

Renmore Residents Association

Communications Policy

1. FOREWORD

The Renmore Residents Association is committed to having an effective communication policy to support all members and recognises the importance of this document in guiding effective and positive interactions between all parties.

2. OUR COMMUNICATIONS OBJECTIVES:

- To facilitate communication between all members
- To facilitate internal and external communications with other parties
- To strengthen the ability of members to contribute in a positive way

3. GENERAL PRINCIPLES

- All members of the Renmore Residents Association are encouraged to communicate with other members in an open, transparent, and positive manner
- The format for some communication may vary to suit the needs of the group or individuals
- We will be mindful that English may not be everyone's primary language of communication
- In all communications, members should not disclose any personal or confidential information
- In all communications, members should not share information or make comments that could be considered inappropriate, offensive, or defamatory
- Email addresses and contact details of Renmore Residents Association members should only be shared for the purpose of Renmore Residents Association business
- All formal correspondence must be sent to the Chairperson for recording and for distribution to the Committee, as appropriate
- In all communications, General Data Protection Regulation (GDPR) is a key consideration. For further guidance please see Renmore Residents Association Data Protection Policy

4. INTERNAL COMMUNICATION

4.1 Stakeholders: Members and the Committee

4.2 Purpose: This section relates to communication between internal stakeholders within Renmore Residents Association

4.3 Members

The Membership is made up of all the registered members of the group. The Renmore Residents Association will communicate with all members through, but not limited to, the following methods:

- AGM meetings
 - Weekly/Monthly gatherings
 - WhatsApp - Text
 - Social media posts
 - The Renmore Residents Association Website
 - Email
- In most cases, the Committee will communicate with the members through the above-mentioned methods
- Members should communicate with the Renmore Residents Association in the first instance by contacting the Chairperson

4.4 Committee

- The Committee meets throughout the year, regularly, as agreed
- All Committee meetings are documented and minutes taken, recording the decisions of the group. These minutes are available to members

5. EXTERNAL COMMUNICATION

5.1 Stakeholders: Media and other as appropriate

5.2 Purpose: This section relates to communication between Renmore Residents Association and external stakeholders

5.3 The Media

- Before speaking to media on behalf of Renmore Residents Association approval should be sought from the Committee
- In the course of day-to-day work, the Chairperson will draft and release, press releases and other routine media communications

5.4 Social Media

Social media can be used in a positive way to highlight the work that Renmore Residents Association is doing, as well as being useful for supporting members activities. In referring to the Renmore Residents Association via your own social media, the following points should be taken into consideration.

- Check the accuracy and sensitivity of what you are posting before pressing submit
- Confidential information relating to the Renmore Residents Association work must not be published online
- Be respectful of others' views and opinions
- Try to add value to the work and ethos of the Renmore Residents Association where appropriate, and reflect the inclusive ethos of the Renmore Residents Association
- Do not use ethnic, religious or discriminatory comments, remarks or slurs, insults or obscenities
- Do not engage in conduct that would be viewed as unacceptable online, e.g. cyberbullying
- Share information that you know to be true, be careful of fake news
- Renmore Residents Association Social media accounts are managed by the media officer appointed by the Committee.
- No one person shall solely have administration rights to the Renmore Residents Association social media accounts.
- Requests to post content on social media can be submitted to the media officer for consideration
- All members are encouraged to follow and support Renmore Residents Association social media
- No members or other person associated with Renmore Residents Association shall post negatively or irresponsibly on social media. Any negative or irresponsible comments will be removed

5.5 WhatsApp

- Messages posted on WhatsApp should always be respected in tone
- WhatsApp is not an appropriate forum to air issues in relation to Renmore Residents Association
- The group may not be used for inappropriate posts i.e posting personal/business promotions etc.
- Communication within the WhatsApp group is considered private and should not be shared
- Group admin has the right to remove any comments or users not adhering to guideline

6. CONFIDENTIALITY

For the Renmore Residents Association openness, transparency and democratic processes are core values. During the course of their work, Renmore Residents Association may at times become privy to information that is confidential or even personal in nature to members. In such instances, all parties are required and expected to treat that information with the utmost respect, consideration, and confidentiality. Breaches in confidentiality, will be treated with seriousness and may be subject to complaint or grievance in line with the Renmore Residents Association Grievance Policy.

Examples of confidential information, may include:

- Individual statements or opinions expressed during meetings. In minutes the group decision will be reported not the general discussion.
- Information relating to members that is not in the public arena.
- Disciplinary, grievance and /or complaints issues.
- Personal difficulties that members may be experiencing.
- Any internal difficulties within Renmore Residents Association including disagreements or difficulties between individuals within the Renmore Residents Association and Committee members.

7. COMPLAINTS AND GRIEVANCE:

Any complaints or grievances arising from communications activities, either internal or external, involving any stakeholders operating under this document, will be dealt with in line with the Renmore Residents Association Grievance Policy.