



For conflict-free sharing of public space

What exactly happens once your request has been submitted to AKIM?

1. Your request is received by AKIM.
2. AKIM assesses under which jurisdiction the conflict falls, how urgent and how big it is. This can also be done by surveying where the conflict is taking place.
If the conflict does not fall under AKIM's jurisdiction, we forward the issue to the competent office.
3. If the conflict falls under AKIM's responsibility, we perform a conflict analysis and propose different options of solution.
4. AKIM conflict-solving managers intervene on the spot and communicate actively with all parties involved. We keep you updated on the progress of your request and its resolution process.
5. The conflict solving process is evaluated and concluded.

Who is AKIM there for?

- > Are you involved in conflicts in public areas?
- > Are you being bothered by people and their behaviours (e.g. noise, litter, vandalism, parties)?
- > Would you like to handle disturbing behaviours yourself, but you are not sure whether it is safe to do so?

Do not hesitate to contact us!

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This is Munich
for its citizens social life in
shared contexts

Why an all-party conflict management approach in Munich (AKIM)?

Munich urbanisation is increasingly developing, rapidly leading to increased building and population density.

Contextually, a lot of people love spending time outside in the summer months. Therefore, green areas and streets become the perfect place to get together, have parties and chats. Along with this, music playing and drinking often arise. This frequently clashes with the need for peace and quiet, cleanliness and security of the area's residents and of other users of the same spaces.

New infrastructures, such as refugee centres, have brought changes along with a feeling of uncertainty in residential areas. This has led to conflicts in the use of the areas themselves.

Many interests – **one** public space.

AKIM is a forward-looking path on the way of a peaceful resolution of these conflicts.



For a conflict-free social life in shared contexts

Everybody needs to feel safe and comfortable in public spaces. AKIM deals with conflicts between different groups of public space users aiming at finding a solution for all people involved.

Our conflict-solving managers survey the situation directly on the spot in order to get the fullest possible picture, they speak with all parties involved and support them with working out a plan to settle the disagreements.



Our most important tool is equal-to-equal communication. AKIM leads talks, organizes round tables, supports the implementation of solutions, runs training sessions and workshops.

When needed, AKIM also intervenes on the spot to pacify conflicts. AKIM conflict-solving managers are out and about in pairs and can be recognised by their red vest.



When does AKIM come into action?

AKIM gets involved in conflicts:

- > in squares, streets and green areas;
- > when it's unclear what groups of users are involved and to what extent;
- > when complaints add to a significant number from different parties;
- > when conflicts are likely to be solved through talks involving all parties as equals;
- > when police intervention would be disproportionate.