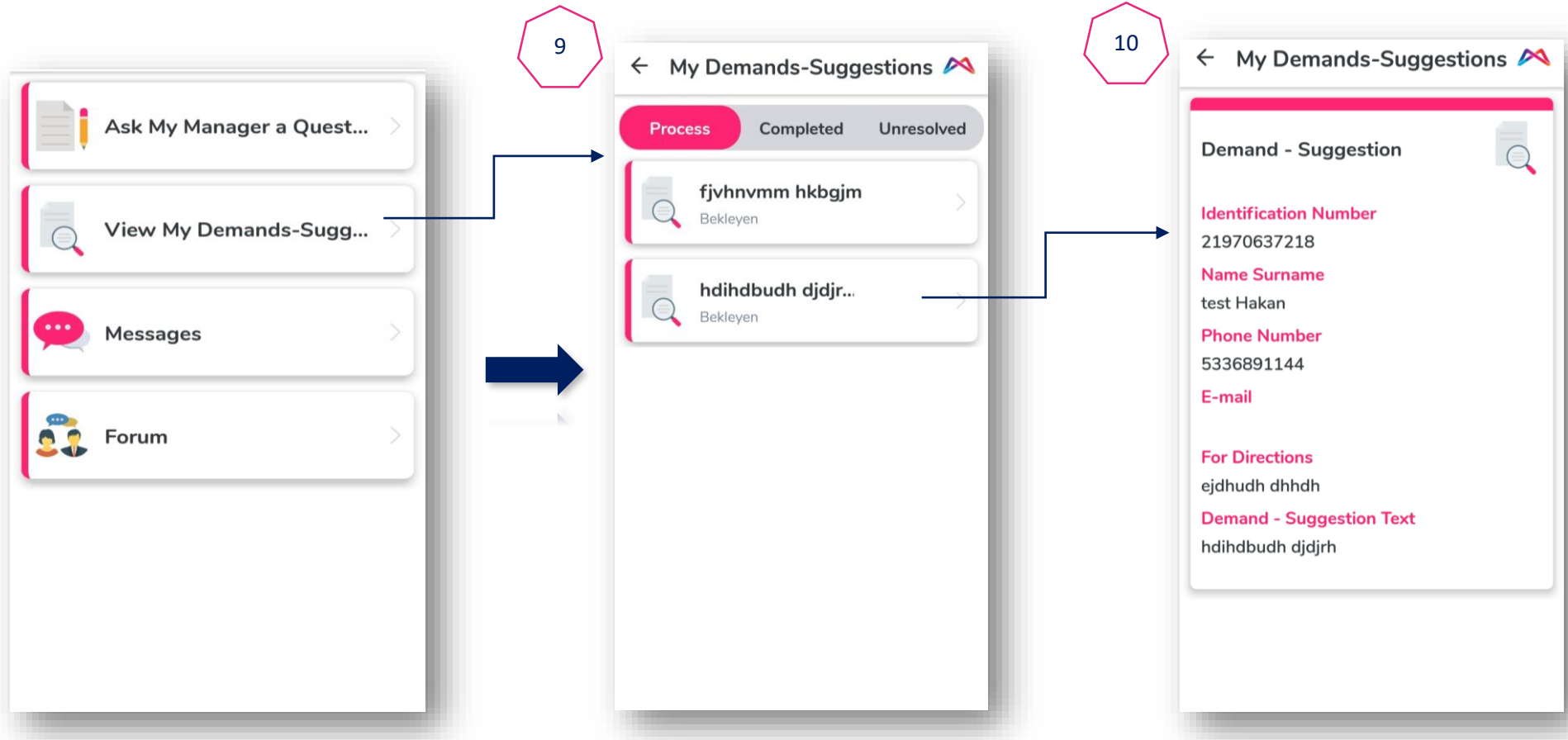


MY APARTMENT and MY NEIGHBOURHOOD has Forum, Message tool, Demand/ Suggestion Process View, and Ask Question sections.

With Ask Questions button, users can state their suggestions and demands to muhktars or apartment managers, by entering their personal information and address information with relevant photos. A box where citizens can describe their complaints in detail is placed on the page.



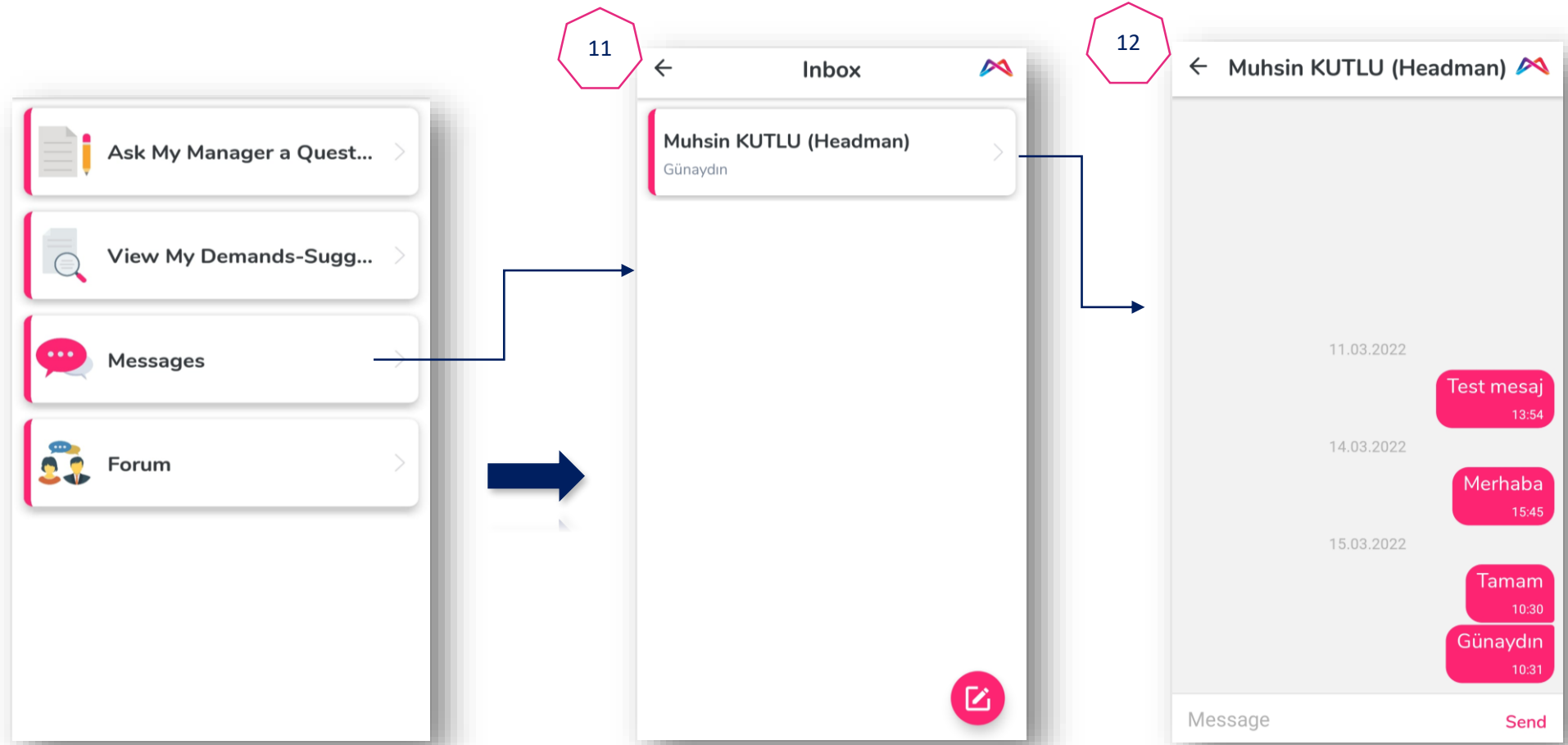
## VIEW MY DEMANDS - SUGGESTIONS



View My Demand - Suggestions button, shows the status of the suggestions/demands and the details of it.

If these demands or recommendations can not be met by the apartment manager or muhktar, these demands or recommendations will be transferred to the TEKSİN municipality service directly.

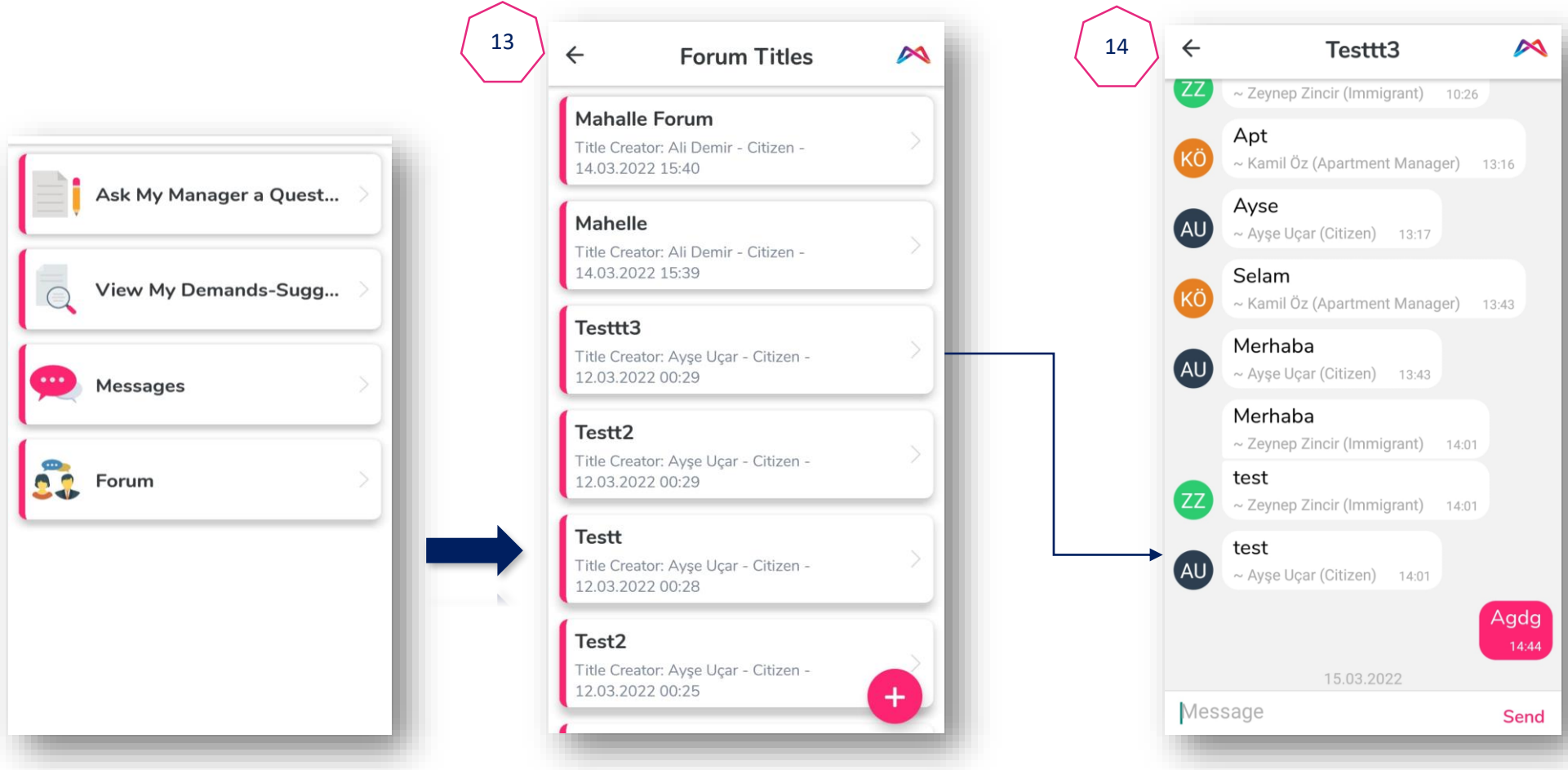
## MESSAGE TOOL



It is possible to message to muhktar or apartment manager for specific questions.



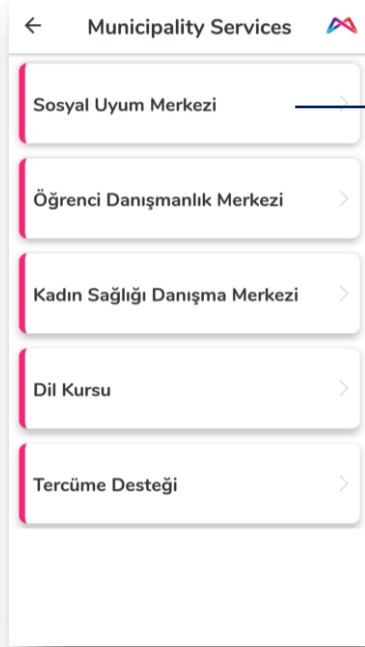
## FORUM FOR NEIGHBOURHOOD AND RESIDENTS



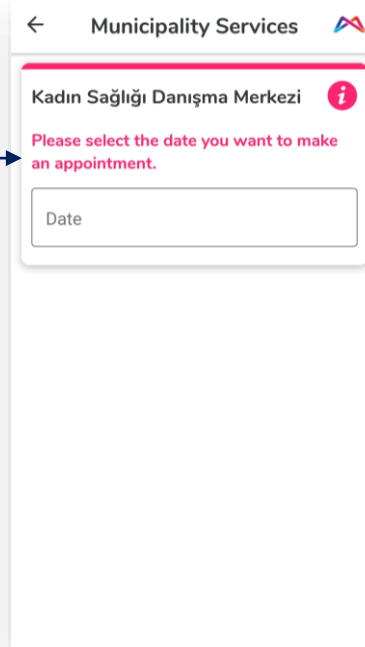
Social integration and communication between the host community and immigrants will be smoother thanks to this section. It is much easier to feedback to apartment managers or mukhtars on this platform for everyone who lives in the same neighborhood with this section.

## MUNICIPAL SERVICES

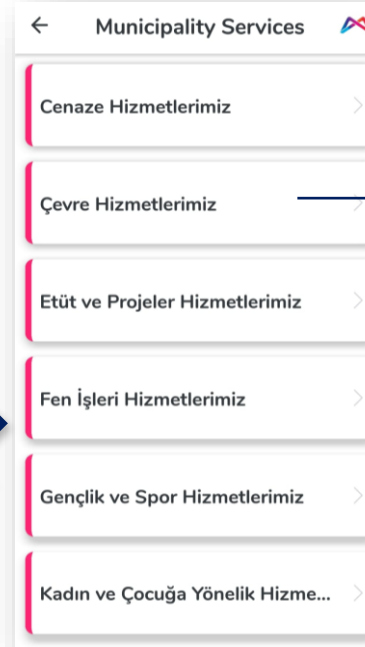
15



16



17



18



This mobile application providing a **system for refugees to make reservation** from **Social Cohesion Centre, Student Counselling Centre** and **Women's Health Centre** provided for them by municipality. When a reservation made, users can go to the relevant centre with the code sent to their phone, and benefit from the services.

Citizens will be informed about the current services of Mersin Metropolitan Municipality from this section.

## INFORMATION ON CITY TRANSPORTATION

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## NEWS

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