



Residential Tenancies Board Twitter Policy

Who we are

The Residential Tenancies Board, also known as the RTB, is a public body set up to support and develop a well-functioning rental housing sector. Our role is to regulate the rental sector, provide information and research to inform policy, maintain a national register of tenancies, resolve disputes between tenants and landlords, initiate an investigation into Improper Conduct by a landlord, and provide information to the public to ensure tenancies run smoothly and no issues arise. For more information about the RTB, please visit www.rtb.ie.

Purpose of RTB Twitter account

@RTBinfo is the official Twitter account of the Residential Tenancies Board. The RTB's Twitter account is a channel to share information and news on the rental sector in Ireland.

This Twitter policy outlines the content you can expect to see on the RTB's Twitter account and the RTB's policy on how we interact with members of the public.

You will find the following types of tweets on this account:

- News, stories and reports from the RTB
- Information on events, conferences and meetings relevant to the sector
- Information on rental rights and responsibilities for those living and working in the rental market sector
- Information on the services available from the RTB
- Status updates during emergencies

Use of this Twitter account is primarily to convey information and is not intended as a means of contacting RTB business units directly, or for submitting press queries. **If you have an urgent query relating to an individual case, please contact the RTB directly by calling 0818 303037 or 01 702 8100 or using our WebChat facility on our website (www.rtb.ie). Alternatively, you may also email the relevant Business Unit directly by using the emails listed below.**

Code of conduct

The RTB welcomes and encourages engagement on our Twitter account. However, if we find that the below guidelines for engagement, interaction and communication are being infringed, we will intervene as necessary.

Contributions to the RTB Twitter channel must:

- Be accurate (where they state facts)
- Be genuinely held (where they state opinions), and
- Comply with applicable law in any country from which they are posted.

The RTB reserves the right and has absolute discretion to screen, filter, edit, refuse or remove, without notice, any contributions posted on any RTB social media channel which include, but are not limited to:

- Comments which include offensive, inappropriate or obscene language or content (including images, videos or links)
- Threatening, violent, abusive or insulting content or statements likely to stir up hatred
- Personal attacks aimed at RTB staff, suppliers, agents/contractors acting on behalf of the RTB, or other members of the public
- Material infringing on any patent, copyright, database right, trade mark, or other intellectual property right of any other person
- Material which is defamatory of any person
- Material breaching the data protection, privacy or confidentiality rights of any person
- Material promoting discrimination based on gender, marital status, age, disability, race, sexual orientation, religious belief
- Spam messages

The RTB reserves the right to block any user of the RTB Twitter channel that breaches the above guidelines.

If you have a query as to why a comment or post was removed from the RTB social media channel, we will make every effort to communicate the reasons with you on request – please send us a Direct Message.

Content

The RTB will endeavour to update our Twitter content regularly. Any material on the RTB Twitter channel may be out of date at any given time and the RTB is under no obligation to update such material.

The RTB makes no representations or warranties of any kind, expressed or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information contained on the RTB's Twitter channel.

The RTB seeks to remind users that details of cases and/or case parties should not be publicly posted on Twitter. The RTB will remove all posts containing details of cases and/or case parties, and posts containing information which may be of a sensitive or confidential nature.

Retweets

Please note retweets of content does not mean that the RTB endorses the tweet.

On occasion, the RTB will retweet posts from other accounts that we think our followers may find relevant, but this should not be considered an endorsement of the content or the account.

Who we follow

If you follow the RTB, please note we will not automatically follow you back. The RTB does not endorse any of the views of tweets found in the accounts that we follow.

If you have a query and wish to send it to us via direct message, we do not need to follow each other. It is possible to send us Direct Messages without the need for us to follow each other.

Replies and Direct Message Response Times

We welcome queries and feedback from our followers; however, we may not be able to reply individually to all messages we receive via Twitter.

We endeavour to acknowledge receipt of a query within 48 hours. Please note some queries may take longer to reply to as all queries are on an individual basis. Receipt of correspondence by the RTB Twitter account does not affect the status or processing time of any individual cases and is for reference to the individual only.

Please do not include personal/private information in your tweets, comments or direct messages to us.

Availability

The RTB will check Twitter frequently throughout the day during our regular business hours of 9am – 5pm Monday to Friday. However, Twitter may occasionally be unavailable, and we accept no responsibility for lack of service due to Twitter downtime, we advise customers not to use Twitter for any urgent queries related to our services.

For any urgent queries, please contact the RTB by phone on 0818 30 30 37 or 01-702 8100, or via Webchat on www.rtb.ie between 9am to 5pm Monday to Friday.

To contact an RTB Business Unit directly, you can also email us at one of the email addresses below.

RTB Business Unit contacts

The RTB has different Business Units which manage different areas and services of the RTB. If you are experiencing a tenancy-related issue or have a query relating to a specific tenancy area, you may also contact the relevant RTB business unit by using the emails below.

- If you have a query about **registering a tenancy**, please contact the Registration Unit by emailing registrations@rtb.ie
- If you would like to inform the RTB that a **tenancy is not registered**, please contact the Registration Enforcement Unit by emailing enforcement@rtb.ie
- If you have a query related to **Student Specific Accommodation**, please email ssa@rtb.ie

- If you have a query about **Dispute Resolution, applying for Dispute Resolution or a dispute case**, please email disputes@rtb.ie
- If you have a query about **appealing a case and Tribunal-related queries**, please email tribunals@rtb.ie
- If you need support or have a query on how to **enforce a Determination Order**, please contact the Determination Order Enforcement Unit at enforceorder@rtb.ie
- If you have information about an **alleged instance of Improper Conduct**, contact the Investigations and Sanctions Unit at investigations@rtb.ie
- **If you are a journalist and have a media query**, please contact the Communications team by emailing media.queries@rtb.ie
- If you have a **research-related query** about the RTB or rental sector, please email research@rtb.ie

For a full list of Business Unit email addresses, please visit our website [here](#).

Media Queries

If you are a journalist working for a media outlet or would like to be added to our press release distribution list, please direct all queries to media.queries@rtb.ie.

Data Protection

The RTB respects your privacy and is committed to complying with Data Protection law. For information on how the RTB handle your personal data, please refer to the RTB Privacy Statement at <https://www.rtb.ie/privacy-statement>.