



Twitter policy

Who we are

This policy governs the use of RTB social media channels.

Please note that we are not authorised to respond to queries or messages relating to individual cases on the RTB Twitter channel.

@RTBinfo is the official Twitter account of the Residential Tenancies Board. Any other page, or account, bearing the name of the Residential Tenancies Board, or claiming to represent the Residential Tenancies Board, is not an official social media channel.

The RTB have created this Twitter account to share information and news on the rental market in Ireland. You will find the following tweets on this account:

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

RTs does not equal an endorsement

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, we will not automatically follow you back.

It is possible to send us Direct Messages without the need for us to follow each other.

Replies and Direct Messages

We welcome feedback from our followers, however we regret we cannot reply to all comments and queries received. Our replies to tweets will often refer to our website or contact details where you will find more information.

Contact information for the RTB is available on www.rtb.ie/contact-us

Availability

The RTB will check Twitter frequently throughout the day. However, we advise customers to not use Twitter for any urgent queries about our services.

If you have an urgent query, please contact us on 0818 30 30 37 (lo-call) or 01-702 8100 between 8.30am and 6.30pm.

You can also email the RTB using the following email addresses:

Registrations@rtb.ie – for queries about tenancy registration.

Disputes@rtb.ie – for queries on landlord and tenant rights and responsibilities, submitting an application for dispute resolution or queries on current cases.

If you have a media query, please email media.queries@rtb.ie.

Content

The RTB will endeavor to update our social media channels regularly. Any material on the RTB Twitter channel may be out of date at any given time and the RTB are under no obligation to update such material.

The RTB makes no representations or warranties of any kind, express 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.

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 contact websitequeries@rtb.ie