

## One Community - Site Statement

### 1.1 Scope

This statement defines One Housing's approach to managing participation and contributions of users on One Community.

Please read this site statement carefully before using One Community website. By accessing the site, you are agreeing to its terms.

If you do not accept these terms in full, you do not have permission to access the content of One Community. You should stop using One Community immediately and report this to a member of the Resident Engagement (RE) team who will suspend your account on the site.

### 1.2 Overview

One Community is an invitation only closed web platform (hosted by an external provider and so not on One Housing's server) and is for the use of One Housing Residents (along with authorised advocates) and One Housing staff to support online engagement. It is not a public site.

Residents interested in engaging positively with One Housing about service improvement, who have complied with the tenancy and customer service checks and who have agreed to this statement may be given access to the site. The site is only open to residents who are logged on One Housing's Customer Relationship Management system (Microsoft Dynamics) – either as main tenants or household members. The RE team may enable access to additional family members, authorised advocates or other persons within a resident's support network, however this will be based on individual circumstances.

The purpose of the site is not for residents to report service requests, or to pursue the resolution of personal issues. The RE team do not have the resources to respond to individual issues – these should be reported to the customer service centre so they can be logged and dealt with through the appropriate channels.

Tenancy/customer service issues that may prevent or halt access to One Community are as follows:

- Un-managed arrears
- Unacceptable levels of arrears, even if managed
- Perpetrator of ASB
- Any tenant who is found to be subletting
- Previous suspension/expulsion from a formal group in our structure
- Reported abusive, disrespectful or defamatory behaviour/language towards staff, One Housing residents or the organisation (this may not have been recorded as ASB and includes posts on social media)
- Reported serial/vexatious/unnecessary complaints

Periodic checks will be made, before and after enrolment, to ensure that users do not fall into any of these categories. If any current users are concerned they may, they should contact a member of the Resident Engagement staff immediately.

Individual users will be enrolled to specific activities or groups within One Community as deemed appropriate by staff and will only have access to these areas of the site and contact with other residents and staff who are enrolled on these activities. Some information will be accessible by all users therefore care must be taken as to what information you share on the site.

Certain areas (including the homepage, news section and the general discussion forum) are open to all people enrolled on One Community. Other areas are specific to members of certain activities or groups. People who have not been enrolled on the site, or that have been suspended from the site, cannot access any area of One Community.

One Housing is committed to keeping both its systems and data secure and to controlling access to those systems and data in order to comply with the Data Protection Act 1998 and the Computer Misuse Act 2003.

### 1.3 What you need to know at a glance – Do’s and Don’ts

Do:	Don’t:
<ul style="list-style-type: none"> <li>• Report the loss of any One Housing ICT equipment to the Resident Engagement Team as soon as possible.</li> <li>• Report any security issues to the Resident Engagement Team.</li> <li>• Keep your information on One Community accurate and up to date.</li> <li>• Consider carefully the information (personal or related to your role) that you post on One Community as this may be viewed by other users.</li> </ul>	<ul style="list-style-type: none"> <li>• Let anyone else use a device (this could be a computer, tablet or phone) that is logged into One Community with your user ID.</li> <li>• Instruct anyone to log in to One Community as someone else</li> <li>• Tell anyone any of your passwords, they are personal to you.</li> <li>• Copy any personal or corporate data to USB drives or CD’s or other forms of portable memory without explicit authorisation from One Housing.</li> <li>• Share confidential information or reports disclosed via the site to anyone outside of your committee.</li> <li>• Leave your IT equipment unlocked and unattended, whilst you are logged into One Community.</li> <li>• Attempt to install unauthorised plugins, programmes or software onto the site or any One Housing owned device.</li> </ul>

Those that do not choose to engage on One Community or do not have access to the platform can access One Housing’s Facebook and Twitter pages to engage with us virtually.

### 1.4 Prohibited Uses

You may use the site only for lawful purposes. You may not use the site:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards (see below)
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our site, including but not limited to, images, content, structure or other users' contributions. Reports and/or performance information can be downloaded onto other apps or devices in order for users to perform scrutiny activities within the appropriate group but this information must not be replicated, shared or used for any other purpose, in any format.
- Not to access without authority, interfere with, damage or disrupt:
  - any part of our site;
  - any equipment or network on which our site is stored;
  - any software used in the provision of our site; or
  - any equipment or network or software owned or used by any third party.
- To ensure that all usernames and passwords issued to you are kept safe and confidential. You are responsible for any consequences of your username or password being compromised.

### **1.5 Standards for participating on One Community**

One Community has been set up as an extension to One Housing's existing resident engagement structures and activities. In this context, the expectations of acceptable behaviour and conduct are exactly the same as for any other resident engagement activity or interaction. Agreement of this site statement is equivalent to the signing of a code of conduct for membership of a committee or group, and by using the site you are agreeing to comply with the standards below.

These standards apply to any and all material which any user contributes to any part of the site (**contributions**), and to any interactive services associated with it. This includes, but is not limited to, messages on forums and discussion boards, responses to news posts, messages to individual users, responses to surveys and consultations, and content within personal profiles.

Contributions must not:

- Contain any material which is defamatory of any person or that might undermine the standing of One Housing Group, or its Resident Engagement Service
- Contain any material which is obscene, offensive, hateful or inflammatory
- Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age
- Promote sexually explicit material
- Promote violence
- Be likely to deceive any person
- Be made with the aim of furthering your private or personal financial interests or for personal gain of any sort. Withdraw from any discussions in which you could be seen to have an interest and disclose this to a member of the RE Team
- Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence
- Promote any illegal activity
- Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety
- Be likely to: harass, upset, embarrass, alarm or annoy any other person
- Criticise named individuals; bully or intimidate other users or One Housing staff
- Express personal familiarity with members of staff or demand preferential treatment
- Be used to impersonate any person, or to misrepresent your identity or affiliation with any person
- Give the impression that they emanate from One Housing, if this is not the case
- Advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse

- Infringe any copyright, database right or trademark of any other person
- Disregard existing channels for the reporting of repairs, complaints and other personal requests for service. These should be reported via the Customer Service Centre on 0300 123 9966 or email [ask@onehousing.co.uk](mailto:ask@onehousing.co.uk)

As a contributor you should:

- Play a full and active part on One Community, by engaging constructively in online engagement opportunities and by contributing positively towards One Community's online community
- Behave in a courteous and polite manner to all other users at all times
- Be aware, due to the non-verbal nature of the site, that there could be potential for misunderstanding in written jokes and informal language. Therefore, please try to be clear in your messages and posts
- Be aware that you are engaging in a public engagement activity, not simply contacting One Housing staff. Consider other users' potential interest in your contributions e.g., by writing succinctly, clearly, keeping contributions relevant to the discussions and by not dwelling on your own personal situation
- Support the development of One Community by reporting any issues or ideas for improvements as soon as you can to the Resident Engagement team via [residentengagements@onehousing.co.uk](mailto:residentengagements@onehousing.co.uk)

## 1.6 Your privacy and Data Protection

There is a separate [privacy statement for One Community which is available via this link](#).

In addition, One Housing has a more general privacy statement which is here - <https://onehousing.co.uk/home/privacy-notice>.

## 1.7 Suspension and termination

We will determine, at our discretion, whether there has been a breach of this site statement through your use of the site. When a breach of this site statement has occurred, we may take such action as we deem appropriate.

Failure to comply with this site statement may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use the site
- Immediate, temporary or permanent removal of any posting or material uploaded by you, or others who you have permitted to access the site
- Issue a warning to you
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary
- Revoking any IT equipment lent to One Community users by One Housing

We exclude liability for actions taken in response to breaches of this site statement. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

## **1.8 Changes to One Community**

We can alter, suspend or stop any service or remove any content on One Community, without telling you.

We can change these terms at any time. You can find the date we last changed the terms at the end of this document. We recommend that you review this document periodically to ensure you are aware of any changes we have made as they are legally binding on you should you continue to use the site.

By continuing to use the website after any changes to the terms, you are agreeing to the changes.

You accept that you have no legal claim if we change the website or these terms.

## **1.9 Cookies**

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

One Community uses two kinds of cookies. The first one is the session cookie, which provides continuity and maintains your login from page to page. When you log out or close the browser this cookie is destroyed (in your browser and on the server).

The other cookie is for convenience and is one that remembers your username within the browser. This means when you return to this site the username field on the login page will be already filled out for you. We have set this up so that you can refuse this cookie - you will just have to retype your username every time you log in.

We do not use cookies to analyse or track your use of One Community. Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

## **2.0 Links to other sites**

Our website may contain links to other websites.

Please note that we have no control of websites outside of One Community or One Housing's main website. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.