

# Dublin Tenants Association Protocols

The DTA have developed the following protocols around the work we do. It is important that everyone who participates in the DTA is aware of these protocols and abides by them. They are designed to make sure we work effectively and responsibly.

## Case work

- I. Confidentiality is a crucial part of case work
- II. Contact persons should inform tenants of their rights and options, but should never unduly encourage tenants to take any action which may have negative consequences for the tenant
- II. Contact persons should make tenants aware that the DTA doesn't accept liability for actions taken by tenants. The ultimate responsibility for the particular course of action taken rests with the individual tenant
- IV. Contact persons should participate in the DTA's educational activities and should inform themselves around relevant issues on an ongoing basis
- V. No one can act as a contact person without regularly attending DTA meetings
- VI. No one can act as a contact person without shadowing at least two cases
- VII. Contact persons should always be receptive to suggestions, input and advice from other members of the DTA
- VIII. If 75% of the Steering Group of the DTA believe a particular individual should not be acting as a contact person then they will not be allowed to act as a contact person

## Media and social media

- I. Before having access to the email, blog and facebook accounts of the DTA an individual must be a member of the DTA Steering Group
- II. To have access to the email, blog and facebook accounts of the DTA an individual must be regularly attending weekly meetings
- III. To act as a spokesperson for the DTA an individual must also fulfil the above two conditions
- IV. Social media and mainstream media shall be used to advance the aims and objectives of the DTA and not for personal gain or to advance political views or political organisations beyond that
- V. Social media and other media should never be used to promote sexist, racist or homophobic views or views that could be deemed offensive to any group of tenants or in wider society
- VI. If a majority of members of the Steering Group feel an individual should not have access to social media or act as media spokesperson this will be respected

## Money

- I. No person will be responsible for DTA money or finances without being a member of the Steering Group