

System Knowledge

- What is the problem?

While the **General research question** and **Overall guiding question** are the same for all four regions, the **Overall research question** will differ for each region but **research methods** may be **similar** – **starting with qualitative interviewing**.

Target Knowledge

- What is the desirable future situation?

Desirable future situations may be similar in all four regions: residents – protection from eviction; authorities – no more informality; we need to seek methods to bridge this gap > **different methods in different regions**.

Transformation Knowledge

- How can we get there?

Based on procedures found to bridge the gap between residents and authorities, **different methods** will be applied **in different regions** to implement these solutions in practice.