

den österreichischen Mietern zugeordneten Konfliktursachen dominieren die intergenerationalen Konflikte, gefolgt von Unfreundlichkeit und geringer Anpassungsbereitschaft. Den in Gemeindebauten wohnhaften Migranten wird in erster Linie Lärm vorgeworfen. Weitere Konfliktursachen sind Unsauberkeit/Unordentlichkeit, Unfreundlichkeit, Beschädigungen durch Kinder sowie kulturelle Unterschiede.

In Genossenschafts- bzw. Eigentumswohnbauten führen Auseinandersetzungen um gemeinsam genutzte Bereiche die nachbarschaftlichen Konfliktursachen an. Die weiteren wichtigen Konfliktursachen sind nur zu gut bekannt: Unsauberkeit, Lärm und Gerüche. Die den österreichischen Hausbewohnern einerseits und den Migranten andererseits zugeordneten Konfliktursachen divergieren auch in diesem Wohnsegment erheblich. In erster Linie Generationenkonflikte und Unfreundlichkeit sorgen auf Seiten der Österreicher für nachbarschaftliche Auseinandersetzungen. Immigrierten Nachbarn werden vor allem Lärm- und Geruchsemissionen vorgeworfen, weiters spielen kulturelle Unterschiede eine nennenswerte Rolle.

Es hat uns auch interessiert, welche Herkunftsgruppen als Nachbarn am meisten abgelehnt bzw. am ehesten akzeptiert werden. Sehr interessante Ergebnisse zeitigt dabei die Analyse nach dem Kriterium eines vorhandenen/nicht vorhandenen Migrationshintergrundes der Befragten. Es zeigt sich in beiden Subgruppen (mit/ohne Migrationshintergrund), dass Menschen unterschiedlicher ethnonationaler Zugehörigkeit auch in divergierendem Ausmaß als Nachbarn willkommen sind. Je nach vorhandenem/nicht vorhandenem Migrationshintergrund der Befragten variiert das Ausmaß der sozialen Distanz. Ganz allgemein erwiesen sich die Befragten ohne Migrationshintergrund auch gegenüber „sichtbaren“ Gruppen als weniger ablehnend. In allen Wohnbaukategorien ist die soziale Distanz gegenüber türkischen und nigerianischen Nachbarn am stärksten.

## 7 Summary

The focus of our analyses was laid on neighbourhood interactions of Austrians, foreign citizens and naturalized migrants in three different segments of the Viennese housing market. 39 respondents of our survey lived in the rental segment of the Founder's Period building stock, 40 were residents in communal housing and 32 inhabited cooperative or owner-occupied flats. A proportion of 55% of the persons in our sample had some kind of migration background, 45% had (always) been Austrian citizens, 23.4% were naturalized Austrians and 31.5% of our respondents were "true" foreign citizens.

It is a matter of fact that there is less discontent with the house per se than with the neighbours. In cooperative and owner-occupied housing the level of contentedness with the neighbours is the highest, there is less contentment in Founder's Period rental housing and the lowest level of contentedness can be found in communal housing. In the Founder's Period rental stock the group of the naturalized migrants ex-

pressed an extremely high level of discontent. On the other side the contentment is particularly high in cooperative and owner occupied housing.

It is important to note that 63% of our respondents evaluated neighbourhood contacts as important or even very important. Only a small minority of 7% expressed the opinion that neighbourhood interactions are completely unimportant. Neighbourhood interactions seem to be highly evaluated particularly by naturalized migrants. Inhabitants of cooperative or owner-occupied flats most frequently express the opinion that social relations between neighbours are neglectable. In communal housing only very few persons expressed a comparable reserved attitude towards their neighbours.

Our respondents were also asked to evaluate their neighbourhood relations. Foreign citizens evaluated their relations to Austrian neighbours as worst. On the contrary it was only a modest proportion of 15.4% among the Austrians who evaluated their relations with foreign neighbours as bad or even extremely bad. Austrian women evaluated their neighbourhood relations significantly better than their male counterparts.

The frequency of interethnic neighbour relations is decreasing in accordance with a diminishing social distance inherent to the type of the interaction. Whereas mere saying hello and short conversations are widespread types of social contact in the neighbourhood context, mutual visits and support can be observed less frequently. Besides, the closer types of interaction are more rarely found in the interethnic context.

A remarkable fact is the considerable proportion of neighbourhood relations which are completely conflict-free. In this respect certain variations within the three groups of respondents can be observed.

The frequency of conflicts of the Austrians in our sample in interacting with their migrant neighbours is considerable lower than in the case of Austrian neighbours. Obviously naturalized migrants are the group who is most often involved in conflicts with foreign as well as with Austrian neighbours. The frequency of neighbourhood conflicts in Founder's Period rental housing as well as in communal housing is more or less the same (with a mean value of 3.23 respectively 3.22) but significantly lower in the cooperative and owner-occupied sector ( $\bar{x} = 3.03$ ).

Variations concerning the frequency of conflicts with Austrian and migrant neighbours can be found but are of a different quality as described in mass media. Particularly in the often reviled communal housing estates "pure Austrian" conflicts occur significantly more frequently than interethnic frictions.

The mean value analysis proves that interethnic conflicts are most frequently observed in Founder's Period estates ( $\bar{x} = 1.82$ ) followed by communal housing ( $\bar{x} = 1.90$ ). Those conflicts are less frequent in the cooperative and owner-occupied segment ( $\bar{x} = 1.97$ ). Neighbourhood conflicts between migrants are also most often observed in the Founder's Period housing stock ( $\bar{x} = 1.97$ ) but are less frequent in communal housing ( $\bar{x} = 2.10$ ) and in cooperative/owner-occupied estates ( $\bar{x} = 2.25$ ).

Respondents with a migration background are usually much more personally affected by all categories of neighbourhood conflicts than Austrians.

A general analysis of neighbourhood conflicts excluding the person responsible for them came to the result that noise is the dominant causal factor of neighbourhood conflicts in Viennese housing estates.

The most often cited problem in neighbourhood relations with Austrians are intergenerational conflicts. Further important causal factors of conflict are unfriendliness, personal hostilities, noise, conflicts in using common infrastructure, damages and untidiness.

Noise followed by smell are by far the most frequent causal factors of conflict which are ascribed to migrant neighbours. Further causes of conflict are damages caused by children, cultural differences and a lack of adaptability.

Regarding the causal factors for neighbourhood conflicts, differences between the three segments of the housing market can be observed. In the Founder's Period building stock the most frequent causal factors of conflict are cultural diversity, frictions in using common infrastructure, damages, noise and bad smell. Austrian neighbours are responsible for intergenerational conflicts, noise, unfriendliness and personal hostilities. Migrants are responsible for conflicts caused by noise, bad smell, dirtiness and a lack of adaptability.

Noise is the dominant cause of conflict in the communal housing sector followed by uncleanliness/untidiness and unfriendliness. Often cited by our respondents were also damages made by children and cultural differences. Among the causes of conflict which Austrian tenants are made responsible for intergenerational conflicts are dominant, followed by unfriendliness and a lack of adaptability. Migrants are particularly made responsible for noise. Further causal factors for conflicts are uncleanliness/untidiness, unfriendliness, damages by children and cultural differences.

In cooperative and owner-occupied housing frictions resulting from the common use of infrastructure are the most frequent causes of conflict. The other causes are all very well-known: uncleanliness, noise and bad smell. Also in this segment of the housing market there are marked differences between the causes of conflict which are ascribed to Austrian neighbours on the one hand and which are typical for migrant neighbours on the other. Austrians are made responsible for intergenerational conflicts and unfriendliness. Immigrant neighbours are particularly accused of noise and bad smell but also mere cultural differences are playing an important role.

We were also interested in answering the question, which ethno-national groups of migrants would be mostly refused or accepted as potential neighbours by our respondents. Analyses on the basis of the criterium of an existing or non-existing migration background brought revealing results. Marked differences in the degree of acceptance or refusal of different migrant groups could be observed. Generally the respondents without a migration background articulated less social distance against the "visible" groups too than many migrants. In all segments of the housing market the social distance towards Turkish and Nigerian neighbours is the highest.