
HOUSING PROVIDER SPONSORED WEBSITES

Websites are excellent resources for those who run and those who live in multi-unit accommodations. Websites are best used to store historic and active documents to ensure an organization has a corporate memory and to facilitate operations and management. They can also be used to communicate with residents and provide a portal for residents to notify the organization if there are maintenance issues.

While the concept of providing a chat room for residents always starts out with the right intentions, it can pose significant risks for the organization. Your organization needs to understand that the risks of misuse on chat sites that you provide may outweigh the perceived benefits.

The use of Facebook or any website where the housing provider does not maintain posting control and where users may add, post or respond to information raises the risk of misuse of the site. A housing provider might encounter a series of problems that will fuel conflicts and discrimination and place your organization in a position where the individuals who have been targeted and identified might have a valid claim against the housing provider.

Before your organization creates a Facebook page or any other public media format, establish terms and conditions that address the following issues:

- The type of information that will be posed to the site;
- Who will have access to the site;
- If the site will contain a chat room;
- If the site will be used to relay general information to residents; and
- Terms defining under what conditions a user may have their access revoked.

Housing organizations manage significant amounts of personal and proprietary information. Do not publish any personal information or information that might be in violation of the Personal Information Protection Act or pose a security risk to the residents of your community.

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