



# Sunray & Egmont Community Residents Association

web: <https://www.secra.org.uk> | email: [hello@secra.org.uk](mailto:hello@secra.org.uk) | twitter: @communitysunray  
facebook: <https://www.facebook.com/sunraycommunity>

## Social media use policy for all members of the community

Here at SECra (Sunray & Egmont Community residents association), we encourage everyone in our community to have an active voice or presence on social media. We know that social communities are where a lot of people communicate, however Facebook & WhatsApp threads can be difficult or hard to follow & should not be the main contact to SECra (as it may not be seen) - our main contact is [hello@secra.org.uk](mailto:hello@secra.org.uk)

Our 6 Social Media Principles are:

1. Be nice, have fun and connect. (see rule 3)
2. Zero Tolerance for racism, bigotry, misogyny, express or implied threats of harassment or physical harm or hate speech. (see rule 2)
3. Protect Information. (see rule 5)
4. Be Transparent & Disclose.
5. Follow the law and follow the SECra Code of Conduct
6. Be Responsible

Please only post the same message on one WhatsApp and Facebook group, do not post the same message on multiple WhatsApp or Facebook. Committee members will message and ask you to post on the appropriate group (and delete the duplicates). Admins may remove duplicate messages where required.

Please do not share your address or contact details on Facebook, WhatsApp or any other social platform. Organise collection of items via private message.

You can adjust the settings on most social media apps to limit the number of alerts sent when messages are received, please refer to online help for how to do this.

Comments on Facebook posts may be turned off where it is decided by the admins that:

1. a statement/announcement is being made
2. the comments have become repetitive OR
3. they break our rules OR
4. to stop any conflict

Committee members private Facebook page is **Private** and contains their own views which **ARE NOT SECra's** views, however members must be aware that comments they make may be misinterpreted especially by residents that may also be private friends.

Social Media platforms - IT IS outside SECra's jurisdiction if a member has been privately blocked by another member on social media and their posts or comments cannot be seen.

The Sunray and Egmont Community Residents Association (SECra) was officially formed on 3<sup>rd</sup> July 2019.  
SECra is a voluntary, non-profit organisation run by and for the whole community that lives, works and plays on the Sunray and Egmont estate, Tolworth, Surrey.

If you would like to make a donation, please visit our online store: <https://secra-shop.azurewebsites.net/> or you can make a direct payment to our account: Bank: Metro, Account Name: Sunray Community, Sort code: 23 05 80, Account Number: 31012066



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Sometimes a committee member (or ex committee member) may express their own opinion and this needs to be acknowledged in the post.

Ex committee members must acknowledge they were a committee member where relevant and not incite wrongful information. They should be open and transparent to their own issue.

Trolling is unacceptable.

Constant harassment is not accepted.

Failure by anyone not respecting our community rules could result in them being suspended for a period of time, have their post/comments moderated before being displayed or being blocked or removed from our social media, (some or all - depending on circumstances). A group of admins will discuss the individual circumstances and report to the committee before blocking anyone. Any member that has been blocked will receive written confirmation from the committee giving clear reasons for the decision.

**Social Media admins are all volunteers, they cannot (and will not) mediate social media 24/7. If you see something inappropriate, please use the 'report to admin' button on the post/comment &/or private message any or all of the admins below:**

Currently our main group admins are:

### **Facebook:**

Sunray Community: Simon, Wendy, Paul, Janine

Health & Wellbeing: Wendy, Paul

SunrayRecycle: Janine, Paul

Sunray Photography, Andy, Paul

### **WhatsApp:**

Sunray Socialites: Simon, Janine

Sunray ALERTS SaferNH: Simon, Janine

Safer Neighbourhood Forum: Simon, Janine

SunrayRecycle: Janine, Simon

Sunray Stars: Wendy, Ajantha, Victoria

SFFM Free Food Market: Janine, Sam



## Rules for everyone posting on any SECra social platforms

(including, but not limited to, WhatsApp, Facebook, X (formerly Twitter), Instagram, TikTok)

1. **SECra is a non-political residents association.**

Whilst everyone is entitled to their political beliefs, please discuss them on other platforms.

2. **No hate speech or bullying**

Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things such as race, religion, culture, sexual orientation, gender, or identity will not be tolerated.

3. **Be kind and courteous**

We're all in this together to create a welcoming environment. Let's treat everyone with respect. Healthy debates are natural, but kindness is required. Sunray Community caring for each other.

4. **No promotions or spam**

Give more to this group than you take. Spam and irrelevant links aren't allowed.

Send a message, contact our admins on our WhatsApp groups or email [hello@secra.org.uk](mailto:hello@secra.org.uk)

5. **Respect everyone's privacy**

Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What's shared in the group should stay in the group.

6. **Firework Announcements Only**

Posts regarding Fireworks should be ONLY to inform the community when you are planning to set off fireworks, day & time (also location - road would be helpful) so the community can prepare their homes, family and pets for the evening.

Do Not set off fireworks between 11pm & 7am unless it is Bonfire Night till 12am - New Year's Eve, Diwali or Chinese New Year till 1am. For these an announcement is not required but may be helpful to your surrounding neighbours to provide warning.

7. **Local Businesses can post once a month**

We have other areas to post adverts to - this is a community group - please contact [hello@secra.org.uk](mailto:hello@secra.org.uk) or you can sponsor a flower bed or any other project SECra.org.uk is helping their residents with.

8. **Football, Concert or Event Tickets NOT to be sold**

Selling Tickets - Only local confirmed residents should offer tickets to sell on our other social media selling platforms or national buy back forums. Please contact admins for more info.



## Automated rules that apply to our Facebook groups

### **Participant requests:**

If a person has 2 or more friends approved to participate in the group they will be automatically accepted, otherwise the request to participate will require approval by an admin

### **Users will be automatically suspended from posting/commenting for 1 day if:**

1. they have had 2 posts removed by admins in the past 24 hours OR
2. they have had 3 messages removed by admins in the past 24 hours OR
3. they have had 5 comments removed by admins in the past 24 hours.

### **Posts will automatically be declined if it meets any of the below criteria:**

1. the post has fewer than 10 characters, so if you are re-posting something or posting an image/video, you must still add your own words.
2. the post has certain keywords - Facebook maintains a list of commonly reported words and if your post contains any of these it will be declined. Facebook do not currently publish the list of words.
3. author does not have a profile picture
4. post has links to specific sites - currently we do not prevent linking to any sites, but reserve the right to do so

### **Posts will automatically be removed if:**

1. the post has been reported 3 times or more

### **Commenting will automatically be turned off if:**

1. post has received 100 comments or more in the past hour
2. post has been reported 3 times or more

### **Posts will be moved to admin review if:**

1. post includes false information checked by independent fact-checkers

### **Comments will automatically be declined if:**

1. the author does not have a profile picture
2. the author has been reported 3 times or more in the past 28 days
3. the author has violated group rules in the past 28 days

### **Messages will automatically be declined if:**

1. message has 1 or more credit card numbers
2. author has violated group rules in the past 28 days

### **Messages will be automatically removed if:**

1. message has been reported to admins by 3 people



## Committee members social media use policy

### Committee Members should:

1. Always think before posting
2. Check grammar and spelling
3. Ensure that your status, post, comment or image updates won't have any negative effects

### Facebook specific:

All committee members are strongly encouraged to create an additional Facebook Profile which should be used when posting about their specific projects, initiatives or information related to the community – this ensures separate profiles from the members own personal account and clearly identifies them as a SECra committee member along with their main role.

The additional Facebook profile allows you to keep your private profile separate from any SECra related posts you create and the only friends you should add to this additional profile are other committee members (which also makes it easier for community members to find committee members).

Ex-committee members are also encouraged to create (or maintain) additional Facebook profiles, ensuring it clearly states they are an ex-committee member.

Details of how to create an additional profile can be found here:

[https://www.facebook.com/help/5637701596308695/?helpref=faq\\_content&rdc=1&rdr](https://www.facebook.com/help/5637701596308695/?helpref=faq_content&rdc=1&rdr) and

further general information about additional profiles on Facebook can be found here:

[https://www.facebook.com/help/177166961075240/?helpref=related\\_articles](https://www.facebook.com/help/177166961075240/?helpref=related_articles)

Where a post is coming from the whole SECra committee, this should be posted by an admin or the chair using our 'Sunray & Egmont Community RA' Facebook profile.

For recurring posts (such as Waste Wednesday, Throwback Thursday, Wellbeing Daily etc) these can be scheduled in Facebook Management tools. Committee members should speak to the chair to request either access to the tools or for the recurring post to be submitted on their behalf.