



# California Terms of Service Report

California Business and Professions Code, section 22677, subsection (a)  
Third Quarter, 2023

**Date Submitted:** December 20, 2023

**Submitted to:** <<https://oag.ca.gov/node/add/terms-of-service-submission>>

**Contact:** [dpo@nextdoor.com](mailto:dpo@nextdoor.com)

**Period Covering:** July 1, 2023 - September 30, 2023

**Jurisdiction:** California

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3. Description of Content Moderation Practices, Cal. Biz. & Prof. Code, section 22677, sub (a)(4)(B)-(E)
4. Charts with Content Moderation Data, Cal. Biz. & Prof. Code, section 22677, sub (a)(5)

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## (1) Terms of Service<sup>1</sup>

Pursuant to Cal. Biz. & Prof. Code, section 22677, sub (a)(1), Nextdoor attaches its “Guidelines & Policies” page (hereafter “terms of service”), which in turn, links to articles that specify the user behavior and activities that are permitted on Nextdoor, and the user behavior and activities that may subject the user or an item of content to being actioned. Specifically, it links to our “Community Guidelines” (attached) on the appropriate use of Nextdoor, which therein, contains links to our five major guidelines (attached):

1. “Be respectful to your neighbors”
2. Do not discriminate (Attachment labeled “Policies to prevent racism & discrimination”)
3. “Discuss important topics in the right place”
4. “Use your true identity”
5. “Do not engage in harmful activity”

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<sup>1</sup> Cal. Biz. & Prof. Code, section 22675, sub (f), states: “ “Terms of service” means a policy or set of policies adopted by a social media company that specifies, at least, the user behavior and activities that are permitted on the internet-based service owned or operated by the social media company, and the user behavior and activities that may subject the user or an item of content to being actioned.”



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## (2) Statement on Specific Categories of Content and Content Moderation Policies to Address Categories of Content

Cal. Biz. & Prof. Code, section 22677, sub (a)(3), (a)(4)(A)

Pursuant to Cal. Biz. & Prof. Code, section 22677, sub (a)(3) and (a)(4)(A), Nextdoor's terms of service define the following categories of content and include content moderation policies therein:

1. Hate speech or racism: We do not tolerate racism, hateful language, or discrimination of any kind on Nextdoor. For definitions and policies, please see attached:
  - a. "Policies to prevent racism & discrimination"
  - b. "Hate & Terror Groups"
2. Disinformation or misinformation: for definitions and policies, please see attached:
  - a. "Do not engage in harmful activity"
  - b. "Nextdoor's misinformation policy"

Nextdoor's terms of service do not specifically define the following categories of content: extremism or radicalization, harassment, or foreign political interference. However, these content types may violate other platform policies. Content moderation data for these content types is not separately tracked.

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## (3) Description of Content Moderation Practices

Cal. Biz. & Prof. Code, section 22677, sub (a)(4)(B)-(E)

Nextdoor describes how automated content moderation systems enforce terms of service and when these systems involve human review in "Nextdoor's Transparency Report 2022", attached. Specifically:



“The trust and safety of our neighbors is a core tenet of our platform. Localized community moderation ensures that conversations on the platform are reflective of the real world and content reports are handled expediently. Our efforts in moderation make it easier to offer safe spaces for neighbors, while the verification of real people enables a platform where change and support can happen in real life.

- **Community moderators:** Our community moderators are volunteers who are active, local Nextdoor neighbors with access to moderation tools that they use to enforce Nextdoor’s Community Guidelines. While local community moderators review most types of guideline-violating content, reports of certain types of harmful content, like misinformation and discrimination, are sent directly to Nextdoor Operations staff for review and actioning.<sup>2</sup> Neighbors are invited to be volunteer community moderators based on a variety of engagement factors with the Nextdoor platform.
- **Reporting violations:** Any neighbor is able to report content that may violate Nextdoor’s Community Guidelines. When content is reported by neighbors or identified by our automated systems, volunteer community moderators can vote on whether or not they think content violates the Guidelines. If a neighbor believes a moderator in their community is exhibiting bias, they are empowered to report them to Nextdoor Operations staff for review. Volunteer community moderators have no insight into neighbor reports, nor do they have any ability to take action on a neighbor’s account.

We use automation to help identify content for human review as well as moderate user-reported content.”

Further, the following five articles, attached, provide additional detailed information on how Nextdoor responds to user reports of violations of the terms of service and how Nextdoor would remove individual pieces of content, users, or groups that violate the terms of service:

1. “About moderation”
2. “How to report a post or comment”
3. “How to report a neighbor”
4. “Group admins and moderation”
5. “Groups and Events Guidelines”

Finally, Nextdoor offers product features and translates its community guidelines to the languages listed in the attached “Community Guidelines - Languages Available”.

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<sup>2</sup> Some reports of multi-guideline-violating content are reviewed by both community moderators and our trained Nextdoor Operations staff. When this occurs, a decision by either moderator to remove content is determinative, with appeals available.



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## (4) Charts with Content Moderation Data

Cal. Biz. & Prof. Code, section 22677, sub (a)(5)

Please see the attached spreadsheet for information on content that was flagged as content belonging to hate speech or racism, or disinformation or misinformation.

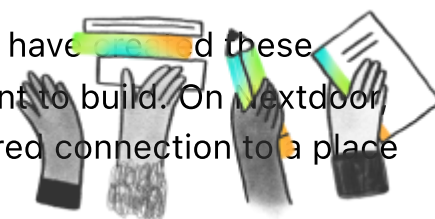




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# Guidelines & policies

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor you're connected not by a shared preference, but a shared connection to a place your neighborhood. Let's build a strong one together.



## Community Guidelines



## What's allowed



## Handling conflicts



## Account privacy



## Online safety



## Top Articles

Business page policy and posting guidelines  
(/s/article/Business-posting-guidelines)

Use your true identity

[\(/s/article/use-your-true-identity\)](#)

Do not engage in harmful activity  
[\(/s/article/Do-not-engage-in-harmful-activity\)](#)

Guidelines: For Sale and Free  
[\(/s/article/Best-practices-For-Sale-Free\)](#)

Promoting a business or service on Nextdoor  
[\(/s/article/Promoting-a-business-or-service-on-Nextdoor\)](#)

## Nextdoor

About [\(/about\\_us/\)](#)

News [\(/press/\)](#)

Media Assets [\(https://about.nextdoor.com/us-media/\)](https://about.nextdoor.com/us-media/)

Investor Relations [\(https://investors.nextdoor.com/\)](https://investors.nextdoor.com/)

Blog [\(https://blog.nextdoor.com/\)](https://blog.nextdoor.com/)

Careers [\(/jobs/\)](#)

Help [\(/help/\)](#)

## Neighbors

Get Started [\(/choose\\_address/\)](#)

Events [\(/events/calendar/\)](#)

Neighborhoods [\(/find-neighborhood/\)](#)

Guidelines [\(/neighborhood\\_guidelines/#guidelines\)](#)

2023 Neighborhood Faves [\(/favorites\)](#)

Anti-Racism Resources

[\(https://about.nextdoor.com/antiracism/\)](https://about.nextdoor.com/antiracism/)

Crisis Hub [\(https://about.nextdoor.com/us/crisis-hub/\)](https://about.nextdoor.com/us/crisis-hub/)

## Business and Organizations

Small Business  [\(https://business.nextdoor.com/en-us/small-business\)](https://business.nextdoor.com/en-us/small-business)

Brands & Agencies

## Industries

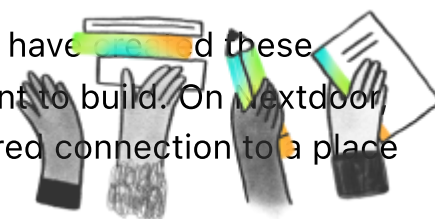
Home & Garden  [\(https://business.nextdoor.com/en-us/small-business/industry/home-garden\)](https://business.nextdoor.com/en-us/small-business/industry/home-garden)

Real Estate  [\(https://business.nextdoor.com/en-us/small-business/industry/real-estate\)](https://business.nextdoor.com/en-us/small-business/industry/real-estate)

Search for help

# Guidelines & policies

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor you're connected not by a shared preference, but a shared connection to a place your neighborhood. Let's build a strong one together.



## Community Guidelines



[Community Guidelines \(/s/article/community-guidelines\)](/s/article/community-guidelines)

[Discuss important topics in the right place \(/s/article/Be-helpful-in-conversations\)](/s/article/Be-helpful-in-conversations)

[Be respectful to your neighbors \(/s/article/Be-respectful-to-your-neighbors\)](/s/article/Be-respectful-to-your-neighbors)

[Policies to prevent racism & discrimination \(/s/article/Do-not-discriminate\)](/s/article/Do-not-discriminate)

[Do not engage in harmful activity \(/s/article/Do-not-engage-in-harmful-activity\)](/s/article/Do-not-engage-in-harmful-activity)

[Use your true identity \(/s/article/use-your-true-identity\)](/s/article/use-your-true-identity)

[Community Guidelines Updates - October 2021 \(/s/article/Community-Guidelines-Updates-2021\)](/s/article/Community-Guidelines-Updates-2021)

[About the kind neighbor pledge \(/s/article/About-the-member-pledge\)](/s/article/About-the-member-pledge)

[Groups and Events Guidelines \(/s/article/Groups-and-Events-Guidelines\)](/s/article/Groups-and-Events-Guidelines)

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## What's allowed



***Handling conflicts***



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***Account privacy***



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***Online safety***



## ***Top Articles***

Business page policy and posting guidelines  
(/s/article/Business-posting-guidelines)

Use your true identity  
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Do not engage in harmful activity  
(/s/article/Do-not-engage-in-harmful-activity)

Guidelines: For Sale and Free  
(/s/article/Best-practices-For-Sale-Free)

Promoting a business or service on Nextdoor  
(/s/article/Promoting-a-business-or-service-on-Nextdoor)

## **Nextdoor**

About (/about\_us/)

News (/press/)

Media Assets (<https://about.nextdoor.com/us-media/>)

Investor Relations (<https://investors.nextdoor.com/>)

Blog (<https://blog.nextdoor.com/>)

Careers (/jobs/)

Help (/help/)

## **Neighbors**

Get Started (/choose\_address/)

Events (/events/calendar/)

Neighborhoods (/find-neighborhood/)

Guidelines (/neighborhood\_guidelines/#guidelines)

2023 Neighborhood Faves (/favorites)

Anti-Racism Resources

(<https://about.nextdoor.com/antiracism/>)

Crisis Hub (<https://about.nextdoor.com/us/crisis-hub/>)

## **Business and Organizations**

Small Business (<https://business.nextdoor.com/en-us/small-business>)

Brands & Agencies

## **Industries**

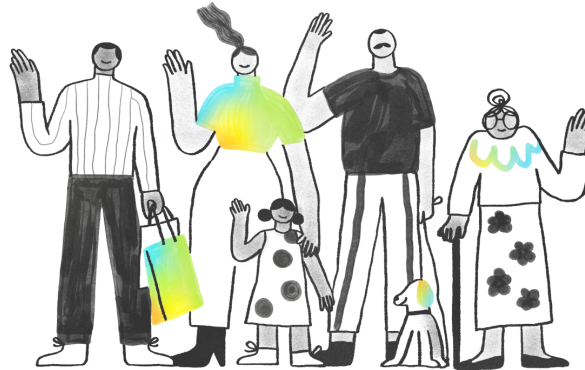
Home & Garden (<https://business.nextdoor.com/en-us/small-business/industry/home-garden>)

Real Estate (<https://business.nextdoor.com/en-us/small-business/industry/real-estate>)

## Community Guidelines

### We're glad you're here.

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor, you're connected not by a shared preference, but a shared connection to a place — your neighborhood. Let's build a strong one together.



**1. ([https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en\\_US](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US)) [Be respectful to your neighbors](#) ([http://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en\\_US](http://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US)).**

You're speaking to your real neighbors. Strong communities are built on strong relationships.

**2. ([https://help.nextdoor.com/s/article/Do-not-discriminate?language=en\\_US](https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US)) [Do not discriminate](#) ([http://help.nextdoor.com/s/article/Do-not-discriminate?language=en\\_US](http://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US)).**

We do not tolerate racism, hateful language, or discrimination of any kind.

**3. ([https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en\\_US](https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US)) [Discuss important topics in the right place](#) ([http://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en\\_US](http://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US)).**

We have policies and dedicated spaces for important non-local topics, such as national politics.

**4. (<https://help.nextdoor.com/s/article/use-your-true-identity>) [Use your true identity](#) (<http://help.nextdoor.com/s/article/use-your-true-identity>).**

Nextdoor is built on trust — we want everyone to know they're communicating with their real neighbor, and therefore require you to use your true identity.

## 5. ([https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en\\_US](https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US)) **Do not engage in harmful activity** ([https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en\\_US](https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US))

We prohibit any activity that could hurt someone, from physical harm to scams.

You, our neighbors who make up Nextdoor, play a key role in neighborhood [moderation](https://help.nextdoor.com/s/article/About-moderation?language=en_US) ([https://help.nextdoor.com/s/article/About-moderation?language=en\\_US](https://help.nextdoor.com/s/article/About-moderation?language=en_US)) by reporting content or neighbors that violate these Guidelines. Please remember that disagreeing with a post is not a reason to report it. This slows down our ability to remove content that is truly abusive and to create a platform where everyone feels welcome.

### ADDITIONAL POLICY RESOURCES

- [Member Agreement](https://nextdoor.com/member_agreement/) ([https://nextdoor.com/member\\_agreement/](https://nextdoor.com/member_agreement/))
- [Privacy Policy](https://nextdoor.com/privacy_policy/) ([https://nextdoor.com/privacy\\_policy/](https://nextdoor.com/privacy_policy/))

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[Contact us](https://help.nextdoor.com/s/article/contact-us?language=en_US&article=https://help.nextdoor.com/s/article/community-guidelines?language=en_US) ([/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/community-guidelines?language=en\\_US](https://help.nextdoor.com/s/article/contact-us?language=en_US&article=https://help.nextdoor.com/s/article/community-guidelines?language=en_US))

## Categories

Getting started



Using Nextdoor



Guidelines & policies



[Community Guidelines](#)

[What's allowed](#)

[Handling conflicts](#)

[Account privacy](#)

[Online safety](#)

## Related articles

Community Guidelines for Public Agencies

(</s/article/Community-Guidelines-for-Public-Agencies-and-Service-Providers>)

Community Guidelines Updates - October 2021

(</s/article/Community-Guidelines-Updates-2021>)

Community Guidelines, Leads, and Section 230 of the CDA

(</s/article/Section-230-of-the-CDA>)

We'd like your feedback

Business page policy and posting guidelines

(/s/article/Business-posting-guidelines)

About Business Posts (for neighbors)

(/s/article/About-business-posts-for-neighbors)

Nextdoor	Neighbors	Business and Organizations	Industries
About (/about_us/)	Get Started (/choose_address/)	Small Business (https://business.nextdoor.com/en-us/small-business)	Home & Garden (https://business.nextdoor.com/en-us/small-business/industry/home-garden)
News (/press/)	Events (/events/calendar/)	Brands & Agencies (https://business.nextdoor.com/en-us/enterprise)	Real Estate (https://business.nextdoor.com/en-us/small-business/industry/real-estate)
Media Assets (https://about.nextdoor.com/us-media/)	Neighborhoods (/find-neighborhood/)	Guidelines (/guidelines/)	Professional Services (https://business.nextdoor.com/en-us/small-business/industry/professional-services)
Investor Relations (https://investors.nextdoor.com/)	Guidelines (/neighborhood_guidelines/#guidelines)	Public Agency (https://business.nextdoor.com/en-us/public-agency)	
Blog (https://blog.nextdoor.com/)	2023 Neighborhood Faves (/favorites)	Businesses on Nextdoor (/businesses/)	
Careers (/jobs/)	Anti-Racism Resources (https://about.nextdoor.com/anti-racism/)	Neighborhood Faves (/favorites/)	
Help (/help/)	Crisis Hub (https://about.nextdoor.com/us-crisis-hub/)	us/small-business/industry/professional-services)	



## Be respectful to your neighbors

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss access to Nextdoor](https://help.nextdoor.com/s/article/Disabled-account?language=en_US). ([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US)).

You're speaking to your real neighbors. Strong communities are built on strong relationships.

1. [Civil conversations](#)
2. [Public shaming](#)

### Civil conversations

We encourage neighbors to have conversations about the issues that matter to them in a way that is constructive, civil, and builds community. You can, of course, think what you like, but on Nextdoor, conversations must remain civil. This is not always easy because we care passionately about the places we call home – our neighborhoods. If you are angry about something a neighbor has said or done, take a deep breath, count to ten, and then come back to post something thoughtful and constructive.

	Allowed?
Attacking, berating, bullying, belittling, insulting, harassing, threatening, trolling, or swearing at others or their views even if you really disagree with them. This includes communication within a group or via direct message.	✗
Posting about your concerns with community moderation in the main newsfeed. For example, about why your content was reported, or removed	✗
Stating your view, opinion, or disagreeing with someone in a civil and respectful manner.	✓
Using direct messages to resolve personal disputes, or better yet, getting together in person to resolve the matter amicably.	✓
Continuing to contact a neighbor after they've requested that you stop.	✗

### Tips for civil conversations

Every neighbor should feel welcome, safe, and respected when using Nextdoor.

Disagreements aren't easy, but we can learn a lot from them. We encourage neighbors to approach multi-perspective discussions with compassion and empathy.

**Follow these guidelines for disagreeing respectfully:**

- **Be mindful of how you participate.** Ask yourself before you engage if your words will effect change, understanding, and empathy in your community.
- **Respectfully challenge the idea, not the person.** Focus on the facts or ideas you want to communicate, without attacking the person.
- **Don't make assumptions.** When you're unsure about something someone has said, ask for clarification and be willing to listen to the response.

We'd like your feedback ^

- **Avoid generalizing or over-simplifying.** Being too general may overshadow the heart of the matter and appear as insensitive.
- **Acknowledge common ground.** Even if you don't wholeheartedly agree with someone, if you can appreciate something they've said or done, let them know.
- **Encourage understanding.** If you are part of a discussion on Nextdoor that has become harmful or offensive, do your part to encourage empathy and understanding.
- **Identify clear actions your community can follow.** Work toward solutions that acknowledge and address the needs and concerns of everyone in your neighborhood.
- **Cite Sources.** If you are sharing data, please include your source for clarity and to help support the discussion with facts.

Our [Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines?language=en_US) (https://help.nextdoor.com/s/article/community-guidelines?language=en\_US) are intended to ensure that every neighbor feels welcome, safe, and respected when using Nextdoor. If you see posts or comments that violate these guidelines, please report it so that we may remove it. Keep in mind that disagreeing with a post is not a reason to report it. This slows down our ability to remove content that is truly abusive and to create a platform that can help build stronger communities.

## Public shaming

Public shaming has no place on Nextdoor. Whether it's directly or indirectly targeting a neighbor, a public figure, or the victim of a crime, shaming others is harmful and uncivil.

### IMPORTANT

If you are concerned about a house, vehicle, or individual engaging in illegal activity, you should call 911 or your local health and human services agency.  
Before posting, consider how your post might be received by the people you are posting about, who may also be neighbors of Nextdoor

- If the people involved request that the post be removed, we may remove it.
- If a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.

	Allowed?
Posting about a safety concern in your neighborhood when you do not know the person involved or how to contact them. Remember to do so in a civil and respectful way.	✓
Writing disparagingly about the victim of a crime or insinuating victim culpability.	✗
Writing a negative review of a service provider after a bad commercial interaction as long as the post is civil and describes the person's experience.	✓
Writing a review of a service provider that contains personal attacks, public shaming, libel or name calling.	✗
Geo-tagging a neighbor's home location without their knowledge or permission for the purposes of humiliation, shaming, or complaining.	✗

### NOTES

- If the people involved request that the post be removed, we may remove it. If a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.
- Criticizing a service provider because of a bad commercial interaction does not constitute public shaming (even if a specific

person is identified) as long as the post is civil, describes the person's experience, and does not include libel or name calling.

## Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) (https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en\_US).
- If your [account was disabled](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) (https://help.nextdoor.com/s/article/Disabled-account?language=en\_US), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account) (https://help.nextdoor.com/s/contactus?language=en\_US&subCat=My%20account%20is%20disabled&cat=My%20account).

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US) (/s/authcontactus?language=en\_US&article=https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en\_US)

## Categories

Getting started



Using Nextdoor



Guidelines & policies



[Community Guidelines](#)

[What's allowed](#)

[Handling conflicts](#)

[Account privacy](#)

[Online safety](#)

## Related articles

How to discuss fireworks with your neighbors

(/s/article/the-4th-of-july-fireworks-and-nextdoor)

Reasons for reporting content

(/s/article/reasons-for-reporting-content)

Tips for respectful conversations

(/s/article/Facilitating-respectful-conversations)

About Business Posts (for neighbors)

(/s/article/About-business-posts-for-neighbors)

How to invite neighbors

(/s/article/How-to-invite-neighbors)

We'd like your feedback

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News (/press/)	Events (/events/calendar/)	Brands & Agencies (https://business.nextdoor.com/us/enterprise)	Real Estate (https://business.nextdoor.com/en-us/small-business/industry/real-estate)
Media Assets (https://about.nextdoor.com/us/media/)	Neighborhoods (/find-neighborhood/)	Businesses on Nextdoor (/business/)	Professional Services (https://business.nextdoor.com/en-us/small-business/industry/professional-services)
Investor Relations (https://investors.nextdoor.com/)	Guidelines (/neighborhood_guidelines/#guidelines)	Neighborhood Faves (/faves/)	
Blog (https://blog.nextdoor.com/)	2023 Neighborhood Faves (/favorites)	Anti-Racism Resources (https://about.nextdoor.com/us/crisis-hub)	
Careers (/jobs/)	Anti-Racism Resources (https://about.nextdoor.com/us/crisis-hub)		
Help (/help/)			

## Policies to prevent racism & discrimination

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss of access to Nextdoor](#).  
([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US))

We do not tolerate racism, hateful language, or discrimination of any kind on Nextdoor. Please review our specific policies:

1. [No racism, discrimination, or hate speech](#)
2. [Support for equality](#)
3. [Permissible terms regarding coronavirus](#)
4. [Our commitment to our neighbors](#)
5. [Removed content and disabled accounts](#)

To learn best practices for discussing issues related to race and discrimination on the Nextdoor app or website, please review the following resources:

- [Real examples for discussing racial equality in a positive manner](#)  
([https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en\\_US](https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en_US))
- [Nextdoor's recommended resources for understanding racial bias](#)  
(<https://about.nextdoor.com/antiracism/>)

## No racism, discrimination, or hate speech

People on Nextdoor are your real neighbors, and ALL should feel that they belong. Racism and racial discrimination create an environment of exclusion, intimidation, and fear. No one should feel this way in any neighborhood, but it is particularly harmful if it is the neighborhood in which you live.

We have a strict policy against racist behavior, discrimination, and hate speech of any kind in Nextdoor posts and conversations. While we recently launched an anti-racism notification aimed at [preventing discriminatory language on Nextdoor](#) (<https://blog.nextdoor.com/2021/04/19/nextdoor-launches-anti-racism-notification-to-prevent-discriminatory-language/>), it's still important for neighbors to consider how their words might impact others. **Before posting something that could be interpreted as racist or discriminatory, ask yourself:**

1. How would you feel if someone directed this statement at your child, parent, or significant other?
2. Is this a statement or point of view that you would share at work, in your place of worship, or in a city meeting?
3. Would you state your comment in person to the individual or group of people you are referring to?

Please pause to deeply consider how your words may affect your neighbor. Learn more about [preventing racial profiling](#) (<https://go.us.nextdoor.com/safety/preventing-profiling>).

If you see a Nextdoor post or comment that you believe is discriminatory or racist in nature, please [follow these steps](#) ([https://help.nextdoor.com/s/article/How-to-report-content?language=en\\_US](https://help.nextdoor.com/s/article/How-to-report-content?language=en_US)) to report it. If you see a racist post or comment from a neighbor whose behavior is repeatedly or egregiously discriminatory or racist, please [follow these steps](#) ([https://help.nextdoor.com/s/article/How-to-report-a-member?language=en\\_US](https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US)) to report the individual.

We are committed to removing any content (posts, comments, profile photos) or racist behavior that violate this policy. Furthermore, neighbors repeatedly engaging in this behavior will be subject to temporary or permanent removal from Nextdoor. This behavior includes, but is not limited to:

<b>Racism, discrimination, or insults</b>	
Discriminate against, threaten, or insult individuals or groups based on race, color, ethnicity, immigration status, national origin, religion or faith, sex or gender identity, sexual orientation, housing status, disability, or medical condition.	×
Assume that someone is engaged in suspicious activity or criminal behavior because of their race or ethnicity. (Learn more about <a href="https://go.us.nextdoor.com/safety/preventing-racial-profiling">preventing racial profiling</a> (https://go.us.nextdoor.com/safety/preventing-racial-profiling).)	×
Use negative stereotypes, caricatures, or generalizations about a group of individuals. This includes the use of insulting imagery or memes.	×
Use slurs, profanity, derogatory racial terms, or other language that reduces an individual's humanity. This includes the use of the dehumanizing terms, "illegals," "illegal aliens," or "aliens" to refer to non-citizens, the use of racial code words (e.g., "Thug" or "Oriental"), as well as the use of derogatory language to refer to people who have a criminal history (e.g., "scum" or "animals").	×
Deny an individual's gender identity or sexual orientation, or promote support for conversion therapy and related programs.	×
<b>Hate speech, violence, or threats</b>	
Show or elicit support for <a href="https://help.nextdoor.com/s/article/Hate-Groups?language=en_US">hate groups</a> (https://help.nextdoor.com/s/article/Hate-Groups?language=en_US) or people promoting hateful activities.	×
Promote hate-based conspiracy theories and misinformation (e.g., Holocaust denial or "Antifa is invading the suburbs")	×
Suggest, show, threaten, or glorify the use of violence — even jokingly — against an individual or a group of individuals.	×
Attempt to condone or trivialize violence against others — even inadvertently (e.g., "Yeah, but that person is a criminal").	×
<b>Marginalized groups</b>	
Attack individuals, including public figures, based on their membership in a marginalized or protected group.	×
Mock or attack the beliefs, sacred symbols, movements, or institutions of marginalized or protected groups	×

Protected and marginalized groups include: People grouped together based on their actual or perceived race, color, ethnicity, immigration status, national origin, religion or faith, sex or gender identity, sexual orientation, disability or medical condition. It also includes people who are grouped together based on their housing or socio-economic status, age, weight or size, pregnancy or veteran status.

## Support for equality

### Racial equality

Racism has no place at Nextdoor. We stand in solidarity with neighbors advocating for racial justice and those speaking out against hate. These issues are relevant in neighborhoods everywhere -- that's why we allow conversations in support of Black Lives Matter, Stop Asian Hate, and other movements that advocate for racial equality and civil rights anywhere on Nextdoor as long as they adhere to our [community guidelines](https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en_US) (https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en\_US).

Content posted in opposition or as a rebuttal to support for racial equality is counterproductive and harmful. We ask that neighbors be mindful of engaging [constructively](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#respectful) ([https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en\\_US#respectful](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#respectful)) in discussions on these issues. While neighbors are free to disagree in civil ways about the policies or tactics advocated by equality movement organizers and supporters, posts and comments intended to undermine their core messages of equality are prohibited. For these reasons:

- Content promoting "All Lives Matter" is prohibited when it's used to diminish racial equality, the Black Lives Matter movement, or Stop Asian Hate.
- Content promoting "Blue Lives Matter" is prohibited when it's used to diminish racial equality or the Black Lives Matter movement, but permitted when used to honor, celebrate, or thank the police for work done in a community.
- Content promoting "White Lives Matter" is prohibited, as it is most commonly associated with white supremacist groups. See our [Hate & Terror Groups](https://help.nextdoor.com/s/article/Hate-Groups?language=en_US) ([https://help.nextdoor.com/s/article/Hate-Groups?language=en\\_US](https://help.nextdoor.com/s/article/Hate-Groups?language=en_US)) policy for more information.

To learn best practices for discussing issues related to race and discrimination on the Nextdoor app or website, please review the following resources:

- [Real examples for discussing racial equality in a positive manner](https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en_US) ([https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en\\_US](https://help.nextdoor.com/s/article/Support-for-racial-equality-Posting-examples?language=en_US)).
- [Nextdoor's recommended resources for understanding racial bias](https://about.nextdoor.com/antiracism/) (<https://about.nextdoor.com/antiracism/>).

### **LGBTQIA+ equality**

LGBTQIA+ stands as an acronym for the Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, and Asexual community. Homophobia, biphobia, transphobia, and any other mistreatment, aggression or unkindness shown to people on the basis of their gender and/or sexual orientation is expressly prohibited on Nextdoor. LGBTQIA+ issues have a place in neighborhoods everywhere -- that's why we allow content discussing or celebrating LGBTQIA+ matters anywhere on Nextdoor as long as it adheres to our [community guidelines](https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en_US) ([https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en\\_US](https://help.nextdoor.com/s/topic/0TO36000000c7afGAA/guidelines-policies?cTopic=0TO36000000c7b3GAA&language=en_US)).

## ***Permissible terms regarding novel coronavirus (COVID-19)***

Since the beginning of the novel coronavirus (COVID-19) pandemic, Nextdoor has urged neighbors to follow the guidance of trusted public health officials around the world, including the World Health Organization (WHO).

In accordance with [guidance from the WHO](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-(covid-2019)-and-the-virus-that-causes-it) ([https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-\(covid-2019\)-and-the-virus-that-causes-it](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-(covid-2019)-and-the-virus-that-causes-it)), we ask that neighbors use the terms "coronavirus" and "COVID-19" when discussing the current pandemic. Messages that refer to the virus or disease in other ways, particularly in ways that may [stigmatize or stereotype a group of people](https://twitter.com/WHO/status/1232070253544382466) (<https://twitter.com/WHO/status/1232070253544382466>), are subject to removal.

As a community-building platform, we want all neighbors to feel welcome, safe, and respected when using Nextdoor. This is important in good times and absolutely essential in times of crisis and need.

We encourage neighbors to have thoughtful, respectful discussions about coronavirus/COVID-19. However, stigmas and harmful stereotypes have no place on our platform. We must lead with our purpose now more than ever, to cultivate a kinder world where everyone has a neighborhood to rely on.

## ***Our commitment to our neighbors***

Our Community Guidelines were established to ensure all people feel welcome on Nextdoor. We leverage a combination of technology and the human judgment of our neighbors and the Nextdoor Neighborhood Operations team to report and remove content, behavior, and individuals that discriminate or generally make others feel unwelcome.

However, we may not always get this right. Sometimes, this process may fail to remove content that violates our Community Guidelines or it may erroneously remove content that belongs on Nextdoor. If you see either of these situations happening, please report this to

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us. We are committed to doing what is right and continuously learning, iterating, and improving along the way.

## Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) ([https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en\\_US](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US)).
- If your [account was disabled](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) ([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US)), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account) ([https://help.nextdoor.com/s/contactus?language=en\\_US&subCat=My%20account%20is%20disabled&cat=My%20account](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account)).

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[Contact us](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US) ([/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/Do-not-discriminate?language=en\\_US](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US))

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Moderator Academy: Understanding Bias & Discrimination

(</s/article/Moderator-Academy-Understanding-Bias-Discrimination>)

Prevent racial profiling

(</s/article/Prevent-racial-profiling>)

About the anti-racism notification

(</s/article/About-the-anti-racism-notification>)

Reasons for reporting content

(</s/article/reasons-for-reporting-content>)

How to report a direct message

(</s/article/How-to-report-a-direct-message>)

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Nextdoor	Neighbors	Business and Organizations	Industries
About (/about_us/)	Get Started (/choose_address/)	Small Business (https://business.nextdoor.com/us/small-business)	Home & Garden (https://business.nextdoor.com/en-us/small-business/industry/home-garden)
News (/press/)	Events (/events/calendar/)	Brands & Agencies (https://business.nextdoor.com/us/enterprise)	Real Estate (https://business.nextdoor.com/en-us/small-business/industry/real-estate)
Media Assets (https://about.nextdoor.com/us/media/)	Neighborhoods (/find-neighborhood/)	Public Agency (https://business.nextdoor.com/us/public-agency)	Professional Services (https://business.nextdoor.com/en-us/small-business/industry/professional-services)
Investor Relations (https://investors.nextdoor.com/)	Guidelines (/neighborhood_guidelines/#guidelines)	Businesses on Nextdoor (/businesses/)	
Blog (https://blog.nextdoor.com/)	2023 Neighborhood Faves (/favorites)	Neighborhood Faves (https://business.nextdoor.com/us/small-business/industry/professional-services)	
Careers (/jobs/)	Anti-Racism Resources (https://about.nextdoor.com/anti-racism/)		
Help (/help/)	Crisis Hub (https://about.nextdoor.com/us/crisis-hub/)		

## Discuss important topics in the right place

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [restricted access to Nextdoor](#) ([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US)).

Nextdoor is a place for neighbors to connect and discuss topics that matter to their local community. We have dedicated spaces for important non-local topics, such as politics and religion.

1. [Politics](#)
2. [Religion](#)

### Politics

Real-world impact often begins in a local community, and Nextdoor is the place where neighbors can discuss these topics in a kind and respectful way. In order to keep conversations local in the main newsfeed, conversations about non-local topics without a local or personal connection, like national partisan politics or international geopolitical issues, may only be discussed in Groups.

It's OK for neighbors to discuss national and internationally-oriented conversations in the main feed if there is a direct local connection, or if the neighbor is sharing a direct personal experience. **These discussions must adhere to all other community guidelines.**

	Allowed anywhere on Nextdoor	Groups
Sharing local events, or peaceful rallies or protests that you support or plan to attend	✓	✓
Sharing a personal experience of how a societal issue affects or has affected you or your community. Please see policies on upholding equality <a href="#">here</a> ( <a href="https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US#support">https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US#support</a> ).	✓	✓
Stating why you support a particular local cause and/or why you support a local, state, or district candidate running for office. Note: Local candidates are allowed to introduce themselves and their candidacy in the main feed. For more information, see <a href="#">Elections FAQ</a> ( <a href="https://help.nextdoor.com/s/article/FAQ-Elections-and-politics-on-Nextdoor?language=en_US">https://help.nextdoor.com/s/article/FAQ-Elections-and-politics-on-Nextdoor?language=en_US</a> ).	✓	✓
Stating steps people in the community can take to become involved in politics or causes, including how to vote or support causes.	✓	✓
Reposting campaign news, such as announcements of endorsements or fundraising milestones.	✗	✓
Sharing information about campaign fundraisers, requests for campaign donations or the sale of campaign paraphernalia.	✗	✓
Sharing non-local content about national/federal partisan politics, federal legislation or agency work, or international geopolitical issues.	✗	✓

#### QUICK TIP

When sharing a link with your neighbors about a topic, don't just post the link without a comment. Share with your neighbors what they'll find if they click through, and why you think it's relevant to your community and the discussion.

**Groups provide a dedicated space for those who are interested in using Nextdoor for campaign organizing or for discussing national politics or issues with their neighbors. Of course, local and state politics may have dedicated Groups as well.**

If you don't see an existing group on a topic you're interested in, [you can start one](https://help.nextdoor.com/s/article/About-Nextdoor-Groups?language=en_US) ([https://help.nextdoor.com/s/article/About-Nextdoor-Groups?language=en\\_US](https://help.nextdoor.com/s/article/About-Nextdoor-Groups?language=en_US)). Conversations within Groups still need to be respectful and civil and comply with our Community Guidelines.

## Religion

We know that religion is an important part of many people's lives that they wish to share with like-minded neighbors. We also recognize that some people do not appreciate hearing about their neighbor's religious beliefs. To accommodate both groups, we require that discussions about religion take place in neighbor [created groups](https://help.nextdoor.com/s/article/How-to-create-a-group?) (<https://help.nextdoor.com/s/article/How-to-create-a-group?>).

## Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) ([https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en\\_US](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US)).
- If your [account was disabled](https://help.nextdoor.com/s/article/Disabled-account?language=en_US) ([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US)), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account) ([https://help.nextdoor.com/s/contactus?language=en\\_US&subCat=My%20account%20is%20disabled&cat=My%20account](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account)).

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Moderator Academy: The Guidelines  
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How to discuss fireworks with your neighbors  
(/s/article/the-4th-of-july-fireworks-and-nextdoor)

Community Guidelines Updates - October 2021  
(/s/article/Community-Guidelines-Updates-2021)

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News (/press/)	Events (/events/calendar/)	Brands & Agencies (https://business.nextdoor.com/en-us/enterprise)	Real Estate (https://business.nextdoor.com/en-us/small-business/industry/real-estate)
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Careers (/jobs/)	Anti-Racism Resources (https://about.nextdoor.com/anti-racism/)		
Help (/help/)	Crisis Hub (https://about.nextdoor.com/us-crisis-hub/)		

## Use your true identity

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss access to Nextdoor](https://help.nextdoor.com/s/article/Disabled-account?language=en_US). (https://help.nextdoor.com/s/article/Disabled-account?language=en\_US).

Nextdoor is built on trust — we want everyone to know they're communicating with their real neighbor, and therefore ask you to use your true identity.

1. [Real names](https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#name) (https://help.nextdoor.com/s/article/use-your-true-identity?language=en\_US#name)
2. [Real addresses](https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#address) (https://help.nextdoor.com/s/article/use-your-true-identity?language=en\_US#address)
3. [Your profile and photo](https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US#profile) (https://help.nextdoor.com/s/article/use-your-true-identity?language=en\_US#profile)

### Real names

Nextdoor's [Member Agreement](https://nextdoor.com/member_agreement/) (https://nextdoor.com/member\_agreement/) requires that every neighbor use their full, real name when signing up on Nextdoor. By real name, we mean the first name that you use when introducing yourself to neighbors, friends, and colleagues and your legal last name.

	Allowed?
Using the name of your business or organization as your account name. Business and service information should be added to the About Me section of your personal profile or included on your business page.	✗
Including professional titles or educational degrees in your name. This information can be added to <a href="https://nextdoor.com/profile/">your profile</a> (https://nextdoor.com/profile/).	✗
Adding emoji to your name.	✗
Using a nickname, initials, or shortened version of your name as the first name on your account, as long as it's the name you are known by in the community and not an attempt to obscure your real first name. E.g. If you are known as Bunny Brown or BJ Brown, it would be acceptable for you to use either name rather than Barbara Joe Brown, the name on your birth certificate.	✓

#### NOTE

Neighbors can use privacy setting options to abbreviate their real last names. See how [here](https://help.nextdoor.com/s/article/Manage-your-privacy-settings?language=en_US) (https://help.nextdoor.com/s/article/Manage-your-privacy-settings?language=en\_US).

### Real addresses

Nextdoor aims to provide a safe, online space where neighbors can discuss the types of things they'd share in person. To facilitate this sense of trust, membership in a neighborhood is available only to those that reside in or own a home in the community. We also require that all neighbors [verify their address](https://help.nextdoor.com/s/article/How-to-verify-your-address?language=en_US) (https://help.nextdoor.com/s/article/How-to-verify-your-address?language=en\_US).

	Allowed?
Registering a personal profile at a business or organizational address.	✗
Registering a personal profile at an address other than your own.	✗
Registering a personal profile at the address of a home you rent.	✓
Registering a personal profile at the address of a home you own.	✓
Registering at a P.O. Box, or other mailing address.	✗
Registering at an address in a <a href="https://nextdoor.com/find-neighborhood/">neighborhood you are considering moving to</a> ( <a href="https://nextdoor.com/find-neighborhood/">https://nextdoor.com/find-neighborhood/</a> ).	✗
Registering a personal profile at the address of a second home you own. See our article on <a href="https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US">joining at a second address</a> ( <a href="https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US">https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US</a> ).	✓
Registering a personal profile at the address of rental properties you own.	✓

See our article on [joining at a second address](https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US) ([https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en\\_US](https://help.nextdoor.com/s/article/how-to-join-nextdoor-at-your-second-home?language=en_US)).

## Your profile and photos

One of Nextdoor's goals is to encourage more connections between neighbors in real life. That's why adding photos and completing your profile are so important.

Sharing recent photos and information about yourself on your profile helps strengthen these connections and builds a sense of community. This also helps your neighbors connect you to your presence on Nextdoor when they encounter you on the street, in a park, or at a community meeting.

	Allowed?
Using an alternative, representative profile photo as long as it is appropriate for a general audience.	✓
Not using a profile photo.	✓
Not using a cover photo.	✓
Not completing your profile, or only adding limited information for privacy reasons.	✓
Using a profile or cover photo that is inappropriate or intimidating.	✗
Using a profile or cover photo that you do not have the rights to.	✗
Using a profile or cover photo that is offensive.	✗
Using a profile or cover photo that is promotional	✗

### QUICK TIP

Profile fields, except for street name, are optional. You may post only information that you are comfortable sharing. No one will be removed from

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Nextdoor for not completing their profile, but it's more neighborly to add as much information to your profile as you feel comfortable sharing!

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us \(/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/use-your-true-identity?language=en\\_US\)](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/use-your-true-identity?language=en_US)

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How to change your profile name

[\(/s/article/how-to-change-your-profile-name\)](/s/article/how-to-change-your-profile-name)

About Real Estate on Nextdoor

[\(/s/article/About-Real-Estate-on-Nextdoor\)](/s/article/About-Real-Estate-on-Nextdoor)

About using real names

[\(/s/article/About-using-real-names\)](/s/article/About-using-real-names)

Save posts using bookmarks

[\(/s/article/save-posts-using-bookmarks\)](/s/article/save-posts-using-bookmarks)

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(https://about.nextdoor.com/us-media/)	Neighborhoods (/find-neighborhood/)	(https://business.nextdoor.com/en-us/enterprise)	Real Estate
Investor Relations	Guidelines	Public Agency	(https://business.nextdoor.com/en-us/small-business/industry/real-estate)
(https://investors.nextdoor.com/)	(/neighborhood_guidelines/#guidelines)	(https://business.nextdoor.com/en-us/public-agency)	Professional Services
Blog	2023 Neighborhood Faves (/favorites)	Businesses on Nextdoor	(https://business.nextdoor.com/en-us/small-business/industry/professional-services)
(https://blog.nextdoor.com/)	Anti-Racism Resources	(https://business.nextdoor.com/en-us/enterprise)	
Careers (/jobs/)	(https://about.nextdoor.com/us-media/)	Neighborhood Faves	
Help (/help/)	Crisis Hub	(https://business.nextdoor.com/en-us/small-business/industry/professional-services)	
	(https://about.nextdoor.com/us-media/hub/)		



## Do not engage in harmful activity

The Community Guidelines describe behaviors that are and are not allowed on Nextdoor. Violations of these guidelines may result in removal of content or [loss access to Nextdoor](https://help.nextdoor.com/s/article/Disabled-account?language=en_US). ([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US)).

We prohibit any activity that could hurt someone, from physical harm to scams.

1. [Appropriately report suspicious activity](#)
2. [No threats to the safety of others](#)
3. [No fraud or spam](#)
4. [No illegal or regulated goods or services](#)
5. [No graphic, violent, sexually explicit, or adult content](#)
6. [No violations of privacy](#)
7. [Misinformation](#)

## Appropriately report suspicious activity

### Describing suspicious activity

Keeping the neighborhood safe is important to our neighbors. You should always call 911 first to report a safety concern.

Nextdoor takes a [strong stand against racial profiling](https://blog.nextdoor.com/2016/08/24/reducing-racial-profiling-on-nextdoor/). We expressly prohibit posts that assume someone is suspicious because of their race or ethnicity, as well as messages with vague descriptions that cast suspicion over an entire race or ethnicity. Such messages are ineffective and harm rather than help communities. You can learn more about the root causes of racial profiling, what Nextdoor is doing to prevent it, and how you can help in our [Preventing Racial Profiling Resource Center](http://us.nextdoor.com/safety/preventing-profiling).

	Allowed?
Posting about a crime about suspicious activity using specific details, like multiple, distinctive characteristics, and describing clothing from head to toe. This helps keep all of your neighbors safe and avoids casting a wide net of suspicion over innocent people of similar race or ethnicity. <a href="https://help.nextdoor.com/s/article/How-to-communicate-a-crime?language=en_US">Learn why full descriptions are so important</a> .	✓
Posts that assume someone is suspicious because of their race or ethnicity.	✗
Posts that give descriptions of individuals that are so vague as to cast suspicion over an entire race or ethnicity.	✗
Identifying a suspect by race and sex alone (including in the subject line of a post).	✗
Posting about crime or suspicious activity in a category other than Safety (or if it is an emergency, using an "urgent alert").	✗

**Important!** When you see suspicious activity in your neighborhood, please do speak up, but please make sure that what you are reporting is actually suspicious.

We'd like your feedback ^

Don't assume someone is suspicious because of their race or ethnicity. This is called racial profiling and it is expressly prohibited on Nextdoor. Ask yourself, "Would I be suspicious of this person's behavior if I took race or ethnicity out of the equation?" [Learn more about how to appropriately communicate about crime](https://help.nextdoor.com/s/article/How-to-communicate-a-crime?language=en_US) ([https://help.nextdoor.com/s/article/How-to-communicate-a-crime?language=en\\_US](https://help.nextdoor.com/s/article/How-to-communicate-a-crime?language=en_US)).

## No threats to the safety of others

If Nextdoor is contacted regarding imminent danger to a person's safety, we may also report that concern to the relevant authorities. However, contacting Nextdoor is not a substitute for reporting your safety issue to the relevant authorities.

	Allowed?
Threatening someone and/or their pet's safety.	×
Posting comments that encourage violence against others.	×
Threatening someone's privacy or security.	×

If you believe that your physical safety or the safety of another person is at risk, please call 911 or contact the relevant local authorities.


## No fraud or spam

Fraudulent content, phishing, or content we deem to be spam is not permitted.

	Allowed?
<b>Posting fraudulent content.</b> Any content that purposefully deceives or misrepresents in order to result in financial or personal gain. This includes but is not limited to incentivized posts or reviews of businesses.	×
<b>Posting spam.</b> Spam is generally defined as unwanted, unsolicited, and/or repeated actions that negatively affect neighbors and the Nextdoor community. This may include but is not limited to <ul style="list-style-type: none"><li>• Sending large amounts of direct messages to users who are not expecting them</li><li>• Contacting people with unwanted content or requests</li><li>• Repeatedly posting the same or similar content</li><li>• Posting unoriginal/templated content with no personalization or original commentary</li></ul>	×
<b>Phishing.</b> Phishing is an attempt to access another's account or record their personal information by getting them to enter their login or other sensitive information into a fake website.	×

## No illegal or regulated goods or services





Nextdoor is a family-friendly platform, open to neighbors ages 13 and over. The safety of all our neighbors, young and young-at-heart, is a priority. As a result, we prohibit the purchase, trade, sale or distribution of many items that are commonly known to be age-restricted or government-regulated. [See our list of prohibited goods and services](https://help.nextdoor.com/s/article/List-of-prohibited-goods-and-services?language=en_US). ([https://help.nextdoor.com/s/article/List-of-prohibited-goods-and-services?language=en\\_US](https://help.nextdoor.com/s/article/List-of-prohibited-goods-and-services?language=en_US)).

	Allowed?
Selling, soliciting, or offering any illegal goods or services, even if they do not explicitly appear on the prohibited list.	

If you believe that neighbors in your neighborhood are selling items or services that are illegal in your community, please contact the relevant local authorities (and ask them to notify Nextdoor if they believe the messages should be removed).

## No graphic, violent, sexually explicit, or adult content








Neighbors come to Nextdoor to receive trusted information, give and get help, and build real-world connections with those nearby. Nextdoor prohibits any content that facilitates, encourages, or coordinates commercial sexual services. Additionally, Nextdoor is not an appropriate place to share content that is graphic, violent, or sexually explicit. People have different sensitivities when it comes to graphic or explicit content, so please post with caution and report if you feel that you've come across content that violates this guideline.


	Allowed?
Posting photos that contain nudity.	
Posting sexually explicit or suggestive content.	
Sending unwelcome direct messages to hit on or express romantic interest in neighbors.	
Posting content that is unnecessarily gruesome, gory, graphic, or violent.	

See our [best practices for direct messages](https://help.nextdoor.com/s/article/Best-practices-Private-messages?language=en_US) (https://help.nextdoor.com/s/article/Best-practices-Private-messages?language=en\_US).

## No violations of privacy

To ensure every neighbor's privacy, do not post or share private information without permission.

	Allowed?
Posting contact information when recommending someone's services. However, if you post someone's personal email addresses, phone number, or physical address and they request that it be removed, we may remove it.	
Sharing content outside of Nextdoor by using the built-in share button that appears on some types of posts. You may share public agency posts, business pages, deals, and public events.	
Reposting information originally posted on Nextdoor without obtaining the author's permission. This includes reposting or sharing screenshots of content with additional neighborhoods on Nextdoor or outside of Nextdoor.	
Posting the content of direct messages sent through Nextdoor without the permission of the sender.	
Posting non-public legal documents.	
Posting personal contact or account information, such as email addresses, credit cards, or bank information.	
Posting a person's legal or medical history, unless there is a compelling public interest served by doing so.	

	Allowed?
Posting photos of people in public places. However, if a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.	

Our guidelines on [public shaming](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#shaming) ([https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en\\_US#shaming](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US#shaming)) also apply to the posting of information about neighbors. [See posting examples for this guideline.](#) (/s/article/posting-examples-privacy?r=1067&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1&other.BulkModifyKnowledge.createDraftVersion

Nextdoor's [Privacy Policy](https://nextdoor.com/privacy_policy/) ([https://nextdoor.com/privacy\\_policy/](https://nextdoor.com/privacy_policy/)) describes our corporate privacy and security practices.

## Misinformation

At Nextdoor, we're committed to the safety of our neighbors and take measures to reduce the spread of misinformation related to critical issues such as [elections](#) and health emergencies. If you come across a post that you believe contains false information related to these topics, please report it to Nextdoor using the steps outlined below.

- [Elections](#)
- [Medical Misinformation](#)
  - [Vaccines, generally](#)
  - [Health emergencies](#)

## Elections

To elevate and share accurate information about voting in elections, Nextdoor works in collaboration with non-partisan organizations like Vote.org, local government agencies, and more.

### Nextdoor's election misinformation policy prohibits the following:

- False or misleading information that could prevent or discourage people from voting, cause their votes not to be counted, or interfere with the election process.
- Messages that call for or could incite interference with the vote counting process.
- False or misleading claims about the results of an election that could lead to interference with the election process.
- Messages that call for or could incite violence to prevent a peaceful transfer of power or orderly succession.

### We will also remove known disinformation about candidates if it falls under the following categories:

- Doctored or fake tweets, quotes, images, or other material from a candidate that is designed to make that candidate seem unfit for office
- Debunked claims about a candidate's citizenship, criminal history or activity, or other personal history designed to make that candidate seem unfit or ineligible for office

Nextdoor uses a combination of technology and neighbor reports to identify and remove content, as appropriate, that violates our election misinformation policy.

## Medical Misinformation

Nextdoor's Community Guidelines are designed to earn and retain neighbors' trust by ensuring that content on the platform is authentic, reliable, and useful. Medical misinformation can lead to damaging discourse online, and when left unchecked, can pose a serious threat to public health and be detrimental to communities. As a commitment to neighbor safety, we prohibit medically unsupported health claims that risk public health and safety. This includes but is not limited to the promotion of anti-vaccination advice, false cures, or misinformation about public health emergencies or crises.

## Anti-Vaccine Advice

As a commitment to neighbor safety, we prohibit misinformation about vaccines that has the potential to cause harm or threatens public safety. We rely on trusted public health resources to evaluate content that may be misinformation, including the [World Health Organization \(WHO\)](https://www.who.int/) (https://www.who.int/) and the [Centers for Disease Control and Prevention \(CDC\)](http://cdc.gov/) (http://cdc.gov/).

Nextdoor prohibits false or misleading statements and conspiracy theories about vaccines that could prevent or discourage people from receiving vaccines, including claims that:

- Vaccines cause autism;
- Vaccines contain microchips;
- Vaccines cause the diseases for which they're intended to prevent;
- Vaccines contain unsafe toxins that are poisonous or harmful.

## Health Emergencies

Neighbors turn to Nextdoor to lend a hand, lean on others when they need help the most and connect with local authorities that provide relevant, real-time information. Nextdoor works closely with government partners, both local and national, to share important, substantiated news and information on evolving health emergencies as well as their corresponding vaccines and treatments.

To ensure that our neighbors receive trustworthy and helpful information, Nextdoor prohibits content that perpetuates false or misleading claims and conspiracy theories about health emergencies, including their causes, cures, and prevention methods that might be harmful to neighbors and communities. Health emergencies are a dynamic situation, and we work to align any action we take with the guidelines of trusted public health officials, including the [World Health Organization \(WHO\)](https://www.who.int/) (https://www.who.int/) and the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/) (https://www.cdc.gov/).

### Nextdoor's misinformation policy prohibits content such as:

- False or misleading claims and conspiracy theories about COVID-19, including its causes, cures, and prevention methods;
- False or misleading information that could prevent or discourage people from receiving COVID-19 testing, treatment or COVID-19 vaccines;
- Messages that call for or could interfere with the legitimate distribution of COVID-19 testing or COVID-19 vaccines, including fraudulent information around the distribution, safety or efficacy of vaccinations.

### PLEASE NOTE

Reports of misinformation are reviewed by Nextdoor staff, not Leads.

## How to report misinformation on Nextdoor

Web    iPhone    Android

1. Locate the post or reply you want to report in the [Newsfeed](https://nextdoor.com/news_feed/) (https://nextdoor.com/news\_feed/).
2. Click the arrow to the right of the author's name on the post.
3. Select **Report post** or **Report comment**.
4. Select **Misinformation**. Click **Next**.
5. On the next screen choose which type of misinformation you are reporting.
6. Fill in the requested information.
7. Click **Submit**.

## Removed content and disabled accounts

- If you believe your content was removed in error, you may [submit an appeal](https://help.nextdoor.com/s/article/About-content-removed) (https://help.nextdoor.com/s/article/About-content-removed).

[hidden-notifications-and-appeals?language=en\\_US](#)).

- If your [account was disabled](#) ([https://help.nextdoor.com/s/article/Disabled-account?language=en\\_US](https://help.nextdoor.com/s/article/Disabled-account?language=en_US)), you'll see a message providing general information on the guideline you may have violated, as well as a link to the Community Guidelines where you can learn more about our related policies. If you have questions about your account status or which content may have violated guidelines, please contact us, [here](#) ([https://help.nextdoor.com/s/contactus?language=en\\_US&subCat=My%20account%20is%20disabled&cat=My%20account](https://help.nextdoor.com/s/contactus?language=en_US&subCat=My%20account%20is%20disabled&cat=My%20account)).

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us](#) ([/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en\\_US](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US))

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How to report a direct message

[\(/s/article/How-to-report-a-direct-message\)](/s/article/How-to-report-a-direct-message)

How to view your activity

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Community Guidelines Updates - October 2021

[\(/s/article/Community-Guidelines-Updates-2021\)](/s/article/Community-Guidelines-Updates-2021)

Community Guidelines

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Help (/help/)	Crisis Hub (https://about.nextdoor.com/us-crisis-hub/)		

## Hate & Terror Groups

There is no place on Nextdoor for hate or terror groups. A hate group is an organization that has beliefs or practices that attack or malign a class of people, typically for their immutable characteristics or identity, including race, religion, disability, medical condition, housing status, age, sexual orientation, national origin, immigration status, ethnicity, gender, or gender identity. Terror groups are domestic and international organizations that use violence and terror to further their ideological goals.

Nextdoor prohibits content and groups promoting or displaying support for hate and terror groups or their underlying ideologies. This includes, but is not limited to, hate-related images, language, symbols, acronyms, and abbreviations.

- Examples of hate groups banned by Nextdoor include: American Nazi Party, KKK, Three Percenters, the New Black Panther Party, the boogaloo movement, and Proud Boys.
- Examples of terror groups banned by Nextdoor include: Al Qaeda, the Sovereign Citizen Movement, Kahane Chai, and ISIS.
- Examples of hate-related symbols banned by Nextdoor include swastikas, the Othala rune, the blood drop cross, the Confederate flag, and hangman's noose.

When designating hate and terror groups, Nextdoor may reference lists compiled by organizations such as the [U.S. State Department](https://www.state.gov/foreign-terrorist-organizations/) (<https://www.state.gov/foreign-terrorist-organizations/>), [Southern Poverty Law Center](https://www.splcenter.org/hate-map) (<https://www.splcenter.org/hate-map>) and the [Anti-Defamation League](https://www.adl.org/hate-symbols) (<https://www.adl.org/hate-symbols>).

### Reporting

- If you believe that you've come across such content, then please [follow these steps](https://help.nextdoor.com/s/article/How-to-report-content?language=en_US) ([https://help.nextdoor.com/s/article/How-to-report-content?language=en\\_US](https://help.nextdoor.com/s/article/How-to-report-content?language=en_US)) to report the content.
- To report a member who is repeatedly or egregiously violating this guideline, please [follow these steps](https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US) ([https://help.nextdoor.com/s/article/How-to-report-a-member?language=en\\_US](https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US)).
- To report a group, please [follow these steps](https://help.nextdoor.com/s/article/How-to-report-a-group?language=en_US#reporting) ([https://help.nextdoor.com/s/article/How-to-report-a-group?language=en\\_US#reporting](https://help.nextdoor.com/s/article/How-to-report-a-group?language=en_US#reporting)).

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# Nextdoor's misinformation policy

## Misinformation

At Nextdoor, we're committed to the safety of our neighbors and take measures to reduce the spread of misinformation related to critical issues such as [elections](#) and health emergencies. If you come across a post that you believe contains false information related to these topics, please report it to Nextdoor using the steps outlined below.

- [Elections](#)
- [Medical Misinformation](#)
  - [Vaccines, generally](#)
  - [Health emergencies](#)

## Elections

To elevate and share accurate information about voting in elections, Nextdoor works in collaboration with non-partisan organizations like Vote.org, local government agencies, and more.

Nextdoor's election misinformation policy prohibits the following:

- False or misleading information that could prevent or discourage people from voting, cause their votes not to be counted, or interfere with the election process.
- Messages that call for or could incite interference with the vote counting process.
- False or misleading claims about the results of an election that could lead to interference with the election process.
- Messages that call for or could incite violence to prevent a peaceful transfer of power or orderly succession.

We will also remove known disinformation about candidates if it falls under the following categories:

- Doctored or fake tweets, quotes, images, or other material from a candidate that is designed to make that candidate seem unfit for office
- Debunked claims about a candidate's citizenship, criminal history or activity, or other personal history designed to make that candidate seem unfit or ineligible for office

Nextdoor uses a combination of technology and neighbor reports to identify and remove content, as appropriate, that violates our election misinformation policy.

## Medical Misinformation

Nextdoor's Community Guidelines are designed to earn and retain neighbors' trust by ensuring that content on the platform is authentic, reliable, and useful. Medical misinformation can lead to damaging discourse online, and when left unchecked, can pose a serious threat to public health and be detrimental to communities. As a commitment to neighbor safety, we prohibit medically unsupported health claims that risk public health and safety. This includes but is not limited to the promotion of anti-vaccination advice, false cures, or misinformation about public health emergencies or crises.

## Anti-Vaccine Advice

As a commitment to neighbor safety, we prohibit misinformation about vaccines that has the potential to cause harm or threatens public safety. We rely on trusted public health resources to evaluate content that may be misinformation, including the [World Health Organization \(WHO\)](https://www.who.int/) (<https://www.who.int/>) and the [Centers for Disease Control and Prevention \(CDC\)](http://cdc.gov/) (<http://cdc.gov/>).

Nextdoor prohibits false or misleading statements and conspiracy theories about vaccines that could prevent or discourage people from receiving vaccines, including claims that:

- Vaccines cause autism;
- Vaccines contain microchips;
- Vaccines cause the diseases for which they're intended to prevent;
- Vaccines contain unsafe toxins that are poisonous or harmful.

## Health Emergencies

Neighbors turn to Nextdoor to lend a hand, lean on others when they need help the most and connect with local authorities that provide relevant, real-time information. Nextdoor works closely with government partners, both local and national, to share important, substantiated news and information on evolving health emergencies as well as their corresponding vaccines and treatments.

To ensure that our neighbors receive trustworthy and helpful information, Nextdoor prohibits content that perpetuates false or misleading claims and conspiracy theories about health emergencies, including their causes, cures, and prevention methods that might be harmful to neighbors and communities. Health emergencies are a dynamic situation, and we work to align any action we take with the guidelines of trusted public health officials, including the [World Health Organization \(WHO\)](https://www.who.int/) (<https://www.who.int/>) and the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/) (<https://www.cdc.gov/>).

Nextdoor's misinformation policy prohibits content such as:

- False or misleading claims and conspiracy theories about COVID-19, including its causes, cures, and prevention methods;
- False or misleading information that could prevent or discourage people from receiving COVID-19 testing, treatment or COVID-19 vaccines;
- Messages that call for or could interfere with the legitimate distribution of COVID-19 testing or COVID-19 vaccines, including fraudulent information around the distribution, safety or efficacy of vaccinations.

### NOTE

Reports of misinformation are reviewed by Nextdoor staff, not Leads.

## How to report misinformation on Nextdoor

- **Web**
- **iPhone**
- **Android**

1. Locate the post or reply you want to report in the [Newsfeed](https://nextdoor.com/news_feed/) ([https://nextdoor.com/news\\_feed/](https://nextdoor.com/news_feed/)).
2. Click the arrow to the right of the author's name on the post.
3. Select **Report post** or **Report comment**.
4. Select **Misinformation**. Click **Next**.
5. On the next screen choose which type of misinformation you are reporting.
6. Fill in the requested information.
7. Click **Submit**.

Did this article help you?

Yes

No

We'd like your feedback ^

Can't find what you are looking for?

[Contact us \(/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/Nextdoor-s-misinformation-policy?language=en\\_US\)](#)

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# *Transparency Report 2022*

February 2023

**nextdoor**

2022 #LoveYourNeighbourhood submission from  
Mohammed H., Valenciennes, France



# *About this report*

Nextdoor is committed to creating a welcoming platform, offering neighbors around the world a place to build authentic connections, both online and in real life. The need for connection is real and lasting, and Nextdoor is a place where neighbors can naturally come together to help make their local communities better.

In last year's inaugural Transparency Report, we outlined Nextdoor's purpose to cultivate a kinder world where everyone has a neighborhood they can rely on. We shared the various measures we've taken to invest in neighborhood vitality by setting clear guidelines and using a combination of human review and technology to encourage the behaviors that support our purpose.

In this year's report, we:

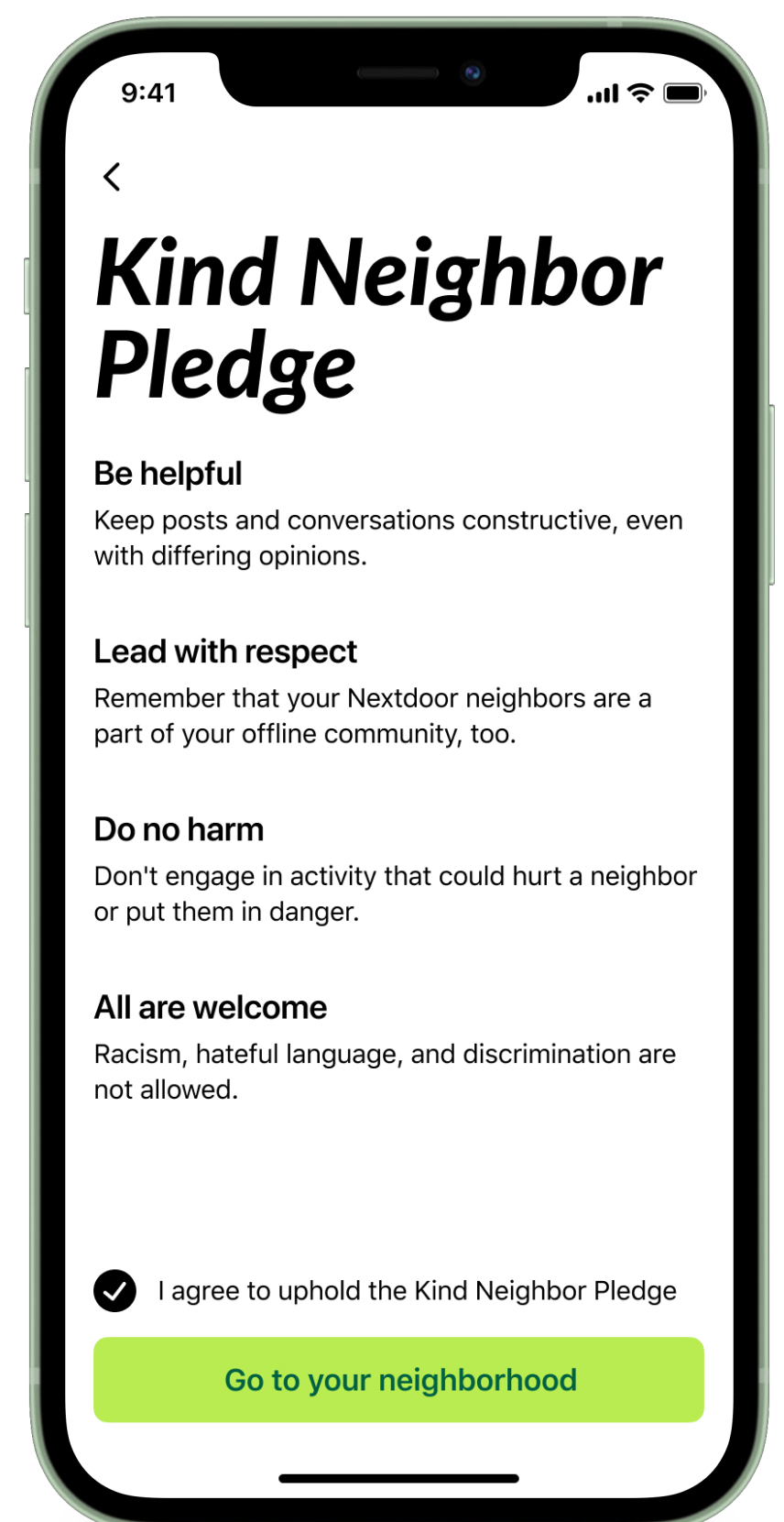
- Dive deeper into why increasing the vitality of neighborhoods is at the core of many product and policy ambitions,
- Deliver updates on the strength and efficiency of our unique localized community moderation system,
- Share how we've invested in the platform to support over 75 million verified neighbors, 3.6 million claimed businesses, and 5,000 public agencies across 11 countries,
- Demonstrate the success of our interventions to reduce the volume of reports of harmful content,
- Provide transparency into our responses to government requests for user-generated content and user information.

## *What is neighborhood vitality and why do we invest in it?*

A neighborhood with vitality can be characterized by a strong sense of community where neighbors, businesses, and public agencies can depend on each other to exchange valuable information, goods, and services. With more than 75 million verified neighbors, 3.6 million claimed businesses, and 5,000 public agencies active on the platform, the relationships sparked on Nextdoor connect millions of people back to the original social network — the neighborhood.

Nextdoor is committed to developing leading-edge product technology that encourages neighborly interactions and promotes neighborhood vitality. Over the past year, we have iterated on core features that prioritize the vitality of neighborhoods on Nextdoor and in the real world, implementing updates driven by predictive technology and machine learning to help cultivate a kinder world where everyone has a neighborhood to rely on:

- **Verification of real people & real businesses:** Since Nextdoor launched in 2011, we've required **everyone to sign up with their real names and addresses** to foster mutual accountability and ensure that connections and conversations are authentic.
  - This year, we worked to accelerate our verification process to improve the neighbor experience while maintaining the safety and trust that neighbors expect. We also added similar improvements to the verification process for businesses who are an equally critical element of each neighborhood.
- **Kind Neighbor Pledge:** Upon joining Nextdoor, all neighbors must agree to our updated Kind Neighbor Pledge, which is a commitment to be helpful, treat everyone in the Nextdoor community with respect, and to do no harm. It's an opportunity to establish norms and expectations for our platform, and encourage prosocial behavior.
- **Kindness Reminder:** The Kindness Reminder automatically detects offensive language that may violate Nextdoor's Community Guidelines and encourages the author to edit their content before they publish. It was the first of our core product features to introduce moments of friction aimed at slowing people down and combating bias. The Kindness Reminder delivered even better results in 2022: neighbors who received the reminder edited or withheld their post 36% of the time (up from 35% in 2021).
- **Feed choice:** Nextdoor provides neighbors with the option to view their feeds chronologically (sorted by recent activity or posts) rather than curated by feed-ranking technology. Additionally, neighbors now have more advanced choices to opt out of seeing certain types of reported content while they are under community or Nextdoor Operations staff review.
- **Research to promote civility through platform design:** The results of a study Nextdoor completed with The Justice Collaboratory at Yale Law School were published this year. The study explored whether social media platforms can be designed to encourage more civil conversations among neighbors<sup>1</sup> while promoting individual and community well-being. The results validated one of Nextdoor's core beliefs: that building human-centered products can positively shape the civility of conversations. Accordingly, we'll continue to invest in quality engagement via our design and structure, enabling our platform to promote civility and other prosocial behaviors.





# Moderation **by and for** Real Neighbors

Nextdoor's Community Guidelines are designed to keep interactions on the platform safe and productive. They are enforced by real people who live in the local neighborhoods they moderate and are supplemented by paid Nextdoor Operations staff as well as technology, all of which work to detect three main categories of guideline-violating content:

- **Hurtful:** Content that neighbors consider uncivil, e.g., insults, rudeness, name-calling.
- **Harmful:** Content that Nextdoor considers fraudulent or unsafe, e.g., violent or graphic.
- **Other:** Non-local content, spam, content posted in error.<sup>2</sup>

The trust and safety of our neighbors is a core tenet of our platform. Localized community moderation ensures that conversations on the platform are reflective of the real world and content reports are handled expediently. Our efforts in moderation make it easier to offer safe spaces for neighbors, while the verification of real people enables a platform where change and support can happen in real life.

- **Community moderators:** Our community moderators are volunteers who are active, local Nextdoor neighbors with access to moderation tools that they use to enforce Nextdoor's Community Guidelines. While local community moderators review most types of guideline-violating content, reports of certain types of harmful content, like misinformation and discrimination, are sent directly to Nextdoor Operations staff for review and actioning.<sup>3</sup> Neighbors are invited to be volunteer community moderators based on a variety of engagement factors with the Nextdoor platform.
- **Reporting violations:** Any neighbor is able to report content that may violate Nextdoor's Community Guidelines. When content is reported by neighbors or identified by our automated systems, volunteer community moderators can vote on whether or not they think content violates the Guidelines. If a neighbor believes a moderator in their community is exhibiting bias, they are empowered to report them to Nextdoor Operations staff for review. Volunteer community moderators have no insight into neighbor reports, nor do they have any ability to take action on a neighbor's account.

In 2022, Nextdoor's 210,900 volunteer community moderators reviewed 92% of all reported content (1.7% of all pieces of content), and removed 57% of reported content in a median time of 5.1 hours. The remaining reported content was reviewed by paid Nextdoor Operations staff or automatically removed, as detailed below.

In the following section, we share new product features, and then deep dive into moderation data.

2. Until Q3 2022, "Other" included improperly posted commercial content. In Q3 2022, we removed the Community Guideline that prohibited commercial content posted in the main newsfeed.

3. Some reports of multi-guideline-violating content are reviewed by both community moderators and our trained Nextdoor Operations staff. When this occurs, a decision by either moderator to remove content is determinative, with appeals available.

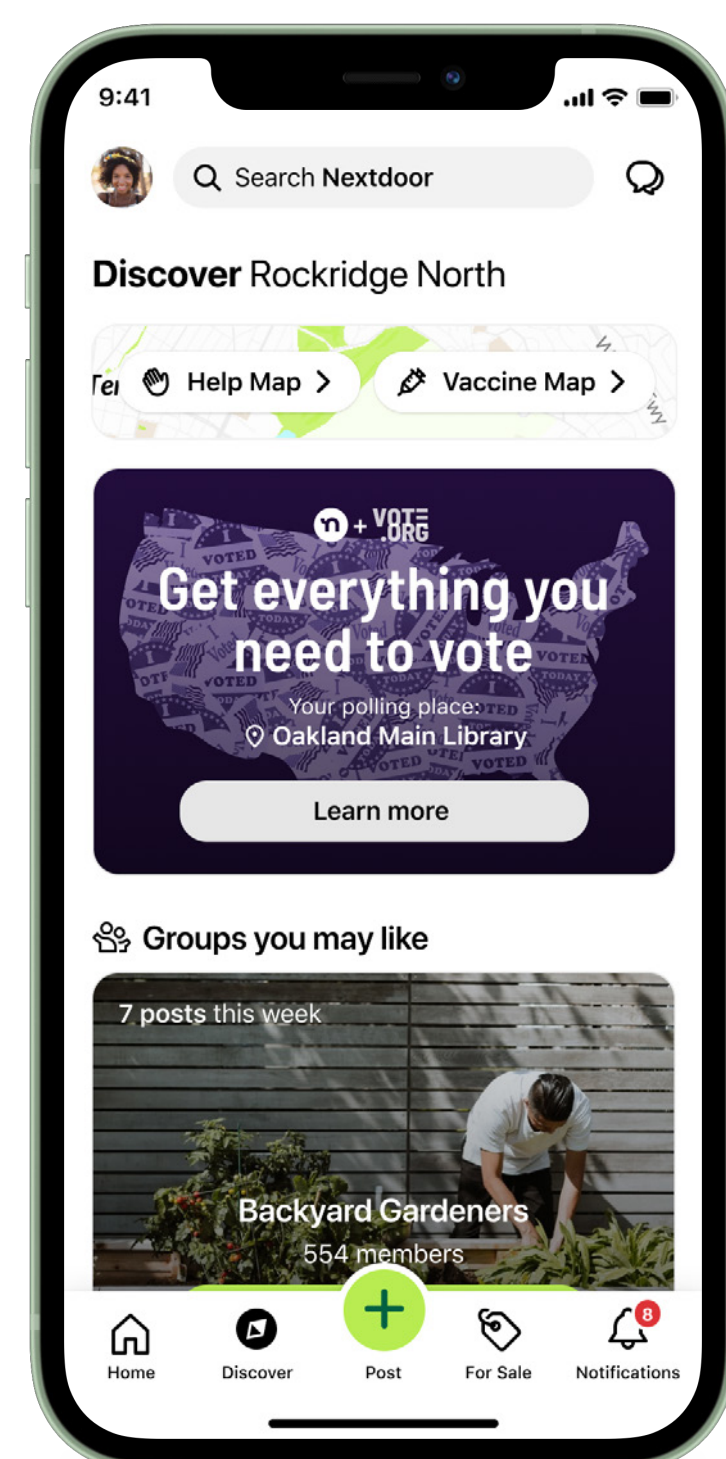
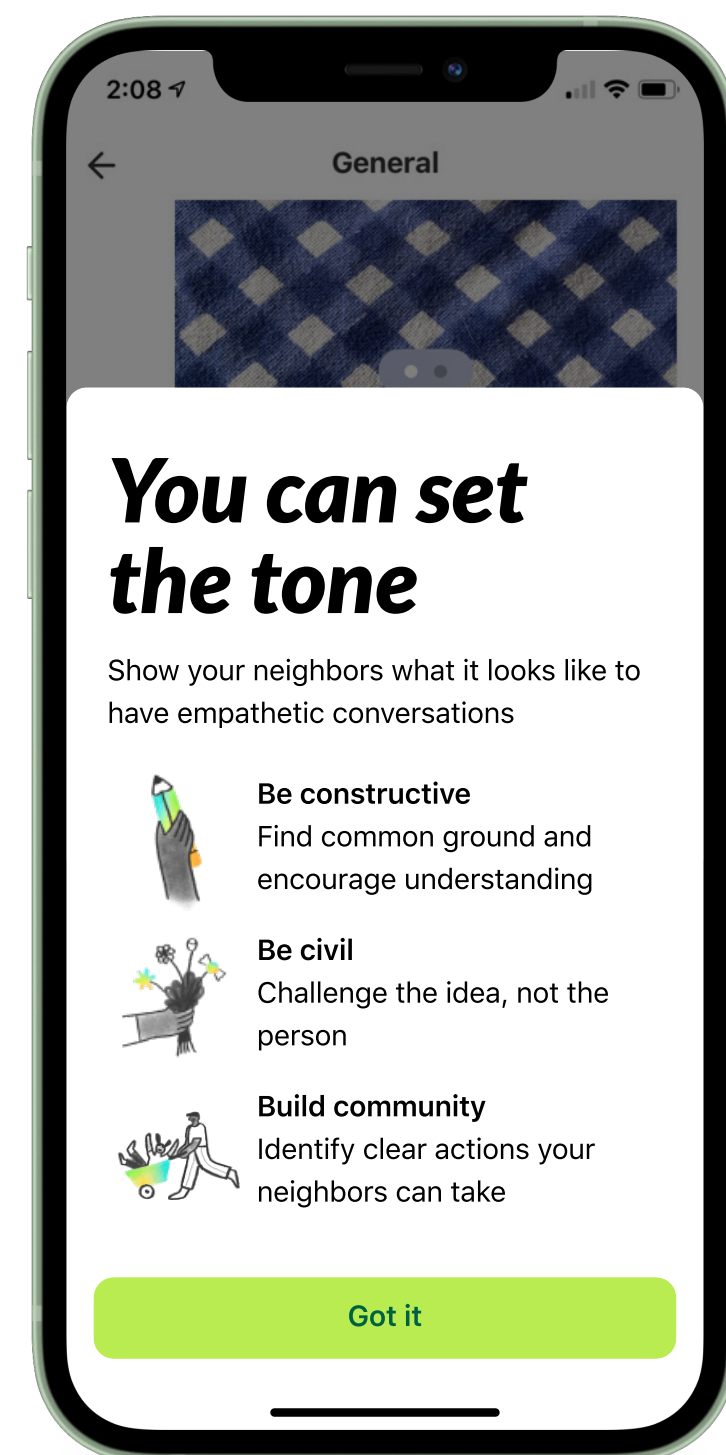


# New Investments in Neighborhood Vitality

In 2022, we built new features to enhance the quality of engagement and increase the trust and fairness of our moderation system. This will continue to be a focus throughout 2023.

- **Launched notifications for removed content & enabled in-product appeals:** In early 2022, we introduced additional transparency and appeals processes for neighbors whose content was moderated by the community. Neighbors were notified if their post or comment was removed via community moderation, with insight into which guideline it violated and a chance to appeal the decision by submitting the same content or an edited version for additional review. 6.5% of those content moderation decisions were appealed, and 11.4% of those appeals were successful.
- **Constructive Conversations Reminder:** This new reminder utilizes predictive technology to cultivate kindness and increase civility. Machine learning completes a holistic review of comment threads and encourages neighbors looking to join the conversation to set a more constructive tone as they reply. This feature is rooted in social psychology and expands on Nextdoor's previously launched features, like the Kindness Reminder, which add moments of friction within the platform and help slow people down, ultimately fostering more productive conversations. The technology was honored in Fast Company's Innovation by Design Awards.
- **Election resources:** To support the 2022 US Midterm Election, we partnered with public agencies<sup>4</sup> on Nextdoor, Vote.org, NAACP, Advancement Project, and Lawyers' Committee for Civil Rights to identify and promote nonpartisan resources that support voter registration, polling place identification, and election protection information. Additional in-app modules encouraged neighbors to share their election day plans with one another and carpool to the polls. Collectively, we served up content that was viewed nearly 130 million times by neighbors in support of our partners and drove three times as many actions to Vote.org compared to the 2020 election.

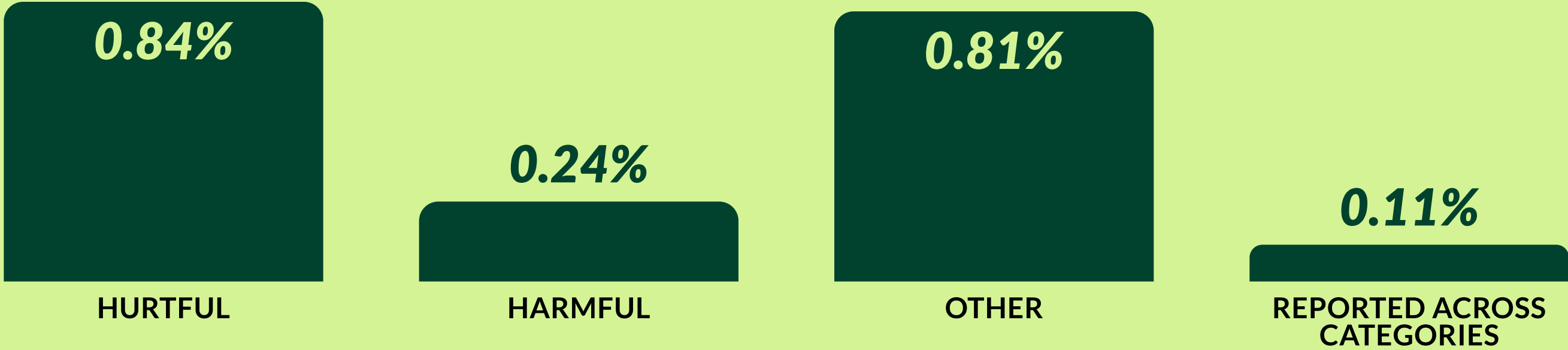
Additionally, we produced a new election civility reminder, which reminded neighbors to engage in local political conversations in a constructive way. Neighbors who encountered the reminder edited or withheld their contribution nearly 30% of the time.



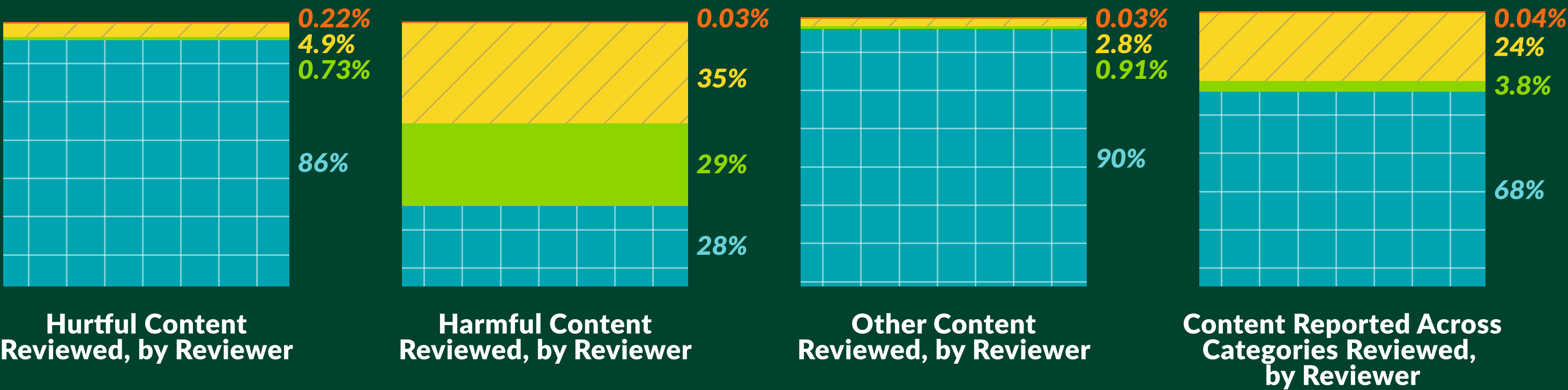
4. [Research](#) from the Bipartisan Policy Center demonstrates that state and local chief election officials are highly trusted for delivering election information across political party affiliation, age, and other key demographics.

# Moderation on Nextdoor

Reported Content, As % Of Total Content



Community Review    Nextdoor Operations Staff    Both Community & Nextdoor Operations Staff    Automation



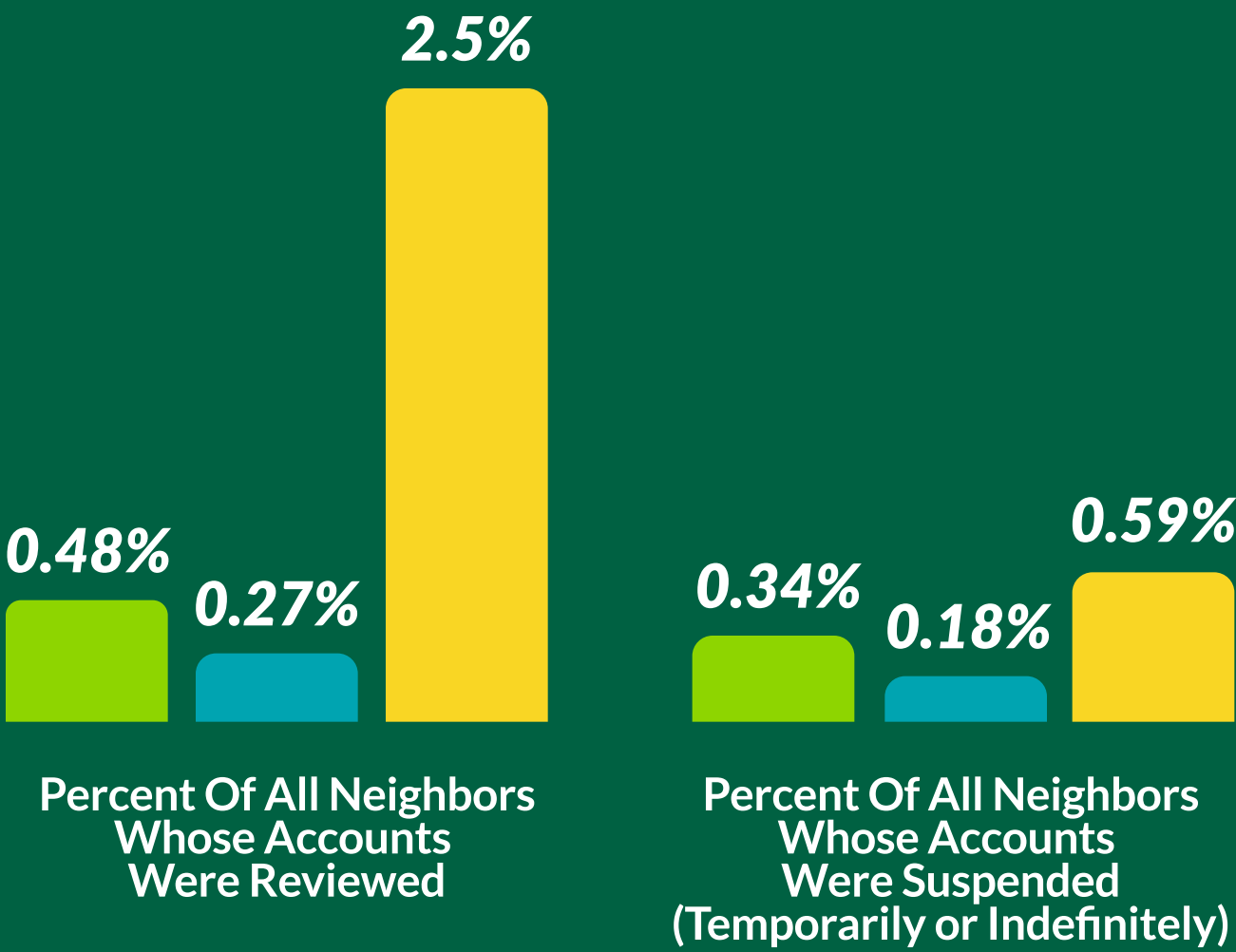
Median Time To Removal, Community Review



Median Time To Removal, Nextdoor Operations Staff Review



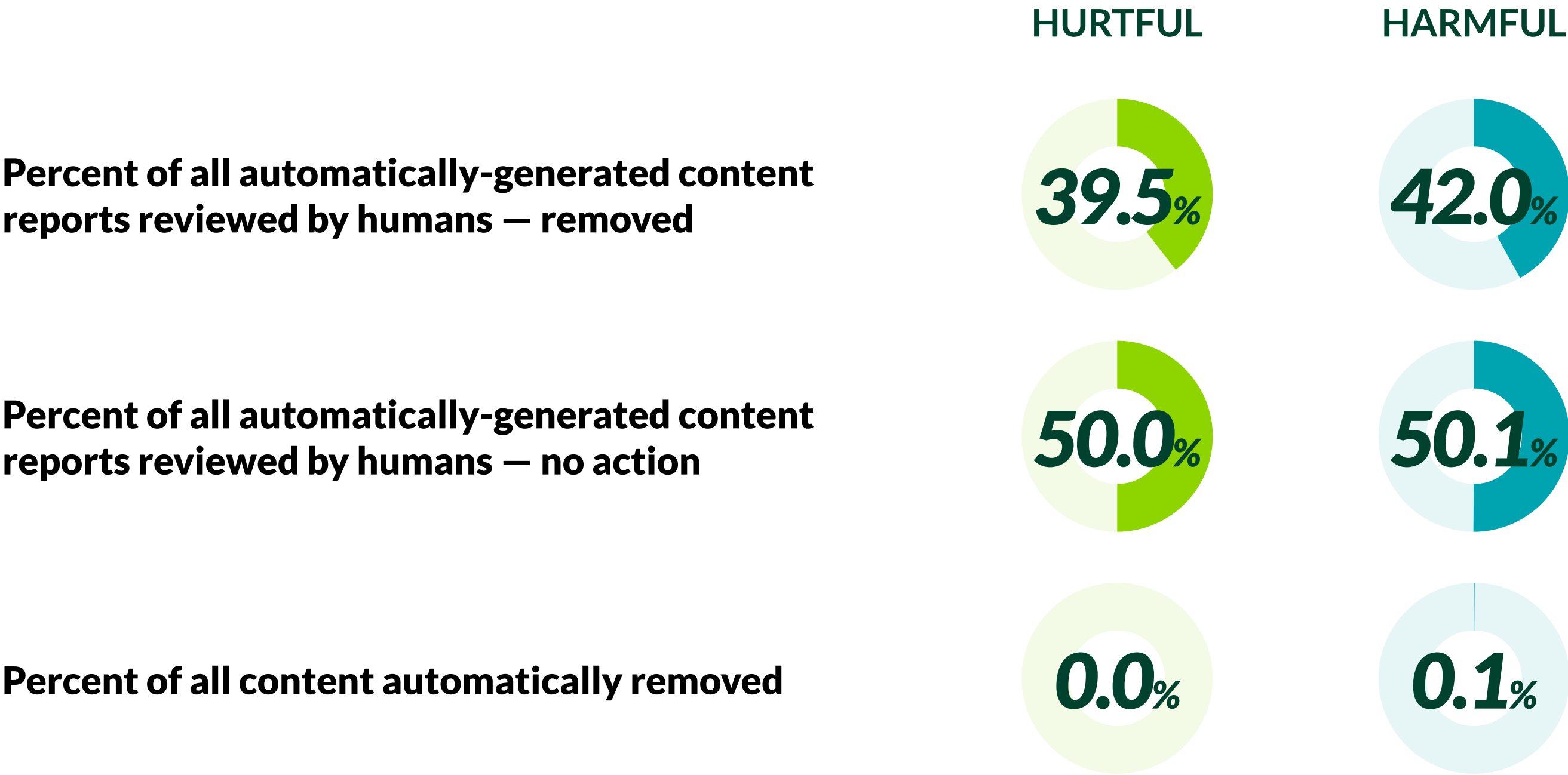
HURTFUL    HARMFUL    OTHER



Data for this report does not include duplicates across reporting categories.  
Other: Non-local content, spam, and content posted in error, including commercial content until Q3 2022.

# Automated Reporting & Review

We use automation to help identify content for human review as well as moderate user-reported content.





# Responding to Government Requests for Neighbor Information

Government agencies around the world can, by law, request neighbor information for civil, administrative, and law enforcement reasons from Nextdoor. In this report, we've included information about the raw number and type of requests we received from government agencies in 2022 for over 75 million verified neighbors.

Prior to providing information to government agencies, each request is reviewed to make sure it satisfies applicable laws.<sup>5</sup> From there, it is determined whether content is available and can be provided.

## 2022 United States Government Requests for Information

Nextdoor received 41 requests for information within the U.S. in 2022, and proactively filed one Cybertip report with the National Center for Missing and Exploited Children (NCMEC).

	Raw Number of Requests	Provided Content	Provided Non-content Only	Preserved	No Data Found	Rejected	Number of Accounts Impacted
COURT ORDER	3	0	3	0	0	0	3
EMERGENCY REQUESTS	3	0	3	0	0	0	6
PRESERVATION REQUEST	6	0	0	6	0	0	0
SEARCH WARRANT	8	8	0	0	0	0	9
SUBPOENA	19	0	12	0	1	6	17
CIVIL	2	0	0	0	0	2	0
CHILD SAFETY (CYBERTIP REPORTS) <sup>5</sup>	0	1	0	0	0	0	1

## 2022 International Government Requests for Information

	Government Information Requests	Some Information Produced	Raw Number of Accounts Impacted
UK	18	18	18
NETHERLANDS	5	5	8
AUSTRALIA	3	3	3

5. See [Nextdoor's Privacy Policy](#) for more information.

6. Child Safety Reports were disclosed voluntarily by Nextdoor, and not in response to a government request.



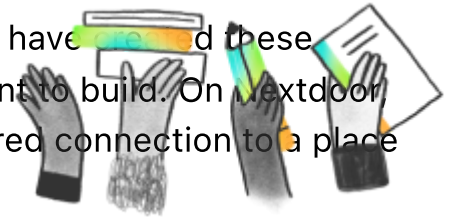
***It starts with a wave***



Search for help

# Guidelines & policies

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor you're connected not by a shared preference, but a shared connection to a place your neighborhood. Let's build a strong one together.



## Community Guidelines



## What's allowed



## Handling conflicts



[About Review Team members and moderation \(/s/article/Community-Reviewers-and-Moderation\)](/s/article/Community-Reviewers-and-Moderation).

[Review Team member: FAQ \(/s/article/Community-Review-FAQ-for-members\)](/s/article/Community-Review-FAQ-for-members).

[Support for Review Team members \(/s/article/Support-for-community-reviewers\)](/s/article/Support-for-community-reviewers).

[Review Team member welcome \(/s/article/Community-reviewer-welcome\)](/s/article/Community-reviewer-welcome).

[How to review reported content \(/s/article/How-to-review-reported-content\)](/s/article/How-to-review-reported-content).

[About moderation \(/s/article/About-moderation\)](/s/article/About-moderation).

[How to report a post or comment \(/s/article/How-to-report-content\)](/s/article/How-to-report-content).

[Tips for respectful conversations \(/s/article/Facilitating-respectful-conversations\)](/s/article/Facilitating-respectful-conversations).

[How to report a neighbor \(/s/article/How-to-report-a-member\)](/s/article/How-to-report-a-member).

[Prevent racial profiling \(/s/article/Prevent-racial-profiling\)](/s/article/Prevent-racial-profiling).

[How to provide documentation \(/s/article/How-to-provide-documentation\)](/s/article/How-to-provide-documentation).

[My content was removed \(/s/article/my-content-was-reported\)](/s/article/my-content-was-reported).

[Toolkit: Managing conversations about elections and politics \(/s/article/Moderating-Political-Posts-Toolkit\)](/s/article/Moderating-Political-Posts-Toolkit).

[Hate & Terror Groups \(/s/article/Hate-Groups\)](/s/article/Hate-Groups).

[Facilitating hard conversations: A kind guide \(/s/article/Facilitating-hard-conversations-A-kind-guide\)](/s/article/Facilitating-hard-conversations-A-kind-guide).

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## ***Account privacy***



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## ***Online safety***



## ***Top Articles***

**Business page policy and posting guidelines**  
[\(/s/article/Business-posting-guidelines\)](/s/article/Business-posting-guidelines)

**Use your true identity**  
[\(/s/article/use-your-true-identity\)](/s/article/use-your-true-identity)

**Do not engage in harmful activity**  
[\(/s/article/Do-not-engage-in-harmful-activity\)](/s/article/Do-not-engage-in-harmful-activity)

**Guidelines: For Sale and Free**  
[\(/s/article/Best-practices-For-Sale-Free\)](/s/article/Best-practices-For-Sale-Free)

**Promoting a business or service on Nextdoor**  
[\(/s/article/Promoting-a-business-or-service-on-Nextdoor\)](/s/article/Promoting-a-business-or-service-on-Nextdoor)

## **Nextdoor**

About (/about\_us/)

News (/press/)

Media Assets (<https://about.nextdoor.com/us-media/>)

Investor Relations (<https://investors.nextdoor.com/>)

Blog (<https://blog.nextdoor.com/>)

Careers (/jobs/)

Help (/help/)

## **Neighbors**

Get Started (/choose\_address/)

Events (/events/calendar/)

Neighborhoods (/find-neighborhood/)

Guidelines (/neighborhood\_guidelines/#guidelines)

2023 Neighborhood Faves (/favorites)

Anti-Racism Resources

(<https://about.nextdoor.com/antiracism/>)

Crisis Hub (<https://about.nextdoor.com/us/crisis-hub/>)

## **Business and Organizations**

Small Business (<https://business.nextdoor.com/en-us/small-business>)

Brands & Agencies

## **Industries**

Home & Garden (<https://business.nextdoor.com/en-us/small-business/industry/home-garden>)

Real Estate (<https://business.nextdoor.com/en-us/small-business/industry/real-estate>)



## About moderation

Connecting with others is a universal human need, and neighborhoods are among some of the most important communities in our lives. Much like a garden requires tending to produce crops, online communities also require patience and care to ensure community members are able to build a sense of belonging and connection with one another.

### How moderation works on Nextdoor

Nextdoor uses a blended balance of both technology and human review to detect and take action on content that violates our community guidelines, and terms of service, including:

- Algorithms to proactively detect harmful content;
- Product features that enable all neighbors to report both hurtful and harmful content and people, and distribute to the appropriate teams for review;
- A team of neighborhood volunteers—Leads and Review team members—who have opted-in to vote on content reports leveraging their local knowledge; and
- A team of trained Nextdoor employees who review content and profiles that have been flagged, and take appropriate action to support the neighbors involved.

Most content that is reported from the main newsfeed for violating the community guidelines is initially reviewed by volunteer neighborhood moderators. These volunteers are active Nextdoor neighbors, and have the ability to vote on whether or not they feel a piece of reported content violates the guidelines. Group Admins are responsible for moderating reported posts and comments from their individual groups.

Reports that are more sensitive in nature—misinformation, discrimination, etc.—are sent directly to, and handled by Nextdoor Support to ensure consistent outcomes. In addition, Nextdoor Support is responsible for managing all neighbor and moderator profile reports. Neighborhood moderators will never review another neighbor's profile, and do not have any ability to take action on a neighbor's account.

### Appealing a moderation decision

Moderating online conversations is often subjective, and requires context about the relationships between people involved. As such, mistakes can be made.

- **Authors:** Content authors have the opportunity to appeal a removal decision if they feel it has been made in error. Read more: [About content hidden notifications and appeals](https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en_US) (https://help.nextdoor.com/s/article/About-content-hidden-notifications-and-appeals?language=en\_US).
- **Reporters:** If content a neighbor reported was not removed through moderation, they will have the opportunity to appeal the decision. The appeals will be reviewed by a different set of moderators

### Reporting neighborhood moderators to Nextdoor

If you're concerned about the behavior of a fellow moderator, or moderator in your area, please report their profile to Nextdoor Support for review. Follow the in-app neighbor profile reporting flow, and use the Biased reporting or moderation reason to report the account. Read more: [How to report a neighbor](https://help.nextdoor.com/s/article/How-to-report-a-member?language=en_US) (https://help.nextdoor.com/s/article/How-to-report-a-member?language=en\_US).

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us \(/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/About-moderation?language=en\\_US\)](#)

## Categories

- Getting started
- Using Nextdoor
- Guidelines & policies
- Community Guidelines
- What's allowed
- Handling conflicts
- Account privacy
- Online safety

## Related articles

- Group admins and moderation (/s/article/moderation-of-groups)
- About the moderation history tool (/s/article/moderation-history-tool)
- About Review Team members and moderation (/s/article/Community-Reviewers-and-Moderation)
- Review Team member: FAQ (/s/article/Community-Review-FAQ-for-members)
- Deleted comments (/s/article/How-Moderation-Works)

Nextdoor	Neighbors	Business and Organizations	Industries
About (/about_us/)	Get Started (/choose_address/)	Small Business (https://business.nextdoor.com/en-us/small-business)	Home & Garden (https://business.nextdoor.com/en-us/small-business/industry/home-garden)
News (/press/)	Events (/events/calendar/)	Brands & Agencies (https://business.nextdoor.com/en-us/enterprise/public-agency)	Real Estate (https://business.nextdoor.com/en-us/small-business/industry/real-estate)
Media Assets (https://about.nextdoor.com/us/media/)	Neighborhoods (/find-neighborhood/)	Businesses on Nextdoor (/businesses/)	Professional Services (https://business.nextdoor.com/en-us/small-business/industry/professional-services)
Investor Relations (https://investors.nextdoor.com/)	Guidelines (/neighborhood_guidelines/#guidelines)	Neighborhood Faves (https://business.nextdoor.com/en-us/public-agency/neighborhood-faves)	
Blog (https://blog.nextdoor.com/)	2023 Neighborhood Faves (/favorites)		
Careers (/jobs/)	Anti-Racism Resources (https://about.nextdoor.com/us/crisis-hub/)		
Help (/help/)			

We'd like your feedback

## How to report a post or comment

We rely on you, Nextdoor neighbors, Leads and [Review Team members](https://help.nextdoor.com/s/article/Community-Reviewers-and-Moderation?language=en_US) ([https://help.nextdoor.com/s/article/Community-Reviewers-and-Moderation?language=en\\_US](https://help.nextdoor.com/s/article/Community-Reviewers-and-Moderation?language=en_US)) to report content that violates Nextdoor's [Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines) (<https://help.nextdoor.com/s/article/community-guidelines>) so that it can be reviewed and, in some cases, removed from Nextdoor. See the [reasons you might report content](https://help.nextdoor.com/s/article/reasons-for-reporting-content) (<https://help.nextdoor.com/s/article/reasons-for-reporting-content>) on Nextdoor.

Please remember that excessive or retaliatory reporting is itself unneighborly and a violation of our Guidelines.

**Web      iPhone      Android**

1. Locate the post or comment you want to report in the [Newsfeed](https://nextdoor.com/news_feed/) ([https://nextdoor.com/news\\_feed/](https://nextdoor.com/news_feed/)).
2. Click the **'more' icon** (three dots) to the right of the author's name on the post.
3. Select **Report**.
4. Fill in the requested information.
5. Click **Submit report**.

### In addition to reporting message, you can also:

- [Hide a post](/s/article/How-to-hide-a-post) (</s/article/How-to-hide-a-post>) to remove a discussion from your view of Nextdoor.
- [Mute a neighbor](/s/article/how-to-mute-a-neighbor) (</s/article/how-to-mute-a-neighbor>) you don't want to hear from.
- [Turn off notifications](/s/article/How-to-turn-on-off-notifications) (</s/article/How-to-turn-on-off-notifications>) for posts you don't want to get notifications about.
- [Report a neighbor](/s/article/How-to-report-a-member) (</s/article/How-to-report-a-member>) for behavior or account issues.

### What happens after you report a message

After a message is reported, you will receive a notification that the content is under review by a group of local moderators who will vote to remove or keep the content based on the Nextdoor [Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines) (<https://help.nextdoor.com/s/article/community-guidelines>). In some cases, reported content may be sent directly to the Nextdoor Support team. When a decision has been reached, you'll receive a notification of the status of your report. If the content was not considered a violation of the guidelines, you will have the opportunity to appeal the decision. The appeal will be reviewed by a different set of moderators.

### Reporting agency posts

Agencies must adhere to the community guidelines as well as the [Communications policy for public safety agencies](https://help.nextdoor.com/s/article/Public-Safety-Communications-Policy-for-Agencies?language=en_US) ([https://help.nextdoor.com/s/article/Public-Safety-Communications-Policy-for-Agencies?language=en\\_US](https://help.nextdoor.com/s/article/Public-Safety-Communications-Policy-for-Agencies?language=en_US)). If a neighbor sees a post from an agency that violates either policy, they can report the post by selecting the drop down menu in the upper right corner of the post and then select Report post. Reports on agency posts will be reviewed by the Nextdoor team.

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/How-to-report-content?language=en_US) ([/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/How-to-report-content?language=en\\_US](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/How-to-report-content?language=en_US))

We'd like your feedback ^

# Categories

Getting started	▼
Using Nextdoor	▼
Guidelines & policies	▲
<a href="#">Community Guidelines</a>	
<a href="#">What's allowed</a>	
<a href="#">Handling conflicts</a>	
<a href="#">Account privacy</a>	
<a href="#">Online safety</a>	

## Related articles

How to report a neighbor  
(/s/article/How-to-report-a-member)

How to report a neighbor  
(/s/article/How-to-report-residents)

How to report a direct message  
(/s/article/How-to-report-a-direct-message)

How to post  
(/s/article/How-to-post)

Why can't I post or comment?  
(/s/article/Why-can-t-I-post-or-comment)

Nextdoor	Neighbors	Business and Organizations	Industries
About (/about_us/)	Get Started (/choose_address/)	Small Business (https://business.nextdoor.com/en-us/small-business)	Home & Garden (https://business.nextdoor.com/en-us/small-business/industry/home-garden)
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Help (/help/)	Crisis Hub (https://about.nextdoor.com/us-crisis-hub/)		

## How to report a neighbor

We rely on you, Nextdoor neighbors and Leads, to report neighbors whose behavior is inconsistent with the [Community Guidelines](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1) ([/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1)).

Please report neighbors who:

- Do not **live at** or **own property** at the address listed on their profile
- Use a **fake name** or a **business name**
- Have an **inappropriate profile photo**
- **Engage in Biased reporting or moderation**
- **Demonstrate discrimination or racial profiling**
- Have otherwise **violated** the [Community Guidelines](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1) ([/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1)) through posting problematic content

**Web**    **iPhone**    **Android**

1. Click the neighbor's name in the Newsfeed.
2. Click **...** in the top right corner of that neighbor's profile--to the right of their name.
3. Select **Report**.
4. In the pop-up window, select a reason for reporting the neighbor.
5. Provide additional details about the report, for example the neighbor's real name, known address, or specific posts or behavior that violate the [Community Guidelines](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1) ([/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1](https://www.nextdoor.com/help-center/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1)). ([/s/article/community-guidelines?r=81&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1](https://www.nextdoor.com/help-center/article/community-guidelines?r=81&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1))
6. Click the green **Report** button.

### QUICK TIP

*If the neighbor you want to report is not in your Nearby Neighborhood, but is part of your Broader Local Area, you won't be able to report them, but you can report their content by clicking the arrow in the top right of the their post.*

## What to expect after reporting a neighbor:

- Reports will be evaluated and resolved by Nextdoor. If we need further information to resolve a report, the Nextdoor Support team will follow up with you. You may also receive a notification letting you know whether or not we took action based on your report.
- Your name will not be disclosed to the reported neighbor.
- The Report button will change to say "Reported." You will not be able to re-report a neighbor until the initial report is resolved.
- If you report a neighbor for having moved or for using an incorrect address, the reported neighbor will have time to either update or confirm their address. If the reported neighbor does not take action, their account will be removed from the neighborhood.

- You can also [report content](#) (/s/article/reasons-for-reporting-content?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), [mute neighbors](#) (/s/article/how-to-mute-a-neighbor?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), you don't want to hear from, or [hide discussions](#) (/s/article/How-to-hide-a-post?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), that don't interest you.

## Have you been reported?

If your account has been reported and we find that you are in violation of the [Community Guidelines](#) (/s/article/community-guidelines?r=470&ui-knowledge-components-aura-actions.KnowledgeArticleVersionCreateDraftFromOnlineAction.createDraftFromOnlineArticle=1), Nextdoor may take one or more of the following actions:

- Contact you with a warning
- Remove the inappropriate content
- Place your account on read-only access temporarily or permanently
- Disable your account temporarily or permanently

Nextdoor reserves the right to take action on Guideline violations without first reaching out to the neighbor. Learn more about why your account may be disabled, [here](#) (https://help.nextdoor.com/s/article/Disabled-account?language=en\_US).

Did this article help you?

Yes

No

Can't find what you are looking for?

[Contact us](#) (/s/authcontactus?language=en\_US&article=https://help.nextdoor.com/s/article/How-to-report-a-member?language=en\_US)

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- How to report a neighbor  
(/s/article/How-to-report-residents)
- How to report a post or comment  
(/s/article/How-to-report-content)

How to mute a neighbor  
(/s/article/how-to-mute-a-neighbor)

How to welcome a neighbor  
(/s/article/How-to-welcome-a-neighbor)

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## Group admins and moderation

### WHAT'S IN THIS ARTICLE?

- [About](#)
- [How to remove a message](#)

## About group admins and moderation

Nextdoor's Community Guidelines determine what is allowed on Nextdoor in general, but group admins have the power to decide that some of those guidelines can be relaxed in their groups. See our [Groups guidelines and reporting](https://help.nextdoor.com/s/article/Groups-guidelines-and-reporting) (<https://help.nextdoor.com/s/article/Groups-and-Events-Guidelines>) to learn what guidelines apply to both the main feed and groups and what guidelines can be relaxed in groups.

### Group admins can moderate groups by:

- Managing [group settings](https://help.nextdoor.com/s/article/How-to-create-a-group?language=en_US#edit) ([https://help.nextdoor.com/s/article/How-to-create-a-group?language=en\\_US#edit](https://help.nextdoor.com/s/article/How-to-create-a-group?language=en_US#edit)) like the group name, description, and cover photo.
- Removing messages from the group.
- Removing neighbors from the group.
- [Approving membership requests](https://help.nextdoor.com/s/article/add-neighbors-to-a-group?language=en_US) ([https://help.nextdoor.com/s/article/add-neighbors-to-a-group?language=en\\_US](https://help.nextdoor.com/s/article/add-neighbors-to-a-group?language=en_US)) in private groups.

### NOTE

Only the group creator can [delete a group](https://help.nextdoor.com/s/article/delete-a-group?language=en_US) ([https://help.nextdoor.com/s/article/delete-a-group?language=en\\_US](https://help.nextdoor.com/s/article/delete-a-group?language=en_US)). If the original creator leaves the group, the next most senior admin can delete the group.

### How do I become a group admin?

The creator of the group is automatically the group admin. To become a group admin in a group created by another neighbor, they must make you an admin. You can see who the current admins of a group are by clicking on the number of neighbors in the group and then selecting the "Admins" tab.

### How can I as a group admin add additional group admins?

On the group page, select neighbors. Click the ... next to the name of the neighbor you would like to invite to be a group admin and select 'Make (name) a group admin.'

### I don't want to be a group admin anymore. How can I step down?

If you are a group admin, you can step down to being a group member by finding your name in the group members list, selecting ... and choosing 'Remove yourself as group admin.' You will need to promote another neighbor to be the group admin before you step down.

### Does Nextdoor ever remove group admins?

Yes. Nextdoor may remove group admins (or add additional group admins) for any of the following reasons:

- If a group admin consistently fails to enforce Nextdoor's Community Guidelines or to generally moderate the group.
- If a group admin is not acting on requests to join a private group.
- If a group admin becomes inactive.



- If Nextdoor believes it's in the best interest of the group, neighborhood, or community.

### Does Nextdoor ever remove groups?

Yes. The following content/activity is prohibited in both public and private groups, and may result in group removal and/or removal/suspension of a group admin:

- **Inappropriate group names, photos, or descriptions:** Group profiles that contain profanity, hate speech, sexually explicit content or other content that violates Community Guidelines are not allowed.
- **Organizing/promoting violence or harm**
- **Hate speech/hate groups**
- **Impersonation or misrepresentation:** This includes groups pretending to be "official" representations of people, brands, businesses, or organizations, as well as groups using false or misleading group names, photos, or descriptions with the intention of obscuring a group's intended purpose.
- **Promotion of prohibited goods and services:** This includes but is not limited to: gambling, age-restricted substances, alcohol/drug rehabilitation groups, and sexually explicit content or services. See our [list of prohibited goods and services](/s/article/List-of-prohibited-goods-and-services?r=33&other.BulkModifyKnowledge.createDraftVersion=1) (/s/article/List-of-prohibited-goods-and-services?r=33&other.BulkModifyKnowledge.createDraftVersion=1).
- **Failure to moderate:** Group admins are expected to moderate their groups and remove content violating Community Guidelines. Lack of moderation or inconsistent moderation may result in group removal or removal of admin status.
- **Best interests of the community:** Nextdoor may remove groups which undermine [Nextdoor's purpose](https://about.nextdoor.com/) (https://about.nextdoor.com/).

## How to remove a message

1. Navigate to the message you want to remove.
2. Select ▼ in the top right corner of the post.
3. Select the option to **Delete**.

Did this article help you?

Yes

No

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[Contact us](https://authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/moderation-of-groups?language=en_US) (/s/authcontactus?language=en\_US&article=https://help.nextdoor.com/s/article/moderation-of-groups?language=en\_US)

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## Groups and Events Guidelines

In general, [Nextdoor Community Guidelines](https://help.nextdoor.com/s/article/community-guidelines?language=en_US) (https://help.nextdoor.com/s/article/community-guidelines?language=en\_US) apply to groups and events. However, there are two exceptions which are captured below:

Topic	Events	Groups	Newsfeed
Religion	Religious events are permitted if they highlight general information, such as event times, locations, and attire. They may not include religious language or imagery	Discussion is permitted if allowed by Group Admin	Discussion is not permitted. Please see full guideline <a href="https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US">here</a> (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US).
Politics	Political events are permitted as long as they adhere to all other <a href="https://help.nextdoor.com/s/article/community-guidelines?language=en_US">Community Guidelines</a> (https://help.nextdoor.com/s/article/community-guidelines?language=en_US). For example, you can post about local peaceful rallies or protests that you support or plan to attend. For more information, see the full politics guideline <a href="https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US">here</a> (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US).	Discussion is permitted if allowed by Group Admin	Local and personal experiences regarding politics are permitted. Discussion of national issues should be taken to Groups. Please see full guideline <a href="https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US">here</a> (https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US).

In addition, group admins have full discretion over what members and messages they choose to allow in their groups, as long as they don't exercise this discretion in a way that violates Nextdoor's [guidelines against discrimination](https://help.nextdoor.com/s/article/Do-not-discriminate?r=29&other.BulkModifyKnowledge.createDraftVersion=1) (https://help.nextdoor.com/s/article/Do-not-discriminate?r=29&other.BulkModifyKnowledge.createDraftVersion=1) or that undermines [Nextdoor's purpose](https://about.nextdoor.com/) (https://about.nextdoor.com/) in other ways.

### PLEASE NOTE

It is not against Nextdoor's guidelines to post about events in the main feed without selecting the 'event' post type.

## How to report a Group

If an entire group violates the guidelines outlined above or the Community Guidelines, please report it so it can be reviewed by Nextdoor staff.

1. To report a group, click **...** to the right of the group title.
2. Select **Report Group**.
3. After you submit your report, Nextdoor's Support team will review it and take the appropriate action related to the group in question.

## How to report an Event

If an event violates the guidelines outlined above or the Community Guidelines, please report it so it can be reviewed by Nextdoor staff.

1. To report an event, click **...** on the upper right corner.
2. Select **Report**.
3. After you submit your report, Nextdoor's Support team will review it and take the appropriate action related to the event in question.

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Yes

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[Contact us \(/s/authcontactus?language=en\\_US&article=https://help.nextdoor.com/s/article/Groups-and-Events-Guidelines?language=en\\_US\)](/s/authcontactus?language=en_US&article=https://help.nextdoor.com/s/article/Groups-and-Events-Guidelines?language=en_US)

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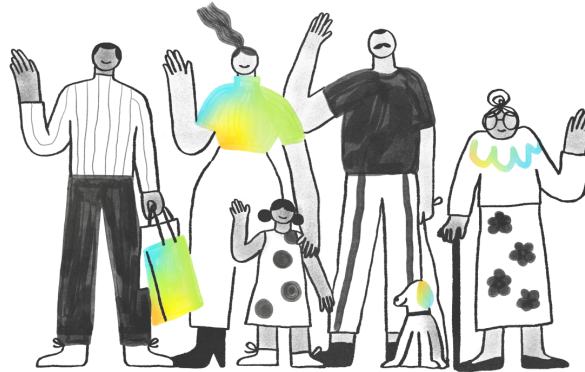
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## Community Guidelines

### We're glad you're here.

We want everyone to feel welcome on Nextdoor, and we have created these Guidelines to define the values of the community we want to build. On Nextdoor, you're connected not by a shared preference, but a shared connection to a place — your neighborhood. Let's build a strong one together.



**1. ([https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en\\_US](https://help.nextdoor.com/s/article/Be-respectful-to-your-neighbors?language=en_US)) Be respectful to your neighbors**  
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You're speaking to your real neighbors. Strong communities are built on strong relationships.

**2. ([https://help.nextdoor.com/s/article/Do-not-discriminate?language=en\\_US](https://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US)) Do not discriminate**  
([http://help.nextdoor.com/s/article/Do-not-discriminate?language=en\\_US](http://help.nextdoor.com/s/article/Do-not-discriminate?language=en_US))

We do not tolerate racism, hateful language, or discrimination of any kind.

**3. ([https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en\\_US](https://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US)) Discuss important topics in the right place**  
([http://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en\\_US](http://help.nextdoor.com/s/article/Be-helpful-in-conversations?language=en_US))

We have policies and dedicated spaces for important non-local topics, such as national politics.

**4. (<https://help.nextdoor.com/s/article/use-your-true-identity>) Use your true identity**  
(<http://help.nextdoor.com/s/article/use-your-true-identity>)

Nextdoor is built on trust — we want everyone to know they're communicating with their real neighbor, and therefore require you to use your true identity.

## 5. ([https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en\\_US](https://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US)) **Do not engage in harmful activity** ([http://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en\\_US](http://help.nextdoor.com/s/article/Do-not-engage-in-harmful-activity?language=en_US))

We prohibit any activity that could hurt someone, from physical harm to scams.

You, our neighbors who make up Nextdoor, play a key role in neighborhood [moderation](https://help.nextdoor.com/s/article/About-moderation?language=en_US) ([https://help.nextdoor.com/s/article/About-moderation?language=en\\_US](https://help.nextdoor.com/s/article/About-moderation?language=en_US)) by reporting content or neighbors that violate these Guidelines. Please remember that disagreeing with a post is not a reason to report it. This slows down our ability to remove content that is truly abusive and to create a platform where everyone feels welcome.

### ADDITIONAL POLICY RESOURCES

- [Member Agreement](https://nextdoor.com/member_agreement/) ([https://nextdoor.com/member\\_agreement/](https://nextdoor.com/member_agreement/))
- [Privacy Policy](https://nextdoor.com/privacy_policy/) ([https://nextdoor.com/privacy\\_policy/](https://nextdoor.com/privacy_policy/))

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