



Resident Info Community Guidelines

Version 1.0 - September 2026

Resident Info Community Guidelines

1. Purpose

Resident Info is designed to help residents, leaseholders, tenants, property owners, managing agents, Resident Management Companies (RMCs), Right to Manage Companies (RTMs), freeholders, contractors and other authorised users communicate and collaborate effectively.

These Community Guidelines exist to help maintain a respectful, safe and productive environment for everyone using the Platform.

By participating in discussions, posting comments, sharing information or uploading content, you agree to follow these Guidelines.

2. Be Respectful

Treat other users with courtesy and respect.

You must not:

- Harass, threaten or intimidate others.
- Engage in bullying behaviour.
- Use abusive, offensive or insulting language.
- Make personal attacks.
- Deliberately provoke arguments or conflicts.
- Discriminate against any individual or group.

Disagreements are acceptable. Personal attacks are not.

3. Keep Communications Relevant

Resident Info exists primarily to support property management and community communications.

Please keep discussions relevant to:

- The property or development.
- Maintenance issues.
- Building management.
- Resident communications.
- Community notices.
- Safety matters.
- Property administration.

Irrelevant, repetitive or disruptive posts may be removed.

4. Do Not Share Confidential Information

Do not post information that:

- You are not authorised to share.
- Contains confidential business information.
- Contains personal information about another person without permission.
- May compromise building security or safety.

Examples include:

- Personal contact details.
- Financial information.
- Access codes.
- Security credentials.
- Private correspondence.

5. Respect Privacy

Users should respect the privacy of others at all times.

Do not:

- Publish another person's personal information.
- Share screenshots of private communications without permission.
- Upload documents containing unnecessary personal data.
- Attempt to identify or expose private information about other users.

6. Lawful Use Only

You must not upload, publish or distribute content that:

- Is illegal.
- Is fraudulent.
- Is defamatory.
- Infringes copyright.
- Infringes intellectual property rights.
- Contains malicious software.
- Promotes illegal activity.

Users remain responsible for any content they post.

7. Documents and File Uploads

Before uploading documents, ensure that:

- You have authority to upload them.
- They are accurate and up to date.
- They are relevant to the intended audience.
- They do not contain malicious software.
- Personal information has been appropriately considered.

Avoid uploading:

- Excessive personal data.
- Sensitive personal information unless necessary.
- Documents unrelated to property management or community communications.

Users agree to indemnify and keep indemnified Resident Info, My Block Manager Ltd, its officers, employees and contractors against losses, claims, liabilities, damages and expenses arising from content uploaded by the user in breach of these Community Guidelines or applicable law.

8. Maintenance Requests

Maintenance reporting tools are provided to facilitate communication.

When reporting issues:

- Provide accurate information.
- Use clear descriptions.
- Avoid duplicate reports.
- Treat contractors, residents and property managers respectfully.

Submitting a report does not guarantee attendance or resolution within a specific timeframe.

Emergency Situations

Resident Info must not be relied upon for reporting emergencies or situations requiring an immediate response.

Where there is an immediate risk to persons, property, health or safety, users should contact the appropriate emergency services, managing agent, landlord, building manager or other relevant authority directly.

9. Community Discussions

Discussion areas are intended to support constructive engagement.

Please:

- Stay on topic.
- Focus on facts rather than personal opinions where possible.
- Treat disagreements professionally.
- Consider whether your contribution is helpful and relevant.

The goal should be to solve problems, not create them.

Remember: Messages posted within Resident Info may be visible to other authorised users of your property, development or organisation. Always communicate respectfully and avoid sharing personal or confidential information unnecessarily.

10. False or Misleading Information

Do not knowingly post:

- False information.
- Misleading statements.
- Rumours presented as facts.
- Incorrect information regarding residents, contractors, managing agents or property matters.

Where information is uncertain, make that clear.

11. Commercial Activity

Unless specifically authorised, users must not:

- Advertise products or services.
- Send unsolicited promotional messages.
- Conduct marketing campaigns.
- Use Resident Info for non-property-related commercial activity.

12. Authority of Information

Resident Info acts primarily as a communications and information platform.

Information published through the Platform may originate from managing agents, freeholders, resident management companies, right to manage companies, contractors or other authorised users.

Resident Info is not responsible for verifying the accuracy, completeness or legal effect of information supplied by third parties.

Information available through the Platform is provided for general communication purposes and should not be treated as legal, financial, property management or professional advice.

13. Security

You must not:

- Attempt to bypass security controls.
- Access areas you are not authorised to access.
- Share login credentials.
- Test or probe Platform security.
- Interfere with Platform operation.

Any attempt to compromise system security may result in immediate suspension.

14. Reporting Concerns

If you encounter:

- Abuse,
- Harassment,
- Inappropriate content,
- Security concerns,
- Privacy concerns,

please report the matter to the relevant property administrator or Resident Info support team.

15. Enforcement

Resident Info may take action where these Guidelines are breached.

Resident Info reserves the right, but is not obliged, to review content posted through the Platform for compliance with these Community Guidelines.

Actions may include:

- Content removal.
- Warning notices.
- Temporary restrictions.
- Suspension of access.
- Permanent removal from the Platform.
- Referral to relevant authorities where appropriate.

The severity of action will depend on the nature of the breach.

Resident Info may take such action without prior notice where it reasonably considers this necessary to protect users, property information, platform security, legal compliance, or the legitimate interests of Resident Info and authorised users.

16. Changes to These Guidelines

Resident Info may update these Community Guidelines from time to time.

Updated versions will be published on the Platform and will take effect immediately upon publication.

17. Contact Information

Resident Info

A product of **My Block Manager Ltd**

Email: **privacy@resident.info**