LOWER GARDENS
CITY IMPROVEMENT DISTRICT

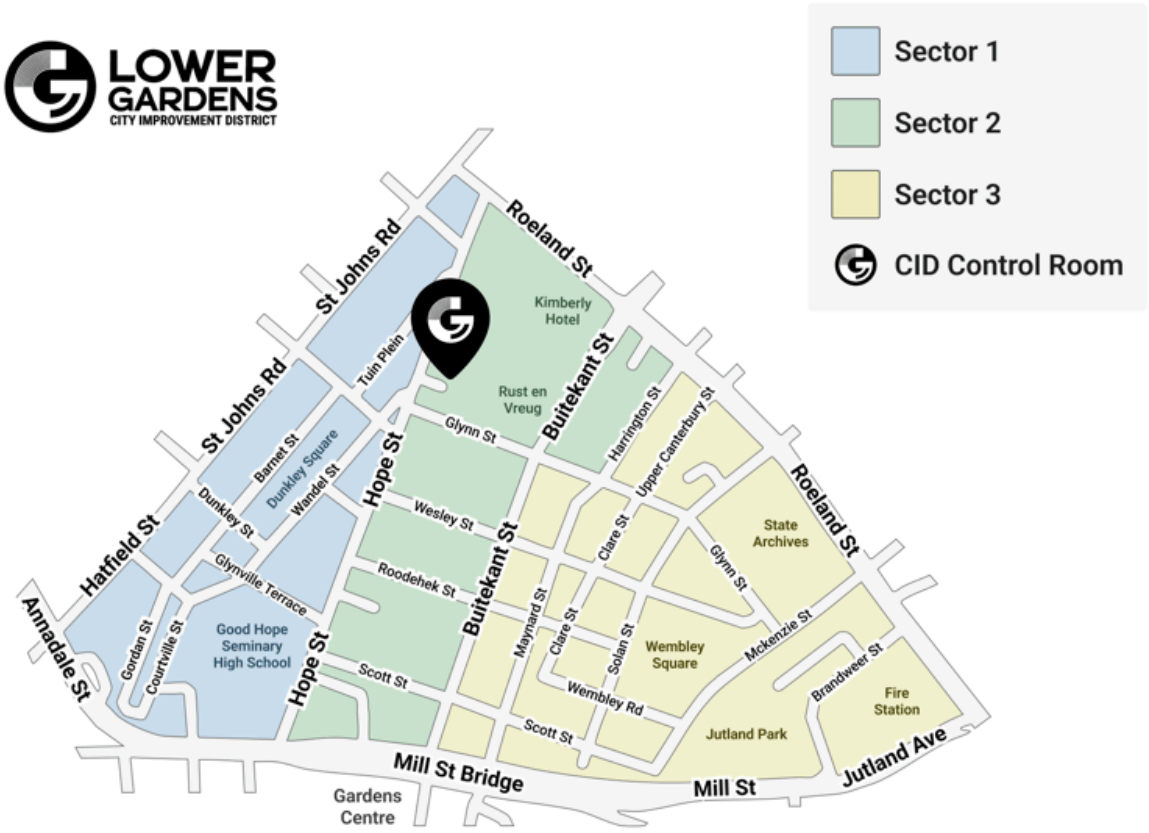
Community WhatsApp Forum Policy

This policy outlines the guidelines for participation in LGCID Connect, the official Lower Gardens Community WhatsApp Forum, established by the Lower Gardens City Improvement District (LGCID). The forum aims to enhance communication, improve safety, and foster a stronger community within the Lower Gardens Precinct.

Forum Channels and Purpose:

The Lower Gardens Community WhatsApp Forum will consist of the following channels:

- **Announcements (One-Way Channel):**
    - **Purpose:** This channel is for broadcasting official LGCID communications only.
    - **Content:** Community events, monthly newsletters, and incident statistics.
    - **Interaction:** This is a one-way communication channel; only LGCID administrators can post messages.
- **Lost and Found (Two-Way Channel):**
    - **Purpose:** This channel is dedicated exclusively to facilitating the return of lost items and reporting of found items within the Lower Gardens CID precinct.
    - **Content:** Descriptions and images of lost or found items, contact information for the owner/finder.
    - **Interaction:** This is a two-way communication channel, allowing members to post relevant messages.
- **Security Sector Channels (Specific Channels for Sectors 1, 2, and 3):**



**LGCID and its public safety supplier reserve the right to update security precincts as operational requirements change.*

- **Purpose:** These channels are aligned with the security sectors outlined in the Lower Gardens Public Safety Plan. They are primarily for broadcasting security-related information and alerts.
- **Interaction:**
  - **Standard:** These channels are generally one-way, with messages posted by LGCID security personnel or designated administrators.
  - **Live Incidents:** In the event of live incidents where crowdsourcing information is deemed beneficial, the LGCID Manager may temporarily open a specific security channel to two-way communication. This decision will be made on a case-by-case basis by the LGCID Manager.

- **LGCID Manager Role:** The LGCID Manager will be an administrator on all Security Sector Channels and will have the authority to open/close two-way communication as needed.
- **Logging Incidents Via WhatsApp**
    - You can log incidents (including related pictures) to our LGCID control room using WhatsApp messaging. This is feature is exclusively available to registered LGCID Connect members, and we encourage you to please save our contact on your phone as follows:
        - Name: **LGCID Control Room**
        - Work number: 087 330 2177
        - Mobile number: 069 007 8644
    - **Please take note that LGCID Control Room will not answer WhatsApp calls, as they are unable to be recorded for official record keeping purposes.** Should you attempt to WhatsApp call the LGCID Control Room the call will be declined, and you will receive a call back from the control room via 087 330 2177.
    - All stakeholders who wish to report incidents via WhatsApp are requested to register with LGCID Connect through the following LGCID Connect link.

General Forum Guidelines for All Channels:

- **Respect and Courtesy:** All members are expected to interact respectfully and courteously. Abusive, offensive, or discriminatory language will not be tolerated.
- **Relevance:** All posts must be relevant to the specific channel's purpose. Off-topic discussions are prohibited.
- **No Spam or Advertising:** The forum is not for personal advertising, promotions, or spam.
- **Privacy:** Do not share personal information of others without their explicit consent.
- **Accuracy:** Share accurate information. Spreading misinformation or rumours is prohibited.

- **Emergency Situations:** For immediate emergencies, please contact the **LGCID Control Room on 087 330 2177** or the relevant emergency services directly (e.g., SAPS Central, Fire Station). Do not rely solely on the WhatsApp forum for urgent assistance.
- **Reporting Misconduct:** If you witness any violation of these policies, please report it to an LGCID Manager.

Administration and Moderation:

- The Lower Gardens CID Manager and designated LGCID personnel will serve as administrators for all channels.
- Administrators reserve the right to remove any content that violates these policies and to remove members who repeatedly or severely breach the guidelines.
- Decisions made by administrators are final.

Joining the Forum:

Only property owners, tenants or LGCID approved stakeholders may apply to join, please **CONTACT US** and click the LGCID Connect category to be added to the WhatsApp community. By joining and participating in **LGCID Connect** the Lower Gardens Community WhatsApp Forum, you agree to abide by the terms and conditions outlined in this policy.