

Resident WhatsApp Group Guidelines

Purpose of the group

The purpose of this resident WhatsApp group is to create a stronger community spirit by coming together and sharing information and coordinating meetings, events, and initiatives.

'Campaign not complain'.

It is easy to moan about problems but how can we proactively solve the issues or start a campaign together to bring about positive change? WhatsApp alone is not enough. It is important to have meetings occasionally. Also, people can misinterpret messages and it is important to be clear everybody has good intentions.

WhatsApp Group Guidelines

- TORC Residents only
- Any opinions expressed are the opinions of individual members. Group administrators are not responsible for any comments posted by individual members of the group
- Keep to the purpose of the group – relevant posts only
- Respect your neighbours and ensure your posts are inoffensive and not inclined to provocation. Tone and meaning can be misinterpreted in a text. Pick your words carefully.
- No insulting messages, arguing, heated opinions, fear-mongering, or fake news (check your sources)
- No religious and political opinions, hate speech, racism, and vulgar language is allowed.
- Never use the group to berate someone else or air grievances. If you have an issue address it one on one with the relevant person or report it to your TORC Housing Officer
- Don't spam the group (share forwarded messages/advertising/memes/jokes)
- Don't share people's personal information or photos of people without consent
- Try not to have one-on-one messages – move to private messages
- Try not to post on the group between 8pm and 8am unless there are security or emergency situations
- Don't be offended if others leave

In the event that there is a breach of any of the rules, the group administrator reserves the right to remove the transgressor from the group. By participating in this WhatsApp Group, you agree to these group rules. Participation is not obligatory and if you join, you have the option of leaving any time.

Examples of good resident WhatsApp Group use:

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| • Disruptions in service (water, electricity, gas) | • Missing/found pets |
| • Road works/works on site | • Lost/found items |
| • Offers of help/ sharing equipment | • Reporting good news for the scheme |
| • Organising community events | • Postal errors |
| • Ideas for scheme improvements | • Local news and events of interest to residents |
| • Coordinating meetings | • Crime-related information/reporting suspicious behaviour and concerns around security |

Three questions to ask yourself before you post on WhatsApp:

Is this relevant/appropriate to all in the group?

Is this necessary?

Is this a good time?