

The Code of Conduct applies to all who choose to participate in the Nextdoor Neighborhood Teams community hosted at teams.nextdoor.com. These important ground rules are designed to ensure the community is a respectful, helpful, and collaborative space for everyone.

1. **Be a good neighbor:** Quite simply, treat the people in the community with the respect and humanity that you would like to have someone treat you with. Shaming others, using extreme sarcasm, and/ or using a tone or language that is not helpful does not model the behavior we expect of participants in the Leads Program. We have a zero-tolerance policy towards harassment, discrimination, or any other abusive behavior of any kind towards any members of the community, including Nextdoor employees and partners.

Additionally, the community is not the place to solve neighbor-to-neighbor disputes. If you are having an issue with another neighbor – neighborhood lead, reviewer, welcomer, group admin, business, or otherwise – please attempt to solve it directly with the other person. If you are unable to resolve the issue, or have concerns about another person's behavior, please reach out to [Nextdoor Support](#) for help.

2. **Maintain confidentiality:** The Neighborhood Teams community is available to neighborhood leads, reviewers, welcomers, group admins, and Nextdoor employees and/ or partners. They are not publicly visible, nor are they search indexed.

As part of our commitment to earn trust every day, we often share details about our new product features and/ or policies. As such, all content posted to this forum is considered confidential, unless explicitly stated by the author that it may be shared externally. In the event the content author gives approval to share their post externally, a best practice is to obfuscate or crop out the member's name and avatar before posting.

If content is found to be shared externally we will no longer be able to share details about our platform or company updates in advance.

3. **Disagree without being disagreeable:** Our differences and diverse backgrounds allow for fresh perspectives and unique opportunities to learn from each other. Our skills and experience vary—and that's a good thing. Assume positive intent in your fellow community members, and in the Nextdoor team. Ask questions when you don't understand, and listen carefully. Please share product feedback in a constructive manner.
4. **Be mindful of your impact on others:** It's easy to forget there's another human being that will read the words you're posting, regardless of if you're speaking to them directly. Forums can be a spectator sport, and the words you choose to use will impact someone, in either a positive or negative way. Please avoid the behaviors that can take a toll on other community members, including: cross-posting the same message/ concern on several different threads, trolling or intentionally antagonizing other members or Nextdoor employees, or using all caps or aggressive punctuation in your posts.

The Neighborhood Teams community provides a path of communication between neighborhood leads, reviewers, welcomers, group admins and Nextdoor, as well as to

celebrate the achievements in our communities, and support each other in building strong communities in our neighborhoods. If you feel the urge to bang away at your keyboard out of frustration or anger, please pause and come back later.

Finally, the community is not designed to be a replacement for, nor is it an escalation channel to Nextdoor Support. If you are experiencing an issue with the Nextdoor platform, need to report a group or piece of content, or are having a member dispute please check out our [Help Center](#) or [Contact Support](#) directly.

The Fine Print

This Code of Conduct supplements and is incorporated into Nextdoor's [Member Agreement](#). To the extent that this Code of Conduct and the Member Agreement are in conflict, the [Member Agreement](#) governs.

By participating in the Nextdoor Neighborhood Teams community you agree and accept the Code of Conduct. Per our [Member Agreement](#), we reserve the right to overturn any action taken by you if we, in our sole discretion, believe that such action is not in the interest of Nextdoor. We reserve the right to revoke or limit your participation in the Nextdoor Neighborhood Teams community at any time and for any reason or no reason, including for a breach of our Member Agreement, this Code of Conduct, and any other relevant policies or guidelines. Our team reserves the right to remove any and all content and/ or members who display abusive conduct or breach the above guidelines. Though we aim to give notice of any changes, we may update our Code of Conduct any time, at our discretion.

The community is not a replacement for, nor is it an escalation channel to Nextdoor Support. If you are experiencing an issue with the Nextdoor platform, need to report a group or piece of content, or are have concerns about the behavior of a neighbor on Nextdoor, please check out our [Help Center](#) or [Contact Support](#) directly.