



TIPS FOR MANAGING BeNe MEMBERSHIP REQUESTS

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- 1) Responding to all requests consistently is very important. Consider using these sample messages to reduce your workload and ensure consistency. Keep the request for residency confirmation vague on purpose. Some people will offer their complete address immediately which makes it easier to NAK Attack (Neighborly Act of Kindness) them right away. If they don't give a complete address, that's ok too. All they really need to say is something along the lines of "Yes, I live in <<your city>>.

- a. Message for first time request to join:

Hi! It's so nice to see your interest in joining Being Neighborly! If you are a resident of << your city >> or if you live in an area that is part of the << your city >> School District, we'd love to have you!

Once you confirm your residency, I'll be happy add you to the group! If I don't hear back from you in about a week, I'll assume that you are no longer interested in joining. If that isn't correct, feel free to again request to join.

I look forward to hearing from you!

<https://www.facebook.com/groups/<< link to your BeNe group >>/>

- b. Message after residency is confirmed:

Perfect! I'm happy to go add you to the group. If you read the pinned post you'll see that we have lots of fun things going on and feel free to jump right in!! Welcome!

- c. Message to existing member who has requested membership for someone else. Taking this step is optional. It honors the existing member to take the time to follow through but again, isn't required.

Hi - I noticed that you added a request for your friend xxxxxx to join Being Neighborly. I sent her a PM to confirm her residency but haven't heard back. Sometimes people just don't see the message if it goes to the their "message requests" folder. Do you know if she lives in Lake Stevens and if she'd like to join? Thanks for your help. :)

- 2) Only people who live within the designated geographical area for your group can join.
- 3) Exceptions to the residency requirements include
 - a. Admins from other BeNe groups who agree to observe only can be approved.
 - b. Once potential admins for new groups have successfully completed the Potential Admin Questions form, they may silently observe in order to get a better understanding of what we do.
 - c. On the very rare occasion that you have a leader from a key neighborhood organization with whom you are actively building a partnership, it would be ok to grant them membership so as to give them an opportunity to have more visibility in the community.
- 4) There is no inherent obligation to accept every person who requests membership. Some judgment may be required. For example, if upon viewing a potential new member's personal profile, you see that they represent a hate group or have a generally hateful perspective, their request to join can be declined.
- 5) Every new member should be welcomed with a post welcoming them to the group. It is best to have no more than one welcome message per day. As new people are added throughout the day, simply edit the text to include each new name. Keeping a lot of different "welcome" memes available that you rotate through makes this job easier. Existing members are encouraged to comment with their welcomes too.
- 6) Be sure to review the member request list at least weekly. If there is someone who has not responded to the residency confirmation request message after a week or so, you can decline their request to join. You can give people who have friends in the group, who have our city listed in their personal profile or who belong to other community groups associated with our city a little more time since it's more likely that they do meet the residency requirements. But, if they don't eventually respond and in particular if you can see that they have read the message but failed to respond, you can decline them. If they happen to respond after you have declined their request, just request that they submit another request to join.
- 7) Don't be shy about blocking people who represent potential negativity or harm to the group. You can also block someone who has blatantly broken the rules and has been removed from the group.
- 8) On the rare occasion that someone requests membership but they have their setting such that you are unable to message them, unfortunately they need to be declined since we can't have members with whom we can't communicate.
- 9) Although it's a little harder to manage this, when someone moves out of the area, be sure to remember to remove them from membership.