**Transcription of Walking interview with Carolina**

Date and time: 11 May, 2023. Starting the walking interview at 16:44

Duration: 58 mins

Distance covered: 2.05 kms

Starting point: Carolina’s House

Route: From Carolina’s house, and into some nearby streets and places: a Community Centre that we walk around, a water well, and a market. The walk ends at Carolina’s house.

Notes:

The route started and ended at Carolina's house. She is Waldo's mother. The first thing that happened was that I arrived at her house, and we chatted a bit there. I showed her the diary that she filled out, and I told her that everything was fine with the interview we had before and with the diary. She told me about a route that she used to walk, and she told me which streets she used to walk on that route when she was younger. She used to walk this route to get to work. However, she now has mobility problems associated with an illness she had with her nervous system. She suggested this route to me when I told her that it was up to her to decide which places she wanted to guide me, and because she found it interesting to share part of her story. But she can't walk it easily, and she hardly walks around the neighbourhood at the moment.

In this situation, I make sure that she knows the details of the walk, the interview, and what it entails. This is also part of discussing informed consent. I ask her if she is willing and able to walk or would prefer not to. She replies that she is able and willing to walk. I then tell her that we don't have to do that route, but that we can do another walk. I suggested this because I noticed that she had doubts about the route she proposed and how to do it. I then told her that it would be better to do a route that she would do on a normal day. She likes this idea and I see her much calmer with the possibility of doing a walk like this. It gives her peace of mind that we walk as much as she can and as much as she would do on a normal day. This proposal made the walk a much more enjoyable and achievable activity. She then proposes that we walk to the corner and walk around the block. Before we leave, we register the informed consent and talk about what I will use the interview for. I also confirm her pseudonym with her, who tells me that she agrees that it should be Carolina.

Throughout the walk, Carolina leaned on my arm. She held on to my arm the whole time we were walking. She told me that she doesn't go out walking alone and that although she can walk, she needs someone to support her. She also told me that it is difficult to walk in the neighbourhood because of the unevenness of some of the streets and pavements. We walk to the corner of her house and go around a community centre where classes and workshops are held for people from the neighbourhood. As we walk around this building and walk around the block, she tells me about some of the characteristics of the different buildings in the area. Among these places, she mentions a tortilla factory, a milk distribution centre, classrooms, and land regularisation centres. There were many memories of the neighbourhood on this walk. Among the places we passed was a water well similar to the one that was recently built, although we were in a different part of the neighbourhood from what the neighbours have called "central Santo Domingo". This is the upper part of Santo Domingo.

We also talk about the water well, the relationship between neighbours and how life is in Santo Domingo and how it has changed. We also walk to a market, where he tells me about how this space originated, and the uses of this market for meeting neighbours. In the market, there was a business selling water, and it had a map of the neighbourhood on its doors. Carolina stopped to look at the map and pointed out the streets we had walked down. This speaks to me of a different way of recognising and navigating the streets.

After leaving the market, she tells me about some culverts that have been made to better capture rainwater, and about a shop we pass that sells purified water. Water is part of the material fabric of the neighbourhood on the walk with Carolina.

During the final part of the walk, a downpour falls and we have to stop on a small roof for the duration of the rain. When the rain was over, which lasted between five and ten minutes, we went to her house and the walk was over. I was worried about the rain because I didn't come with an umbrella and I didn't want Carolina to get wet. The good thing is that the rain stopped and didn't last long.

Participants: Interviewer [A] ; Carolina [C]

TRANSCRIPT

A: Well, it's 4:45. We'll start, walk a couple of blocks and come back here and we can talk a bit more to close the interview, if that's OK. We do a route that you would do on a normal day. And I follow it.

C: Ah, well, yes, it can also be useful. I remembered another little section that I walked here.

A: Ah, very good. Well, that's good.

C: Yes, because I just remembered that, on this Patos Street, with Tetl Street, there used to be a public taxi service that was based in a pharmacy that was on the corner, and sometimes I used to use it to go to work when that service existed, because it didn't exist before.

A: Right. Now we're leaving your house.

C: Well, when I started to get to know the neighbourhood and to work at the school, I didn't live on this street. I lived on another street [she takes my arm as we start walking and explains that she will hold on to me].

I'm going to hold on.

A: Yes, support yourself here with me.

C: Now, in a while I remember what that street is called. It's where at the moment it's, let's say, like the entrance to go to the metro, more or less that's where I was living for a while.

A: Ok, and do you remember many changes that have happened here in this neighbourhood?

C: In the neighbourhood, yes. When I started living in this neighbourhood, it didn't have paved streets, it was still a very rustic area, with stones, pavements, and no public transport. We had, well, at least I had to walk to work. I would walk all the way down what is now Tetl Avenue, which at that time we called it differently, and at the end of the street I would turn left and at some other street I would turn right again to find Aztecas Avenue, and I would walk all the way back to where we worked. Good afternoon, how have you been?

[On the walk Carolina meets a neighbour who tells her that she hasn't seen her in a while, they exchange greetings and good wishes. The neighbour is with her granddaughter who introduces her to Carolina].

A: Is she a neighbour?

C: Yes, she lives two houses away. So, well, I knew those streets, even the current Aztecas Avenue was also in a condition where you couldn't drive a vehicle, other than in small spaces. At that time we used to call that street the street of the towers, because it still has those very large electricity pylons.

A: And you walked that route to get to work every day?

C: Well, Monday to Friday was work. I worked the evening shift at that time.

A: And it was going from here, let's say from your house to Tetl and all that until it ends.

C: Uh-huh. Then I would turn left, and then which street I would take, I would turn right to find, I could take any corner, because any corner was towards Aztecas. And I would walk along it.

Now we're walking down Vaso Street, which I didn't walk down at that time, but we're going to get to Patos Street. We are going to go to Tletl Street.

The next street is Patos. And this Community Centre that is on the corner of Vaso and Patos, that already existed. That community centre was one of the first things that existed here in the neighbourhood.

A: Do you remember when this community centre started?

C: Well, I knew it was already there.

A: It was already done?

C: It was already built. And it had laundry services, public toilets, and there were some workshops such as carpentry, electricity, blacksmithing, typewriting.

A: And did you take any of these workshops?

C: Well, yes, later, when I was already a resident of the neighbourhood, I took classes in dressmaking, but also in first aid. [The noise of a motorbike is heard very loudly and we pause our conversation for a while.]

And now, well, the workshops have disappeared, the washing place and the public toilets have disappeared, but the kindergarten and the nursery still exist. Even my children went, I used the nursery service for my children.

A: You brought them here?

C: Here, uh-huh. At that time the only thing you had to prove was that you worked and that was it. Nowadays, no, because of the kind of work I had, they wouldn't take the children. Because nowadays the requirement is that the mothers work, but that they don't have a service as an ISSTE or insurance beneficiary. In other words, that they don't have one, that they work on their own or with an employer who is not providing them with this service. And then they have the right to have their children in the nursery.

Well, in this street of Patos, a previous street that would be Tetl and Patos, is where a taxi service was temporarily set up.

A: On Patos and Tetl?

C: Yeah, and sometimes when that service existed, I took it. That taxi would go all the way down Patos street until the end of the street, in one that I don't remember the name of, until the last street, because there, it's not that it ends, but there is a very high hill, where you can't pass. So that taxi would go all the way to the top, then turn left, go to the neighbourhood of Ajusco and its base was at the market there.

So that's where I got off, it was a long way to work, but usually I would take another bus, a public service that would drop me off at the Mercado de Bola market, which is one street away from the primary school where I worked.

A: How many years did you work in that primary school?

C: Very little, I only worked for about two years. From there I moved here to the neighbourhood, to the primary school down here in Atl.

A: And you were there longer?

C: No, I was only there for another two years. I changed schools a lot.

A: You were in different schools.

C: Yes, so this community centre, let's say it was a wonderful thing for those of us who lived here, because I mean, there was the washing place, the washing areas.

Above all, because few people could use the washing place because of the cost.

A: Here?

C: Here. Where we are now at the entrance to the Community Centre. Here on the right, down the stairs, those first spaces are the doctor's office. That already existed. The doctor's office was already there. [we look at the entrance and see the buildings].

At the back, in the first building at the back, there is the, the lower part is the kindergarten and upstairs is the nursery.

So our children first went to the doctor on Mondays so that the doctor could authorise them to enter the classrooms, the little ones. In other words, they were from 40 to 45 days old until they entered primary school, 5 years, 6 years and months, so to speak. Because the school calendar was what it was. Here on the left is a multi-purpose classroom, which is the one with the glass panes. Well, if you want, we can go down to see. [we go down some stairs while we look at the building at the entrance]. That's where they give classes, almost always dance, karate, well, activities that involve more movement, and that's where some exhibitions are held. That would be the multi-purpose room. Going up these stairs and going to the next space, where these young people are going now, next to those last rooms that you can see, there were already the laundry areas.

A: Ah, ok.

C: But they're gone now.

A: And you had to come to the washing areas?

C: Oh, yes, I had to come to the washing areas. No, but it was a blessing, they were close, very close.

There was a hairdressing service, I had forgotten that too. Up here, I don't know if it still exists, there was a library service. Nowadays, I tell you, there are few things, but there are, for example, school regularisation, and some workshops, but they are now at a cost. And the medical service generally includes vaccinations. Before, when, well, in 74, 80, I don't know which year they took away the service, because they could even, in case of an emergency, let's say someone had a fall and had a small wound, they could cure it and if they needed a few stitches, they could do it.

But later on, that was forbidden. Not any more, I mean, it's only medical consultation, they don't give them any more. There are medical consultations and vaccinations, there are no more treatments, so to speak.

Yes, now we are going to look through the gates so that you can see the space where the washing places used to be. [We continue walking and leave the Community Centre].

A: And this street market (tianguis) has been here for a long time?

C: This street market (tianguis), it's been around for less time, but yes, yes it has, I think it's been around for 30 years.

A: Well, that's something.

C: Yes, quite a lot. [We stop and continue looking at the building from the outside] Those rooms are used for.... Well, like some workshops, also social work, and this little space that you can't see was where the washing areas were.

There weren't so many of them, but yes, you had to come to training at the right time...

A: I had to come early then.

C: Oh yes, well, I had a neighbour who lived in the street behind me, in Tletl, and he used to say "no, the women who are with me won't have room here". So he would take a little truck, a little old truck that he had, and he would take several of his neighbours to Los Reyes or to La Lupita, because there were some washing areas there, where there is now a water well. There were also washing areas there. Over here was the entrance to the pipe where the water trucks would come to pour the water.

A: Ah, you can see a hole there.

C: Come on, because there is a very big cistern, that's the one that was used to keep water in the washing areas.

A: Ok, that's where the water came in then.

C: Aha, yes, the water trucks used to come in to supply water, because we didn't have water in the neighbourhood.

A: And then there were a lot of people who wanted to use the washing areas, did they have to line up?

C: Yes, yes, they had to get a place early in the morning. I tell you, that neighbour who took the other neighbours and relatives to wash in Ajusco, or Lupita or Los Reyes, he said, "if I don't take them here, they won't be able to make it, so I have to take them there". And what happened there, some of them told me that there at La Lupita, for example, there was a lady in charge who was very irritable, and that lady was mean enough to turn off the tap so that they wouldn't have any water. She used to throw them out of La Lupita washing places. The lady would tell them "no, you don't come, you rarely come here, only when it suits you". They charged a symbolic fee, I don't remember how much, I think it was one peso, I don't remember.

Now, in this part of the Community Centre there was a time when we were in some offices, which you can still see, those prefabricated ones, which were like land regularisation offices.

A: Ah, for the land.

C: Aha, so that the land could be regularised, because what we experienced here in the neighbourhood was that they gave us some deeds that we later found out had a reservation of ownership, that they were useless. Later they gave us other deeds that were also useless, and the third deeds that we have already processed here are the ones that are already valid.

A: They were the ones that were valid.

C: Yeah, they were all before the government, they have the stamps, they have all that. But they told us that they were legally useless because they had this reservation of ownership and we couldn't, for example, give them or sell them.

for example, give them away or sell them or something like that. In this part of the community centre, these classrooms were built later.

A: It's like a pre-school.

C: Uh-huh, I don't know what they use it for now, but they were an annex of the preschool there, the headmistress or director was in charge of these classrooms. But then they were no longer there, it seems that there was less school population, although I don't think so.

Because in the preschool there were two shifts, morning and afternoon, and these were also used in the morning and afternoon. Eventually, I don't know if it was about 25 years ago, they took the service away.

Also here at the end of the DIF at this side entrance, what has existed and still exists is a tortilla shop and a milk shop, which at that time we called CONASUPO. At the milk shop, at that time you also had to come very early in the morning, and later they gave out little cards that you had to show up on the days that you had to get your milk (for free or a reduced price), because you had to bring your birth certificates, all that.

And if you missed one, they took it away, didn't they? And you also had to adjust to the timetable that they gave you. If you had to come at 5 o'clock in the morning to get the milk, at 5 o'clock in the morning. If it was at 9 o'clock, at 9 o'clock.

A: And did a lot of people come?

C: Oh, yes, even though there were cards [we arrived at the tortilla shop] Look, it says there.

A: Ah, there it is.

C: Yes, there where it says Liconsa. And on this side was the tortilla shop.

A: I'm going to take a photo [we stop and I take a photo of the old tortilla shop and milk shop].

C: Yes, yes, and if you want to come over there.

A: So this was the tortilla shop and the milk shop

C: That's the dairy and this one here, I don't know if it still works, I don't think it doesn't work anymore. Yes. This was the tortilla shop and this one, this other kitchen.

A: And you remember coming here for the tortillas and the milk.

C: For the milk, yes, No, although I had a job, the truth is that money is never enough. Now we're going to give you a little tour here. There aren't many things back here, but there is something very important. There is a water well that was one of the wells that was built here in the neighbourhood in the early years.

I think it must have been in the years... ah no, not that early, I think it was in the nineties.

A: That water well?

C: This water well.

A: Ok. So here we are going around...

C: Uh-huh, the Community Centre. And this is Tletl Street, which I know. It's a block that this community centre occupies.

A: And you worked as a teacher for many years, although in different schools.

C: Yes, I worked... I was almost thirty, because I had the right to be retired. Women, at twenty-eight, twenty-nine, thirty years of working. From then on they can retire.

A: And the schools were in this area of Pedregal, of Los Pedregales?

C: Ah, well, yes, I worked in the Pedregales area, and then here in the neighbourhood of Santo Domingo. Well, I went to a school afterwards, which is there on Calzada de Tlalpan. But it's in the neighbourhood of Santa Ursula. On that side of Calzada de Tlalpan they still call it Pueblo de Santa Úrsula. And then I went back to a school here in Cuicatl, but I only stayed for a few months, because I wasn't going to retire.

C: So you saw different generations of students?

C: Uh-huh. Look, this is a well. And I don't have the exact date of when it was built. But now that we have been demanding the need for water and the construction of another well for the neighbourhood, we even came to see how this well was working.

A: This well here?

C: Aha, we went in, we went in, the SACMEX workers summoned us. We went in, they showed us the water pressure, the system they have for chlorination, or drinking water purification, to make it drinkable. Then they told us that it was not possible for us to be asking for it because it was working well. So we argued that we didn't have water, we are very close. There were neighbours from this street who came out when they saw that we were here, and they came out to testify that they didn't have water even though they live here in front of the well.

A: On this very street?

C: On this very street. They came out and said "we don't have water and we are here in front and you say we do". So that time they showed us that the hallway was all battered. I think you can see it there on the edge. [referring to the fence in front of us] It was half open. Yes, look, there's the pump. On this side is the electrical system for pumping and what they use for purification.

A: You can see it from here then. I'm going to take a picture of the inside of the well here.

C: I don't know if the well has a name.

A: It says Pozo Santo Domingo.

C: Ah, Pozo Santo Domingo. So they showed us that the entrance hall, I don't know if it was this one, but it was very battered, beaten up and everything.

And they were saying, "no, but you neighbours don't look after anything, you're vandals". Besides, it was very dirty, that day we went in there were even dead animals in there. Now they have cleaned it up. And that didn't happen long ago, we've been coming here for about five years, four years.

A: That was after the walking visits you also made.

C: Yes, it was part of the visits.

A: You saw that the houses didn't have water.

C: Yeah, it was part of the walks. So they told us, "look how it is, etc". And then one of these neighbours also came out and said, "do you want me to tell you who ruined the sheet metal there, in this hallway?" They said, "well, if you have evidence, show me". He said, "I don't have evidence, but I know who did it. It was you from SACMEX, because you came, you forgot and you kicked it open". He says, "but I can show you who your workers are. Just come and I'll show you". And they kept quiet. So who are the vandals? Even the workers themselves don't respect.

So that time when they came, there was no water, so they made a tour of these streets. I could no longer walk, at that time I used a wheelchair. So I just came here, and I spent a little while talking with them. And many neighbours went with them on various streets here, in Tletl, Tetl, in Cactus, and I don't know how many streets they went through. I think they went as far as where the Atl well is today, which didn't exist at that time.

And this is the whole route, let's say, around the Community Centre. [we finished going around the building]

A: And you don't normally walk much here in the neighbourhood?

C: No, not nowadays. No, I couldn't even walk anymore, nothing, nothing.

A: When you do walk around the neighbourhood, it's very little.

C: Very little and then it's more because I go out for a vaccination, or then they invite me here, they hold closing ceremonies in the community centre. Or to find out about something because they put on workshops on some things that might interest me. And I come to find out about the classes and so on.

But their workshops haven't really been very successful. Well, I don't know much about the service, but it's like there's no good publicity, like there are no incentives. So people get discouraged easily. And the workshops that remain a bit longer are because they are like this sports workshop, for example. But the truth is I don't know who runs them. Because there was a school programme, I was no longer in service, which was that of talented children. So different activities were promoted here at the Community Centre. And the talented children came here. If those children didn't come, they weren't given the economic support that corresponded to the talented children. But that programme disappeared I think three or two years ago. Once it disappeared and there were scholarships for all the children from the city government, the parents and the children didn't come anymore, instead of being interested in continuing to attend the workshops, because there are workshops in music, English, I think drawing, I'm not sure. And sports, but I don't know if it's one of the existing workshops or if it's a new one. But they dropped out of the classes because as they already have the financial support without having to attend, they don't come. Which is a mistake. Well, I say, it's good that they have the economic support, but if the workshops continue to exist, why don't they let the children continue coming to the workshops? In other words, they brought them because of the obligation, let's say, the condition that they were only given the support if they came to the classes. If they didn't, no.

A: And you used to walk around the neighbourhood a lot? A few years ago.

C: Well, yes, I used to come to the street market (tianguis), to this or another tianguis. Well, I was participating in the sit-in we did to defend the Aztecas spring. So whether I walked or took some kind of transport, but I went every day.

A: And the route you told me about at the beginning was a route to a place where you used to work, right?

C: Yes, I did that one while I was working there, I think for about two years.

A: And why did you think of that route? Was it a route you liked to take?

C: Well, it was kind of easy for me, because since there was no public transport, I mean, when the taxis were no longer available, from time to time I would see that one passing by, like a taxi driver, because it wasn't a private taxi, but several of us could get in, and if I saw that the taxi driver was there and was about to leave, then I would get in. But even so, it didn't leave me close by, because it left me straight here, even with Aztecas Avenue, but it took me down to the next street, where the market is, and there I would cross over to take another transport. In other words, it was more complicated for me because I had to pay for double transport.

A: But it was a route you took from Monday to Friday, wasn't it?

C: Yes, and it was easier to walk. Well, when transport became available, it was still easier. And also, well, as we came back, there is a little public market around here, in this same street of Vaso, which at that time existed, but on the public road. Where we are walking, where you see that pink banner, I think that's where the market is, or it's on the next street.

I understand that the vendors bought the premises. Because if they hadn't, they wouldn't have been allowed to sell. So this street in Vaso had no public transport.

A: Not even taxi drivers.

C: No, it was this Patos street that did, because it was the one that was a bit flatter precisely because of the community centre service and the water trucks had to come to deliver water, or the nurses and social workers had to come to give vaccinations.

A: And nowadays when you walk, you do it accompanied.

C: Yes, always accompanied, I can't walk alone. I can walk alone for a while, but there comes a time when I can't, I have to hold on to someone.

A: You were telling me that it was also influenced by the fact that the terrain here is a bit uneven.

C: Aha, yes, you see, the illness I have, which I understand is neurological, means that I don't have the normal sensation in my legs, in my whole body. I feel numb. Like when you don't sleep well.

A: Yes, you feel like tingling.

C: Yes, that's how I feel all over my body. And apart from that, my illness is like exhaustion. Well, when I got it I was in bed and I couldn't even open my eyes. The only thing I never lost was that I could hear and I could talk. But I couldn't even open my eyes, I couldn't move at all.

A: So you have improved a lot.

C: Yes, yes, very much so.

A: And when you go for a walk, like now, do you like it? do you like walking in the street?

C: Yes, yes I like it. Besides, I meet a lot of people [laughs].

A: Do you identify neighbours?

C: Yes, uh-huh. Some of them were looking at me like that, like, could it be, could it be her?

A: Because you almost don't go out anymore?

C: Yes, no, I almost don't go out anymore. This tortilla shop has also always existed.

A: The tortilla shop and the stationery shop, of course.

C: The market is this one up ahead. [we walk towards the market].

Ah, look, this also exists in the neighbourhood, I don't know what year it was built. It's like a well of... well, not a well. It's to collect rainwater.

A: Ah, this one?

C: Uh-huh, this grate. Supposedly in several streets in the neighbourhood they made like a construction. They dug it. [we stop to look at it in the street]. They dug it. They made a little pool, and at the bottom it's not supposed to have a floor. It's on the rock.

A: And that's how it leaks.

C: It's supposed to be for the water to seep into the ground. But it has been lost. In several streets it existed. And in some streets it's already covered. They've already covered it up. It's already paved.

A: Yes, and so now we're here on Vaso and we're going to...

C: To the corner with... Libro Street, between here and Fuerza. This is the little market that has existed since the neighbourhood began but it was on the street. You will see it now. Here where we are walking, here were their stalls in the street. There was no vehicular traffic here. This is the Santo Domingo market. [we arrived at the market].

A: Uh-huh. The Santo Domingo Los Reyes market.

C: Yes, it has a poultry shop, a butcher's shop. Now it even has a creamery. It has like a water shop. I haven't been there for days. And now it's late, isn't it? I think sometimes they even have a stall like a clothes stall. It's very small and a lot of people don't visit it anymore. But it's a public market. It has vegetables. It has the basics and the people who sell here are locals from the neighbourhood.

A: Shall we go into the market here?

C: If you want to come in so that you can get to know it.

[we entered the market].

C: They've been kind of modifying something. It also had like a low-cost kitchen. I don't know what time. Sale... aha. [while reading a shop sign] Look, I'm telling you, they sell purified water. This didn't exist before. There used to be a fish market, now there is no fish market.

A: And now there are a lot of water shops, right?

C: Yes, now there are a lot. Ah, look, they have a map of the neighbourhood.

A: Ah, yes. C: That's right. C: Interesting. Of the neighbourhood Pedregal de Santo Domingo and the neighbourhood Ajusco.

C: Ah, look. [We stop to look at the map and she comments on what you can see.]

Like this... This way I can see where I was walking. Ah, look, this one is called Mixtli. So I would walk to Tetl with Mixtli, to where it ended, and I would turn around in one of these streets. I don't know which one. I was coming to Aztecas Avenue. [pointing with his finger on the map] And I'd get all the way here.

A: Yes, you walked a lot.

C: Yes, that's right.

A: And now that I was going to the committee meetings, it was also useful to get out of the house, I guess, right?

C: Yes, well I started to go in the wheelchairs when I got sick. I started to go in the wheelchairs. Then the pandemic started. But even before the pandemic, in March, well, before they decreed the suspension of school work and that everyone should stay at home, [a car passes by] oh, be careful, these are really dangerous.

Before the pandemic, well, we neighbours went to the Coyacán office to demonstrate about the lack of water in the area.

A: And you did that from your wheelchair?

C: I think that time I was already in a walking frame.

A: In a walker, and do you like to go to meetings?

C: Oh, yes, yes, I like to go there. Well, it's in the interest, isn't it, to sort things out? You also go a bit, well, at least I do, a bit angry or restless. Or nervous, because you know what those authorities are like, as they can receive, as they can't receive. Even if you have an appointment. And if you don't have an appointment, even less so.

So we've had to go and close the doors, nobody comes in, nobody goes out. [laughs] And it's like, they take care of us. Look, others who sell. [we stop where there is another purified water business].

A: Another water shop? There are a lot of water ones.

C: Lots, lots of water.

A: And do you like going to the committee meetings here in the street too?

C: Yes, yes I like it. Although, look, I find that the neighbours are very positive people. That time has passed and we have stayed together. Firstly because of the need. Secondly, because many of them really understand or know that if we are not together, nothing can be solved. And also because we already know each other and we trust each other.

In other words, over time, all those things that were said, that we were looking for a job, things were invented.

A: Do you want us to continue walking around Patos?

C: Yes, if you like. So some people have made things up, haven't they? Like maybe we want a political post or that we are recommended by another political party that is opposed to the one that is currently in office. Or that they pay us to go and make a fuss. Well, with time, many people have realised that we are not. Amongst ourselves we have realised that we have maintained ourselves, that this is false.

And so you manage, you manage to have a certain confidence, don't you? Even some neighbours who joined, let's say, later. Because first we were at the Aztecas sit-in. And those neighbours, when the group was formed here to request the water service and later the construction of the well. Well, some of those who also lacked water didn't know those of us who had been here longer. And they were a bit suspicious. They believed those rumours, all that. But as time went by, they began to realise that they didn't. Then, on their own, they came to ask questions. Afterwards, they would ask on their own

"Hey, when is there going to be a meeting? Or they themselves kind of made the WhatsApp group. They also commented "Hey, it's necessary that we get together". Lately we've been there, especially this year, right? And last year we were a bit more relaxed. Precisely because the Atl well was put into operation, and there has been a little better service. But it is not so certain that it is constant. Today, for example, a report is going to be made by telephone.

A: If we keep going this way, we'll go out to Tetl.

C: Yes, that's where we'll go out onto that street. But there we'll see the corner where the bus used to come out.

A: Ah, OK.

C: And we'll go back the other way.

A: Ok, is there going to be a meeting, you say?

C: No, via WhatsApp we will inform them which days we have had water service and which days we have not. From one week, from Thursday, from last week to this Thursday. Because some residents in the central area are saying that they have had no water for several days.

A: Ah, they have reported that they have no water.

C: Yes [we passed a house with a big gate] Here lives a family that I don't know anymore, and I don't know my neighbours' houses anymore, but there are several who know me.

A: And there are several that you still know.

C: Yes, me too. But I don't recognise the houses any more. From that time when I knew the neighbourhood, all the houses were rustic, with overlapping partitions, made of wood, sheet metal or asbestos or even very precarious cardboard. And not anymore.

[raindrops begin to fall].

Ah, it's going to rain.

A: It's going to rain. We'll go back if you want.

C: Yes, we'll go back.

A: Because here comes the water.

C: Now they are already building houses. Most of them, there are many private businesses, there are many services, there is everything.

There's internet, stationery shops, dentists, there is everything. There is a lot of alcohol, but there are also a lot of young drug addicts.

[The rain starts to get heavier].

A: Do you want us to stop here under a roof?

C: That way, let's see if it doesn't last so long.

A: Because the rain came.

C: You didn't warn us.

A: [as we get to a little roof] Well, it looks like it's here and we can cover ourselves a bit. [We stop at that little roof in front of a house.]

C: Well, in the committee, we have that trust, understanding of each other. But we do sometimes have difficulties, misunderstandings with the neighbours. Well, things that are natural in society, but we always try to resolve them in the best way possible. Trying to make everything clear, so people express their feeling or questions, and we talk about it. Not to say, "oh, he's just saying that because he wants to". No, to say "let's see, why are you saying that things are bad? What do the others think? Is it right what the neighbour says that things have not been done well or that we have a certain tendency to protect the mayor or the SACMEX people? And then let the others say. Say, "Is it true that we ask for money or that we ask for credentials in our group so that the requests we have can be attended to?"

Then we all say, "No, it's not true". And then they say, "Why are you saying that? Or why are you asking for that?" "No, it's just that the other day when the man with the water truck came to deliver me, he told me that I had to pay a fee". -Ah, no, if they are telling you that, you report it, you inform the committee so that we can report that they are misusing their work and asking for something." So, yes, there are always things like that that can cause conflict, but we always try to find a way to clear them up.

A: Does the committee help to clarify?

C: Yes, it's useful for many things, to resolve and to clarify and to bring order among everyone. It's not like someone says, "Oh, we don't answer calls at such and such an hour". No, they are no longer answered, but if it is something urgent, then the person can send a message. Yes, but in the group you shouldn't send chain messages.

[the rain stops and we keep on walking].

A: Let's move, because the rain seems to have stopped and...

C: Yeah, what if it starts again [laughs]?

A: Good thing there was this little roof, this little roof that helped us.

C: It helped us.

A: Yes, then in the committee, well, they start to report if they have reported that they don't have water, to report what is happening.

C: Yes, who they are, we do a mapping of this. When the neighbours report it, they put "my street so and so, I haven't had water since such and such a day". Then a map is marked and we can see which streets have the most water shortages.

A: It's a good thing the rain stopped, it was just a shower.

C: It was just a shower. Look, for example, this house is already so beautiful, with a well-groomed front, with well-kept plants. [as we pass in front of a house that looks bigger and better built than the others].

A: You don't recognise houses any more, you say.

C: No, not any more, the neighbourhood is very modernised.

A: And the neighbours?

C: Well, some yes, some no. Some of them yes, some of them no.

A: Do you think that in general you have had a good relationship with your neighbours in these streets?

C: Yes, and in other streets too. And also in the committee, for example, of those streets in the central area, which I hardly ever go through, not even when I'm well. But well, the committee allowed us to get to know each other, because we were already in our own little houses, thinking that everything was fine in our world, that we already had our neighbourhood with the services, and we weren't worried, right? Then we started to go out, because of the lack of water, and because we started to relate to each other and to recognise each other and to be active again.

A: Like recognising each other after several years.

C: Aha, and also to realise that, what we have to do is not new, we've done it before. We've seen that being together works, haven't we? We have seen that we are not going to stop making written petitions, but no, the important thing, the important thing is that they see that we are there. And that what we are asking for is this, not what they want.

The people from the Coyoacan government and SACMEX told us they would send us pipas. And we said that we would accept them because we didn’t have water, as a temporary solution, but what we wanted is the water in the network, because that is what we have the network for, and that is what we worked for. To have the network.

A: So it is important for you to have a good relationship with your neighbours?

C: Of course, it is very important, because it is valuable. From other neighbours with whom we also share another issue related to electricity charges, and who are not only from this neighbourhood, but from other neighbourhoods, we have also learned about other types of actions they have taken, right? For example, faced with the pandemic and the need of many of them to have medicines that they did not have on hand, they told us that they organised and in their WhatsApp group they suggested forming another group in which some would say "I have such medicines or I need such medicines" and that they could exchange them at no cost, share them, so we have not done that, but maybe it is something that they needed more, but it is a good experience.

Look, in this street that is Árbol, and if we were to walk towards Mixtli, here, about five plots of land... [the conversation stops as we pass by a somewhat irregular pavement] Let's see, here it's really hard for me.

A: Let's see here, I'll hold you [I hold her arm tighter].

C: Yes.

Now I'm going to tell you at what height, I think that where that hallway and that fence are, there was a time when there was a tank, a very big water tank, that the city government put there. And the water trucks would come to fill that tank, and we could carry water from there. But that was in the 80s, I think, and it didn't last that long. And then it was too close for us to carry water from there to here, well, at least for me. When they brought us water trucks for the service, this is where we made our water tanks, here on this street.

A: On this corner?

C: Yes, every street, every street had its water tanks.

A: I'm going to take a picture of the street here, where the water tank used to be.

C: A very big water tank, and the others were those water tanks that are still used for oil, I don't know if you've seen some big round metal ones, I don't know what they're made of, made of chapopote, I don't know what they're made of. Those were the ones we got and we had to paint them in the colour they told us to. We had to form up in the order we agreed on, and the water truck came every day to fill them, and we had to carry them, each one to his home. Here there was a base and up there was another base. And in each street there were like that, because the streets are a bit long.

A: And now that the well is done, what do you think are the next steps for the organisation?

C: Well, it would be the same, to maintain it, because the well is not a definitive solution. We also have to continue organising, because the neighbourhood is being surrounded by many shopping centres, very tall buildings within the neighbourhood, constructions.

Well, this, for example, is a particular construction of a neighbour, but in other streets there are buildings already owned by someone who bought the space and is building small buildings, maybe for 8 or 10 flats, but they are already private. They put them up for sale, of course the ones that are arriving now are new neighbours that we are going to have, but there are more requirements for everything.

A: And now we're back. [we're on our way back to her house].

C: We're on our way back.

A: Yes, it was a good walk, what did you think?

C: Well, I remembered things I didn't even remember, what's in the services they've had.

A: Thank you, so it served as a reminder?

C: Yes, and for you to get to know a bit more about what there is in the neighbourhood.

[we arrive to her house]

A: Yes, of course. Well, thank you very much.

C: Oh, no, there's no need to thank me. Can I get you some more water?

A: Yes, I'm going to stop the recording.