



📍 Postnet Suite 95, Private Bag X7, Parkview, 2122 📠 fax to 086 672 1785 📧 e-mail to info@parkview.org.za 🌐 www.parkview.org.za

Full Guidelines and Etiquette for the Parkview Network WhatsApp Groups

Purpose of the Network WhatsApp Groups (there are two to accommodate all the members)

- Interactive communications among Parkview and Greenside East residents dealing with relevant information pertaining to our suburb, suppliers and its municipal services.
- For residents to provide and share useful information in a quick and effective way.
- The group was started by and is administered by the PRA.

PRA Exco Administrators: Role and Liability

- The groups take significant time for the PRA Exco Administrators to monitor.
- The PRA Exco and subcommittees are comprised of volunteer residents who use their own time to help the community.
- In addition, all social media Group Administrators are exposed to strict legal liability for any post on a WhatsApp group under the laws that apply under the current pandemic scenario. Liability for Administrators could arguably also be a risk under normal circumstances.
- Furthermore, during Covid19, Group Administrators may be liable for the distribution of fake news and criticism of government official policy under the Disaster Management Act.
- If social media Group Administrators do not respond to posts contravening the Law, it could be argued to imply that we tacitly agree with the posts. Hence the need for the PRA WhatsApp Administrators to adhere to and enforce the Rules of the Group and caution or remove residents who contravene the common law, legislation or the Rules of the Group.

Guidelines and Etiquette

- Hours of communication to be limited to between 07h00 and 20h00 unless in the case of an emergency, such as a power outage.
- Please always use the search function before you post a request – this is very important, or refer to the FAQ document for municipal queries etc. Many residents are lazy to search the chat thread, and unnecessarily repeat comments or questions. The FAQ document will be sent to all residents with queries, and can be found on our website.
- Please be respectful and polite at all times (sarcasm and jokes are often misconstrued).
- No jokes, politics, hate speech, racist, sexist, homophobic or religious comments, or vulgar language are allowed.
- This is not the platform to air your opinion on the PRA, Parkview, another member, a councillor, municipal departments, political parties etc. If you have any suggestions or comments please contact the relevant person/ party / organisation directly.
- Information posted on the group should specifically be information that pertains to the whole group. Should you need to communicate to another member of the group, please do so individually. A direct message to another member of the group is abbreviated as “dm” – if you are requested to “dm” someone, it is a request that you take the discussion off the group and communicate privately.



📍 Postnet Suite 95, Private Bag X7, Parkview, 2122 📠 fax to 086 672 1785 📧 e-mail to info@parkview.org.za 🌐 www.parkview.org.za

Guidelines and Etiquette continued

- Please do not use this as an advertising platform: only recommendations for service suppliers are allowed. Residents can occasionally sell items that they own, however not if they make a living from selling the said item/s and not if such posts become too frequent.
- SafeParkview has a separate WhatsApp group for members to discuss crime and issues relating to crime. This group is not for that purpose.
- There are also separate Council groups specifically for reporting unresolved Council related issued.
- Please do not respond to the whole group with individual “thank yous”, “you’re welcome” and emoji messages to the Organiser or the person who has posted the information. This can be sent directly to the person in question.

PRA Administered WhatsApp Groups: conditions of membership:

Both PRA administered Network WhatsApp groups are full and PRA administered Council groups are nearly full. We need to do some membership pruning:

- Couples - only 1 person to be on each group, please. (We won’t automatically know who are couples so we hope that you will assist us and self-regulate your own group membership).
- PRA and SafeParkview members get preference (anyone who is not a PRA/SP member and would like to sign up, are welcome to). This means that if an SP/PRA member requests membership of a WhatsApp group which is full, we will request one of more non-SP/PRA members either to sign up to SP/PRA or to relinquish their membership of the group in question.
- Repeat offenders who contravene the PRA WhatsApp groups Rules and Etiquette, and/or who post messages that could be construed as defamatory or unlawful, may be removed from the Group, at the sole discretion of the Administrators.
- If 3 people send one or more Group Administrator(s) valid complaints about another member’s post that contravenes the PRA WhatsApp Groups Rules and/or that could be construed as defamatory or unlawful, in the sole discretion of the Administrators, the member may be removed from the Group.
- The Administrator reserves the right to remove members who do not adhere to these guidelines.
- Please note that the Protection of Personal Information Act applies and no one is allowed to share any members details without their consent.
- If you are not benefitting from being on the group please remove yourself to allow for other members to join.

Thanking you for your contribution and cooperation.

Kind regards,

PRA WhatsApp Group Admins

info@parkview.org.za

082 820 8437 or 083 268 4441 (office hours only)

