

## Original Research Article

## Regeneration of Herat's Chaharbagh Street to Promote its Place Identity\*

Fawad Ghafoori<sup>1</sup>, Iman Ghalandarian<sup>2\*\*</sup>

1. Master Student in Urban Design, Department of Urban Planning and Design, Faculty of Architecture and Urbanism, Ferdowsi University of Mashhad, Mashhad, Iran.

2. Assistant Professor, Department of Urban Planning and Design, Faculty of Architecture and Urbanism, Ferdowsi University of Mashhad, Mashhad, Iran.

Received: 05/03/2022 ;

accepted: 02/03/2023 ;

available online: 23/08/2023

### Abstract

**Problem statement:** Regenerating old and central sections of cities to preserve biological values and respond to users' needs is essential. With the advent of the second wave of urban development in developing countries, part of urban fabrics affected by modernist interventions has changed and metamorphosed to the point that they have lost their meaning and function, consequently leading to the degradation of biological values and weakening of the identity of the place. With this continuing trend and the lack of attention to the background, these neighborhoods are being transformed into places devoid of meaning and identity fathomable by citizens.

**Research objective:** This study aims to extract the quality components of urban streets systematically by formulating the process of regenerating urban streets with a focus on promoting identity and analyzing Chaharbagh Street to propose complementary interventions to further promote its identity.

**Research method:** This study used a mixed approach using the descriptive-analytical method. Triangulation was used to strengthen the research and increase the validity of the findings. The focus group method and a public questionnaire were used to collect the data. The data from the focus group were analyzed using coding, and the data from the questionnaire were analyzed using the Friedman method and Pearson correlation coefficient in SPSS.

**Conclusion:** The theoretical results revealed essential components of urban streets: access, spatial continuity, safety, and security, inclusiveness, and social mixing, quality of the public space, enclosure and transparency, diversity, mixed land uses, and supporting stakeholders. Modifying accessibility and adjusting the size of urban blocks and mixed land uses, designing urban furniture, and strengthening citizens' perceptions of space (by increasing legibility, the proportion of new forms, and spatial unity) can improve the identity of Chaharbagh Street in Herat.

**Keywords:** *Urban regeneration, Urban street, Chaharbagh street, Place identity, Herat.*

\*This article extracted from bachelor thesis of "Fawad Ghafoori" entitled "Regeneration of Herat's Chaharbagh Street to Promote its Place Identity" under supervision of Dr. Iman Ghalandarian" which has

been done at Ferdowsi University of Mashhad, Faculty of Architecture and Urbanism, in 2021.

\*\*Corresponding author:Ghalandarian@ferdowsi.um.ac.ir, +98 9153058066

## Introduction and Problem Statement

The quality of a place where an individual imagines themselves as part of it, with which they identify themselves, can influence the shaping of their identity. In their thoughts, they feel connected to it and count it as part of themselves (Behzadfar, 2007). Since the need for belonging and seeking linkage is one of the most primal needs of human beings (Shahmoradi & Nikpour, 2017), preserving the identity and meaning of the place is a crucial concern ignoring which can have severe social, economic, and cultural consequences. However, due to the increasing urbanization and the urgency for an instantaneous response to the need for dwelling, new urban neighborhoods are rapidly formed while lacking the usual identity (Hossein Abadi, Salmani Moghadam & Nouri Dashtban, 2019).

Besides, historical sections of cities with a unique identity built over time in response to the needs of the residents (Commission for Architecture & the Built Environment, 2000, 29) have lost their biological balance due to many factors. There have been interventions made to improve the quality of life in such areas. Nevertheless, some interventions were futile (Ghalandarian & Rafieian, 2017), causing these fabrics to face new challenges, such as degradation of identity (one of the essential characteristics of historical fabrics) and turning cities into a soulless and meaningless collection of dwellings (Behzadfar, 2007).

Since cities are continuously influenced by natural components (water, topography, and wind) and various economic (capital flows) and political (power flows) forces, as well as social or civic institutions (Soltani & Namdarian, 2010), unplanned deployment of one of these forces, for instance, the capital, can generate spatial inequalities. Directing unconditional capital toward specific areas, including historical and central urban fabrics due to their history and special geographical, political, and economic conditions, can disrupt capital circulation and balanced growth in cities and lead to disproportionate deployment of resources

and population. In other words, these regions turn into economic commodities. Indiscriminate constructions based on profiteering and out-of-context approaches will degrade the identity of these fabrics in the long run. Chaharbagh Street in Herat has unique economic and tourism conditions, located in the old downtown adjacent to buildings with valuable history and identity. However, the inability of urban managers to properly direct capital and power flows and accelerate the construction as well as their negligence toward the context have subjected its biological, commodity, and cultural values to destruction, consequently reducing people's sense of attachment to it. Accordingly, this study aimed to explore different regeneration and intervention approaches and strategies to promote its cultural and historical identity, meet users' needs, and respond to the following questions: What are the dimensions and characteristics of regeneration of an urban street with an emphasis on identity? What is the prerequisite to regenerating Chaharbagh Street to promote its place identity?

## Research Background

Regeneration in Afghanistan is thin and limited only to restoring different buildings, such as Arg and Chaharsough Pond, Timcheh Bazaar, and the Grand Mosque of Herat. However, as this study highlights urban street regeneration as a strategy to improve cultural-historical identity, below is a review of studies on this strategy in various historic neighborhoods or streets (Table 1).

## Research Method

This is a quantitative-qualitative study with a descriptive-analytical method. The credibility and validity of the findings were evaluated using the triangulation<sup>1</sup> method (Ghalandarian, 2022). After extracting the theoretical framework from the literature review, the opinions of three senior urban experts were used to correct, complete, and prioritize the different dimensions affecting identity. The identification of Chaharbagh Street was based

Table 1. Research background. Source: Authors.

Researchers	Method	Area	Results
Peng, Strijker & Wu (2020)	Descriptive-Analytical		They adopt two extrinsic (characteristics of individuals, behaviors, physical structures, and symbolic structures of the place) and intrinsic (tendencies, emotions, personal perception, and collective image) perspectives to study the identity of the place.
Korkmaz & Balaban (2020)	Library studies and surveys	North Ankara ,Turkey	Urban regeneration projects have contributed to the sustainability of cities in four dimensions: providing local services, increasing employment ,maximizing productivity, and providing green space.
Mehanna & Mehanna (2019)	Descriptive-Analytical	Al-Khan Street ,Tanta City ,Egypt	To deal with the problems, it proposes two actions: need to set up procedures to deal with the dilapidated buildings, and paying attention to the street element as a social-economic center in the central parts of historical cities
Perovi´c, Baji´c Šestovi´c (2019)	Library studies and surveys	Podgorica12 Street, Montenegro	It suggests creating accessible spaces, introducing attractive and intuitive new content, and shaping a new form of interactions to establish a new perceptual experience by reactivating existing streets and developing diverse dynamic, and active street spaces.
Aghlmand, Azarian ,Famarazi (2018)	Descriptive-Analytical	Neighborhood Veteran Street Tabriz ,Iran	The findings suggest using arid lands to create green spaces, cultural centers, and touristic places, paying attention to privacy and hierarchy of access, creating a network of sidewalks, preserving valuable historical elements, and improving the quality of visual facades
Behzadfar, Saneei (2012)	Descriptive-Analytical	Jouybar Neighborhood of Isfahan	-Develop historical and valuable places of the city according to the context of fabrics. -Respect normative values and the social-cultural choices of people, such as socialization, and apply them to the design process -Respect the morphological structure of fabrics on the neighborhood scale.
Ghahremanpour, Kashmiri Karimi(2020)	Analytical Inferentative	Hafez Street in Shiraz, Iran	The users believe the following are the most influential factors creating physical street identity: order and consonance, full and empty surfaces, human scale skyline, rhythm, harmony, and fit and proportion. Besides, experts name the following as the most influential factors: structural diversity, structure, complexity and conflict, human scale, order and consonance, full and empty surfaces, and skyline.
Naderian (2017)	Library studies and surveys	Sangshir Neighborhood of Hamedan, Iran	- Physical identity is highly prioritized in promoting neighborhood identity. This index is analyzed in two natural and artificial dimensions: Routes should not be designed solely based on the riders’ priority (paying attention to pedestrians). - Improving the economic index encourages tourism and entrepreneurial activities in the neighborhood.
Changizi, Ahmadian (2012)	Library studies	Kerman Bazaar fabric, Iran	The combination of the identity components in the three dimensions of form, meaning, and society has made the place identity in the urban space of the Bazaar in the historical structure of Kerman.

on the authors’ survey and a focus group consisting of seven domestic experts. The frequent problems were extracted from the collected data and 370 questionnaires. Finally, some suggestions were made to solve the issues and improve the place identity based on the theorized model. Fig. 1 shows the research procedure.

## Theoretical Framework

### • Historical city centers

The historic core as the main structure of cities throughout history is of substantial importance. The International Council on Monuments and Sites (ICOMOS) has defined historical downtowns as

the content of the city’s historical characteristics represented in the set of physical and spiritual elements forming the image and urban pattern, which consists of the street network and zoning and associated relationships. The historical centers have many spiritual, symbolic, and aesthetic dimensions representing the areas that contain evidence of urban civilization (ICOMOS, 1987) since they reflect the city’s identity. In addition, they are the core host of many residential, economic, and cultural activities. These central areas should include two kinds of settlements: those that have adapted to the rest of the cities and those which, due to the city’s growth, are now part of a larger structure (Hernandez, Léon

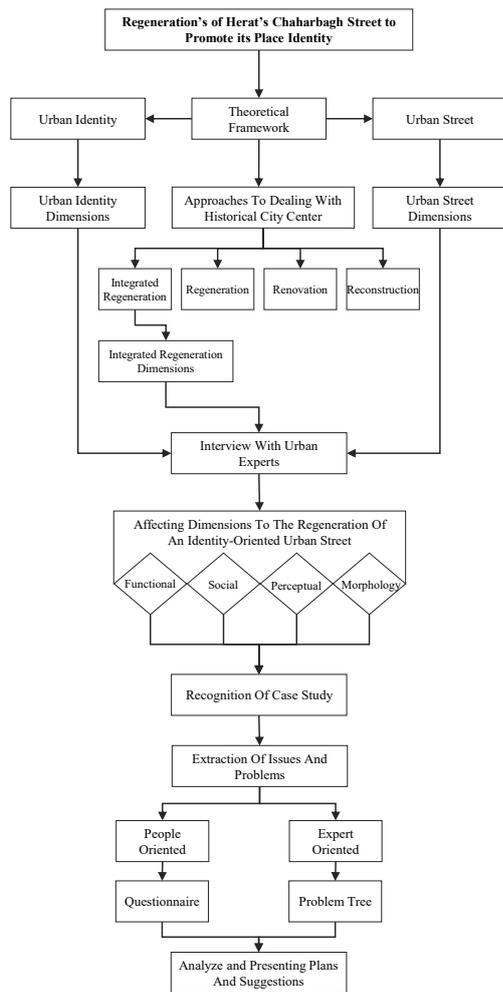


Fig. 1. Research Method. Source: Authors.

& Mireles, 2016). They contain the cultural heritage of cities and all the social aspects of life. To continue living and to improve the quality of life in different periods, core areas have been intervened in different ways. These methods have generally shifted from attention to single elements in the merely physical dimension to fabrics and structures in different dimensions.

A later approach, urban regeneration, involves creating new spaces by preserving the main features of the old space (physical and activity) (Hanachi, Diba & Mahdavejrad, 2007) according to the needs of today, strengthening collective interests and value-added space, and creating a sense of place (Perović & Bajić Šestović, 2019). This method aims to revitalize the city's structure, rebuild public spaces, urban infrastructure, residential buildings, and historical

spaces, improve urban transportation and quality of life, and make significant investments for the future. This approach is used on different scales, including in the urban space. The urban space is a part of the living organism of the city and a fundamental element of the city's construction, which is related to changing social, economic, and technical conditions (Parsi, 2012). It is defined as public territories with the presence of all sections of society (Ghalandarian & Younesi, 2021). The urban space in the public arena of cities is divided into five general categories: entrance, square, street, water's edge, and stairs (Pakzad, 2010, 84).

• **Urban street**

Urban streets, as a particular type of urban space, facilitate the flow of goods and people, are often manifested as transit hubs, and are the essence of the urban space (Mehta, 2013). Unlike city squares, whose degree and intensity of enclosure often create a degree of stagnation and stillness, most streets are visually dynamic and induce a strong sense of movement (Carmona, Heath, Tiesdell & Oc, 2004). Commercial streets are the most important visual elements in the urban space (Mehanna & Mehanna, 2019) that play diverse social, cultural, environmental protection, urban governance, and economic power roles in society (Madanipour, Knierbein & Degros, 2014). Today, these places have become public and regulate social relationships through green spaces, commercial sites, and artistic activities (Schönfeld & Bertolini, 2017). Louise Mumford refers to moving along the straight street in the Baroque era. It was considered not only an economic matter but also a special entertainment as this motion gave the city motivation and vitality (Mumford, 2008, 504). Christopher Alexander believes urban streets are also a place for social confrontation, political protests, and enjoyment (Khademi, Pourjafar & Alipour, 2010, 43). In Iranian civilization. It had a ritual role as a place for pilgrimage, later turning into a recreational place. Also, with the weakening of its physical dimension in the contemporary period, it has often found transitive use (Atashinbar and Motedayen, 2019).



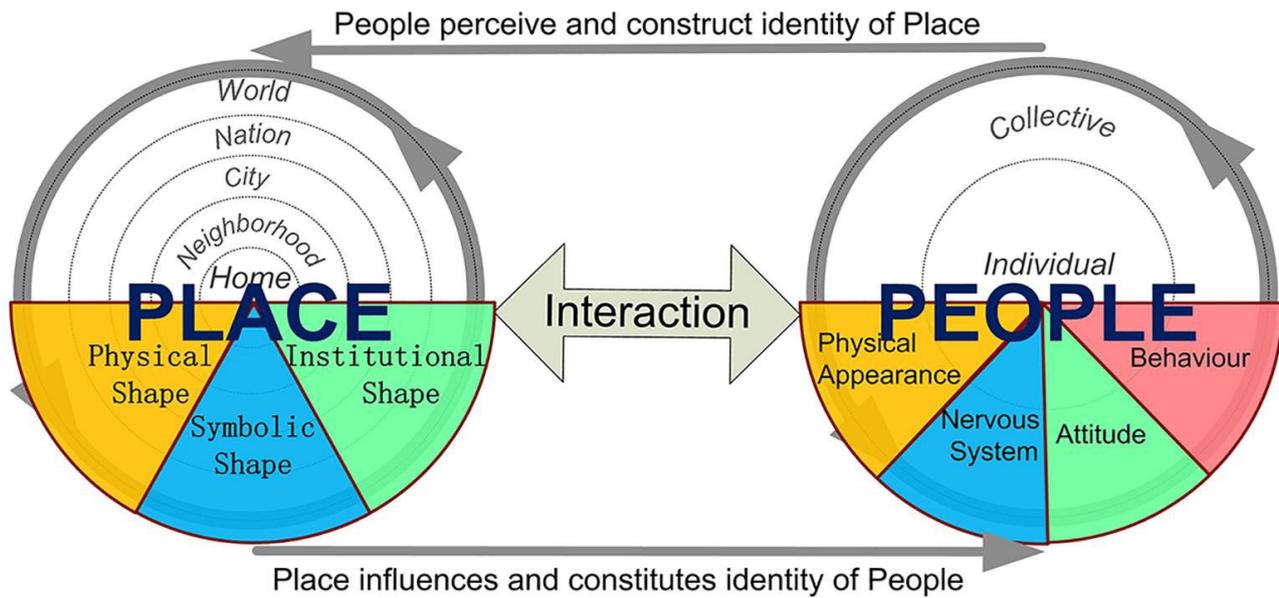


Fig. 3. Relationship between people, place, and place identity. Source: Peng et al., 2020.

physical environment, and dependence, Duan, Lan & Jiang (2022) also name five dimensions of visual sensitivities, landscape beauty, legibility, vitality, and supporting activities for identifying the place. Also, Peng et al. (2020) define another category for place identity: external looks, internal thoughts, people, and place (Table 2). In the internal thoughts of place identity, researchers focus on people’s mental images of the place and individual and collective perceptions of place identity.

### The Link Between Urban Street Components, Place Identity, and Urban Regeneration

Revitalizing and strengthening the identity of the place by individuals in the space are, on the one hand, the result of internal communication, mental imagination, environmental characteristics, and personal and cultural beliefs, and on the other hand, are affected by external contexts in the environment, such as the type of design, the organization of the environment, and the physical and functional attributes. The relationship between regeneration and identity on the urban street is explained at this stage. Fig. 4 shows the urban street regeneration model for promoting identity. Based on interviews with senior urban experts, the

selected quality components of the urban streets Table 2 influencing the identity were determined with a persuasive approach. The results are shown as a percentage of significance on the left side of the chart. Accordingly, morphological, functional, perceptual, and social dimensions respectively have the most significant effect on promoting urban street identity. Then, with a systematic reading of the texts, the relationship between the regeneration dimensions and these components was drawn (see the fig. 2). The results indicated that the physical dimension has the most significant direct impact on the components influencing the promotion of street identity, followed by the social, economic, and environmental dimensions.

### Case study: Herat’s Chaharbagh Street

The core of the city of Herat was established during the Timurid (Teymourian) era. The city’s square plan was about 1500 meters on each side, and strong fortifications defined the limits while access to the city was provided through five gates on four sides (Najimi, 1988). Chaharbagh Street “Jada-E-Leilamiha, is located in the center of the old city, west of the Grand Mosque. In 1871, Minister Yar Mohammad Khan assigned all government agencies (Dar al-Hokumah, the post office, and...) to this section.

Table 2. Dimensions of Place Identity. Source: Peng et al., 2020.

	External looks	Internal thoughts
People	Physical appearance (e.g., dress, hair, skin); Behavior (e.g., dialect, diet, traditional practice, skill)	Attitude (e.g., patriot, goal, preference); Feeling (e.g., the importance of elements of a place to self, identification with places of different spatial scales)
Place	Physical shape (e.g., territory, landscape, building, land use); Symbolic shape (e.g., landmark, dialect, name of the place, boundary on the map); Institutional shape (e.g., government, firm, neighborhood)	Individual perception (e.g., place boundary in mind, representative elements of a place in mind, a holistic image of a place); Collective perception (e.g., place marketing, discourse about a place)

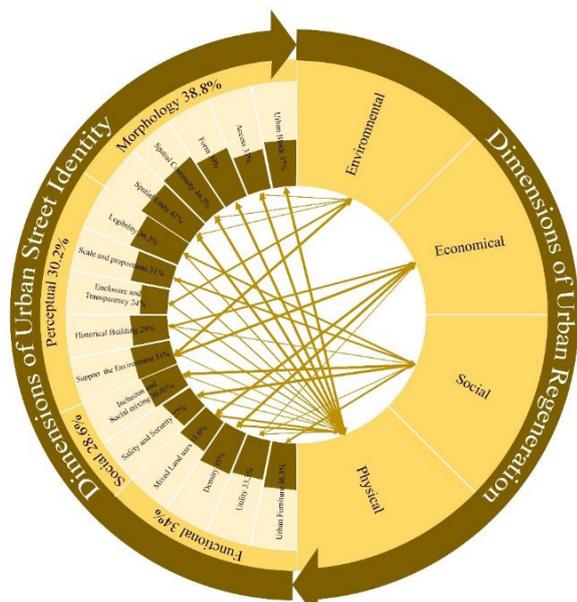


Fig. 4. Urban Regeneration Model to promote place identity. Source: Authors.

Until 1935, with the transfer of government agencies to the new town, this area became a silent and unused area. In 1945, a wide street was constructed west of the Grand Mosque, which continued through four gardens (Chaharbagh) toward the property market. Then, the buildings of the Chaharbagh, located on the north and south sides of this new road, were handed over to the people by the government. Buyers gradually used those buildings for residential and business activities (Ghawas, 1981). Currently, commercial buildings have been built on both sides of the street, and every day, many Herat people come to this street to buy and sell. Fig. 5 and Table 3 show the current situation and position.

**Discussion**

To examine, analyze, and prioritize the problems of Chaharbagh Street, a unique, analytical model of research, based on the combination of expert-

oriented and people-oriented analysis, was designed according to Fig. 6. The results are based on analysis and coding in the form of a problem tree Fig. 7 was drawn. It was determined that the lack of proper placement of vendors along the street and their entry into the riding arena has reduced the traffic and as a result, congestion. Marginal parking of cars along the street has also caused traffic along the route, and on the other hand, it has caused a lack; of proper economic efficiency of the land. Also, due to the lack of rules and regulations and facades based on personal preferences, the linkage between new and old buildings has been dramatically reduced. Inappropriate footpaths have made it difficult for users, especially the disabled, the elderly, children, and women. The weakness of urban furniture for rest and the comfort of visitors is also felt strongly along the street. A questionnaire with 18 questions on the Likert scale was prepared to collect people’s opinions to extract issues and problems from their points of view. Cronbach’s alpha was used to measure reliability, and the number was 0.725. Table 4 shows the results of the statistical analysis of the questionnaire based on the tests used (Friedman, Pearson correlation coefficient). The results show that pedestrian and bicycle traffic is difficult because there is no continuous, designed route. The lack of pause space, urban furniture, suitable flooring along the street, and vendors’ presence have made the traffic space difficult for pedestrians. Also, in terms of functionality, local ceremonies are rarely held. The Friedman test was used to determine the relationship between the social, morphological, and functional changes. It can be concluded that the significance level is less than 0.05, and all

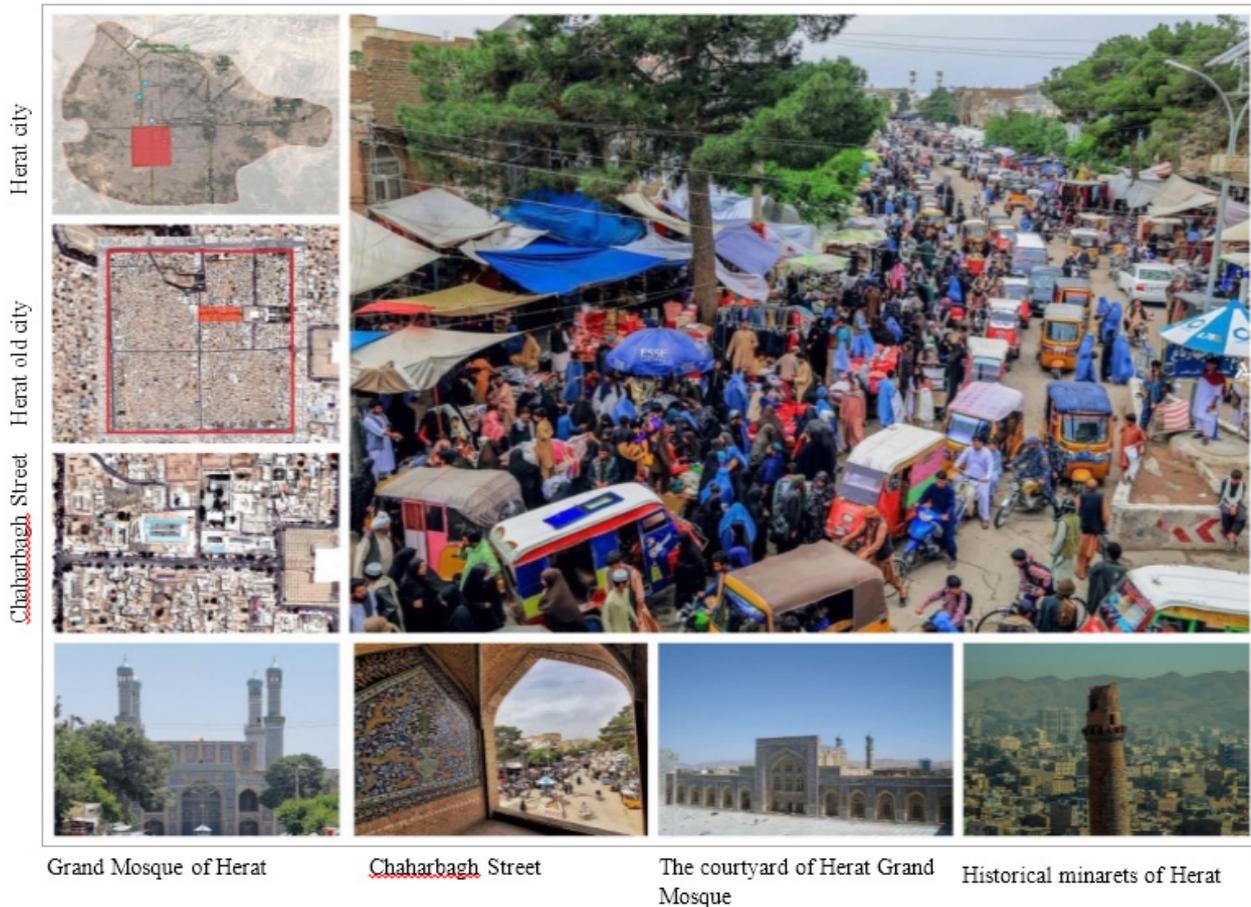


Fig. 5. The location of the old city and Chaharbagh Street. Source: Authors.

these components have a direct and significant relationship with the composition and the change of location and are strongly correlated. Table 5 summarizes the data extracted from expert and public opinions. It includes suggestions to strengthen the identity of the place. The identified issues are divided into three levels as follows: Level (A): root issues: the focus and emphasis of both people and experts. Level (B): resulting issues are noticed by people and experts, but the roots have not been evaluated. Level (C): individual issues: issues to which one group of people or experts have paid attention.

**Conclusion**

Street is one of the essential elements shaping the city’s form symbolizing culture and identity, establishing spatial communication, and connecting urban activities, a role that well

goes beyond a simple passageway. The attempts to renovate the streets of historical downtowns have often not addressed all environmental quality dimensions, with physical interventions mainly emphasizing reinforcing economic values and solving traffic problems. This study was conducted to extract the components of urban street quality and the process of regenerating them to promote identity. It can be stated that the most effective components of the urban street include the following: morphological dimensions (accessibility, spatial continuity), perceptual dimensions (enclosure and transparency), social dimensions (safety and security, inclusiveness and social mixing, quality of public space), and functional dimensions (diversity and mixing of uses and support of stakeholders) (Table 1). Regeneration is a process-oriented concept. Fig 8 displays the regeneration process in the order of

Table 3. Description of the Status Quo of Chaharbagh Street in Herat. Source: Authors.

Dimensions	Description of the situation of Chaharbagh Street
Morphology	Considerable traffic of the rider and pedestrians / vehicles stopping at illegal spots sporadically/ interference of the movement of riders and pedestrians/compromised pedestrian safety / peddlers on the sidewalks impede the passing of pedestrians/difficulty of passing for people with disability due to absence of dedicated slopes and stairs in the design of sidewalks/ lack of physical cohesion and spatial continuity due to the spatial miscommunication between elements and indicative buildings/ lack of public open spaces/ entering traffic into the street/ lack of the continuous sidewalk in Chaharbagh Street and Godamha Alley.
Perceptual	Soulness and new constructions that induce no sense of identity have diminished the street's identity of fabric/declined street legibility/there are no conceptual relationships between signs and the existing historical elements/disturbing the visual image of texture with new constructions/the maintenance of the existing valuable buildings, elements, and signs have been neglected/the dilapidation of old and historical buildings due to neglected modernization/lack of index input, disproportionate use of new materials the existing context.
Social	The presence of people throughout the day is very high, among them the presence of women on the streets due to the presence of textile and gold-plated jobs. However, the presence of 6:00 pm Onwards, this street becomes an unsafe and unsupervised space at night.
Functional	The main business on this street is associated with clothing and jewelry. Religious uses play an essential role in the functioning and identity of the street, including the Grand Mosque of Herat, the Grand Mosque of Leilamiha Bazaar, and the White Mosque, which is a place for people to have social interactions with each other during the day. The presence of vendors on this street is also essential. In terms of urban equipment, this street suffers from sufficient urban equipment and furniture.
Dimensions	Description of the situation of Chaharbagh Street

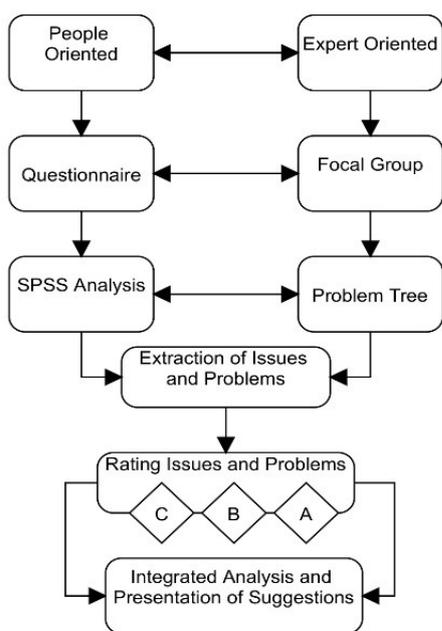


Fig. 6. Research model. Source: Authors.

significance of the indexes mentioned (based on their repetition in previous studies), the opinion of the experts, and the analyses of the researchers based on the relationship between its dimensions and the components affecting the street identity, which can be found in Fig. 4.

Provi'c Bajić Šestović (2019) state that, in the first step, intervening in the morphological dimension of the street will revive its physical identity. Peng et al. (2020) suggest that the following concepts of this

dimension as external looks of the place affect identity: In the second step, Korkmaz and Balaban (2020) state that the functional dimension leads to the strengthening of the functional identity of the street by restoring and enhancing the functions based on the revived physical embodiment. In the perceptual dimension, the importance and position of people's internal attitudes in promoting the identity of the place (Peng et al., 2020) are discussed. Because people's identity and place identity are both derived from the mental embodiment and emotional bond between humans and the physical world, finally, paying attention to the social dimension, considering a diverse range of users, and strengthening safety and security will strengthen the vitality of the street and improve social participation.

In the experimental section, according to people-oriented and export-oriented analyses, Chaharbagh Street has severe morphological, perceptual, and functional weaknesses, which reduce the sense of belonging and identity. Therefore, according to the proposed process, the identity can be improved using the regeneration approach and minimal intervention. This process preserves its biological values and promotes its place identity. Hence, improving accessibility and adjusting the size of urban blocks, diversity, mixing of uses,

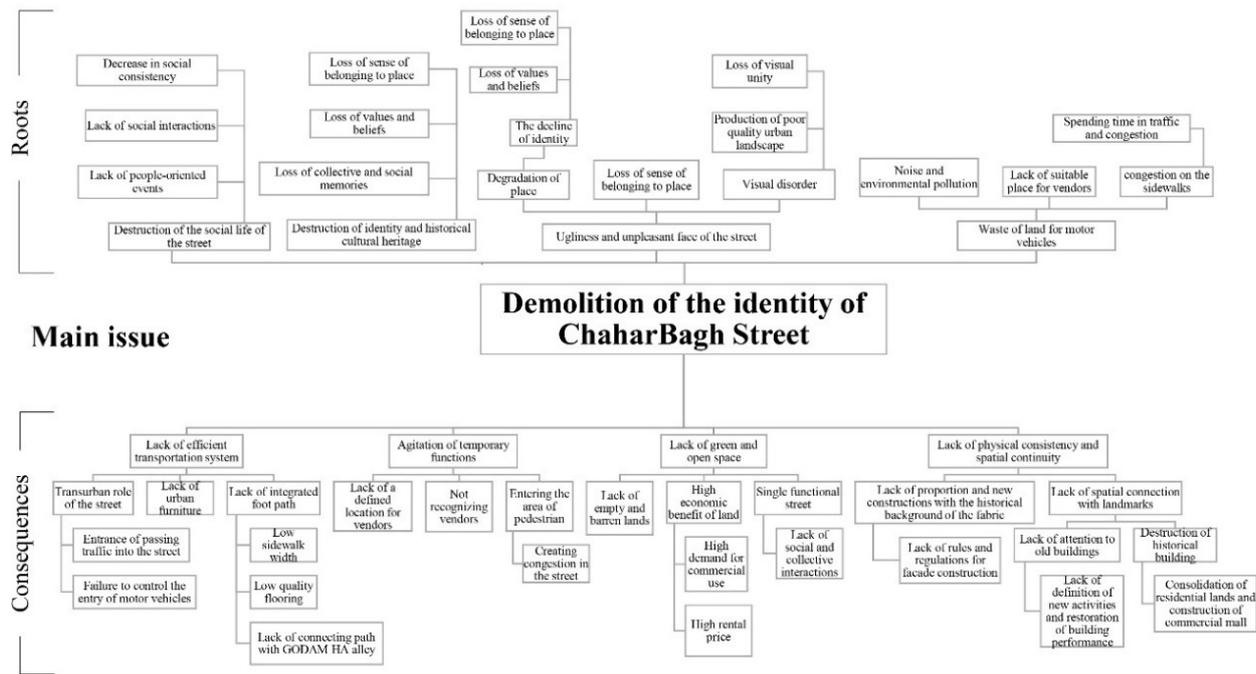


Fig. 7. The tree of problems .Source: Authors.

Table 4. Questionnaire Outputs. Source: Authors.

Questions	Average	Standard Deviation	Min	Max
Women on the street	1.00	0.000	1	1
Elderly on the street	3.46	1.004	2	5
People with disability	3.78	1.320	1	5
Children on the street	1.95	0.568	1	3
Safely walk	2.70	0.513	2	4
Safety at different hours	2.92	0.273	2	3
Crime situation	2.76	0.971	1	4
Comfort and convenience	3.22	0.622	2	5
local events	4.00	1.015	1	5
Ride a bicycle	4.14	0.907	2	5
Continuity on the sidewalks	4.73	0.445	4	5
Pause and stopping space	4.16	0.970	3	5
Urban furniture	4.68	0.774	2	5
Condition of the flooring	4.41	0.716	3	5
Garbage status	4.43	0.595	3	5
The condition of the water canals	4.00	1.317	1	5
Congestion caused by vendors	5.00	0.000	5	5
Position of vendors	4.03	0.162	4	5

Table 5. Suggestions for Regeneration of Herat's Chaharbagh Street to Promote Place Identity. Source: Authors.

Urban Street Quality Dimensions	Type and level of problem		Suggestions
Morphology	(A) Lack of safety for pedestrians	Geometric correction	<ul style="list-style-type: none"> <li>- Creating and separating the bicycle path from riders and pedestrian</li> <li>- Creating flat and integrated routes without obstacles to traffic</li> <li>- Creating physical barriers to limit the rider's movement</li> <li>- Changing the street flooring from asphalt to cobblestone and unifying them</li> </ul>
	(A) Lack of open and green spaces	Creating public spaces and green spaces	<ul style="list-style-type: none"> <li>- Definition of public spaces along the street</li> <li>- Creating and designing green space along the street</li> </ul>
	(B) Lack of physical cohesion and spatial continuity	Create Sequence Segmentation Space	<ul style="list-style-type: none"> <li>- Creating a set of static and dynamic spaces</li> <li>- Creating spatial contrast and preventing monotony</li> </ul>
	(C) Convert Building Of Residential And historical To Passage Of Commercial	Control of new construction	<ul style="list-style-type: none"> <li>- Providing incentives (financial, credit, facilitation) to owners and investors for the improvement and renovation (empowerment) of the street</li> <li>- Determining rules and fines for the owners of old and historical buildings</li> </ul>
Perceptual	(A) The destruction of historical-cultural identity and inheritance	Preservation and restoration of cultural and historical heritage	<ul style="list-style-type: none"> <li>- Using historical buildings for cultural and flexible uses.</li> <li>- Control of new constructions to prevent the destruction of historically valuable structures and index elements</li> <li>- Trying to preserve the walls and respect historical monuments to preserve the historical identity of the street</li> </ul>
	(B) Visual irregularities	Adherence to proportion in landscape design	<ul style="list-style-type: none"> <li>- Using balanced geometry in mass and public spaces and increasing their readability</li> <li>- Controlling the number of floors and observing proportions in dynamic and static spaces to control the sense of confinement in the street</li> <li>- Strengthening the walls of the street and improving the visual qualities by creating harmony in the parts of the facade in terms of divisions, ground floor line, and type of materials.</li> </ul>
	(C) No facade rules and regulations	Adopting rules and regulations	<ul style="list-style-type: none"> <li>- Determining a specific framework for the coordination of urban facades, including the number of floors, skyline, materials, color, and form of buildings</li> </ul>
Social	(B) The destruction of street social life	Creating social solidarity	<ul style="list-style-type: none"> <li>- Increasing public open spaces by using spatial openings</li> <li>- Creating interactive spaces and hangouts along the street and providing public surveillance, and increasing security</li> <li>- Definition of cultural and ritual events in the street</li> </ul>
Functional	(A) Temporary land use turmoil	Organization of temporary utilities	<ul style="list-style-type: none"> <li>- Removal of incompatible and incompatible uses with the historical identity of the street</li> <li>- Transfer and location of temporary uses and their distribution along the route</li> </ul>
	(B) Lack of urban furniture	Creating urban furniture	<ul style="list-style-type: none"> <li>- Creating and designing urban furniture in harmony with the historical identity of the street</li> <li>- Construction of shelters and resorts along the way for the welfare of the people</li> </ul>
	(C) Infrastructure failures	Strengthening infrastructure on the street	<ul style="list-style-type: none"> <li>- Completing all street infrastructures (water, sewage, electricity, gas, etc.)</li> <li>- Installation of fire hydrants (fire department)</li> </ul>

designing urban furniture, and strengthening the public perception of space (by increasing legibility,

suitability of new forms, and spatial unity) are among the solutions to accomplish this objective (Fig. 9).

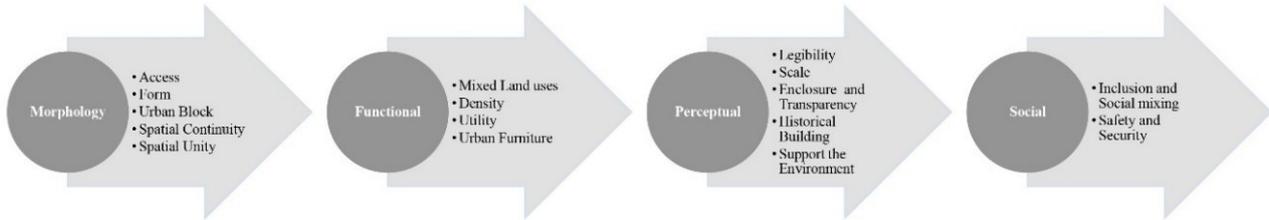


Fig. 8. The regenerating process of urban street to promote its place identity. Source: Authors.

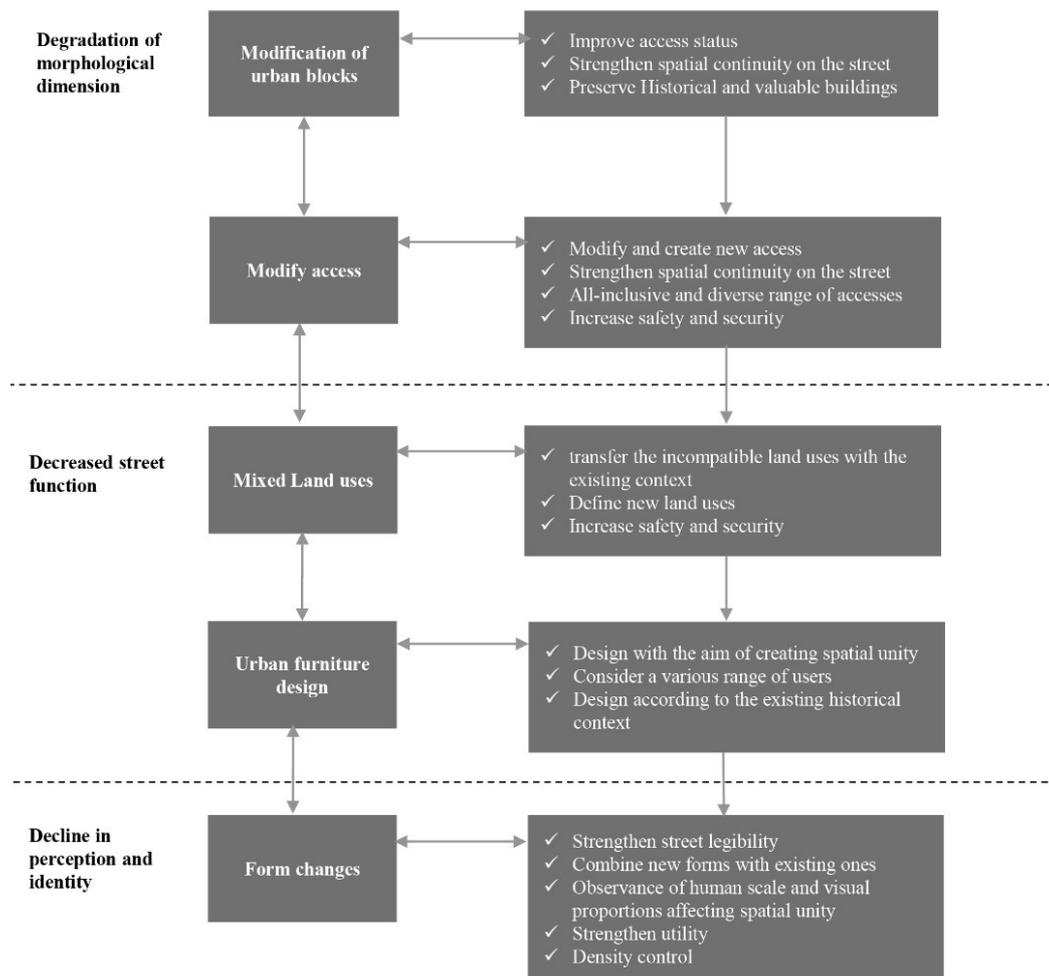


Fig. 9. The process of intervention in Chaharbagh Street to promote place identity. Source: Authors.

**Endnotes**

1. Triangulation: refers to the simultaneous use of more than one method, one approach, one data source, and one researcher in qualitative research
2. Focus group: In this method, the group focuses on a collective discussion to examine a specific issue.

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**HOW TO CITE THIS ARTICLE**

Ghafoori, F. & Ghalandarian, I. (2023). Regeneration of Herat's Chaharbagh Street to Promote its Place Identity. *Bagh-e Nazar*, 20(123), 49-62.

DOI: 10.22034/BAGH.2023.332189.5141

URL: [https://www.bagh-sj.com/article\\_174104.html?lang=en](https://www.bagh-sj.com/article_174104.html?lang=en)

