

The 'Universal Rules for Community WhatsApp Groups' as adapted by High Riding Estate Whatsapp groups

General Group

- Whilst this group is Administered by HRE Exco members this is not the official method of communication. If you have an official query or grievance do not use the whatsapp group – write via Micsam management – your communication will be channelled to the correct Exco portfolio for action.
- A WhatsApp group is simply a communications tool for instant messaging – it should not replace real-world engagement.
- If you have a grievance with a resident do not air it on the general group as these situations can escalate and there are two sides of a story. Address issues privately with the neighbour or use escalation mechanisms as set out in the Constitution and House Rules.
- Always address others in a respectful manner – we strive towards a congenial atmosphere on the Estate and wish for that to continue on the Whatsapp group.
- Only post content that adds value in alignment with the purpose of the group.
- No fake news, fear mongering or drama – check your facts before you share.
- There are minors on the group – do not post disturbing images or news.
- The group is in the public domain – be respectful and politically correct.
- If you are offended by or disagree with a post – do not add fuel to the fire with a knee-jerk response. Stop, take a minute and craft a constructive response. Also consider whether a private response is not more appropriate.
- Do not use the group to berate someone else or air personal grievances. If you have an issue address it in the real world (face to face, over the phone or in a meeting).
- Remember there are two sides to every story – get both before forming an opinion.
- Understand that not everyone will share your opinion and that is OK.
- Do not be sarcastic.
- Do not spam the group by promoting services or products.
- Post your message in one single chunk of text, not sentence by sentence.
- Do not have one-on-one conversations in the group. Switch to private messages.
- Do not post between 21:00 and 07:00 unless it's a real emergency.
- If someone asks a question and you don't know the answer – do not respond.
- If someone asks a question that's already been answered – do not respond.
- Do not send "thank you" messages – if you need to, do so in a private message.
- Do not send unnecessary data-heavy images and files.
- Do not be offended if people leave the group.
- Do not post voice notes unless in an emergency.
- By participating in this Whatsapp group you agree to abide by the rules.

Emergency group

Is to be used for emergencies only - emergencies are real threats like imminent fires, crimes in progress or other imminent threats

Whilst the above are general rules the Group Admins will regulate offences by removing offenders from the Group after warning. If gross misconduct or escalating situations occur the Group Admins reserve the right to remove offenders without warning. Removal could be for cooling off or permanent, depending on the offence, and will be done at Group Admins' sole discretion. A person removed can apply to the Group Admins to be reinstated.