

General Guidelines

House Report Card allows users to contribute different kinds of content, including reviews, photos, videos, tips, direct messages, and more. Playing nice isn't rocket science, but just in case, we've put together these general guidelines. Please also read the guidelines below for specific types of content that you might contribute to the site.

- **Inappropriate content:** Colorful language and imagery is fine, but there's no need for threats, harassment, lewdness, hate speech, and other displays of bigotry.
- **Conflicts of interest:** Your contributions should be unbiased and objective. For example, you shouldn't write reviews of your own house, your friends' or relatives' house, or your peers or competitors house.
- **Promotional content:** We generally frown upon promotional content. Let's keep the site useful for consumers and not overrun with commercial noise from every user.
- **Relevance:** Please make sure your contributions are relevant and appropriate to the forum. For example, reviews aren't the place for rants about philosophical or political ideologies, extraordinary circumstances, or other matters that don't address the core of the consumer experience.
- **Privacy:** Don't publicize other people's private information. Please don't post close-up photos or videos of houses without the owner's permission, and please don't post other people's full names unless you're referring to service providers who are commonly identified by or commonly share their own full names.
- **Intellectual property:** Don't swipe content from other sites or users. You're a smart cookie, so write your own reviews and take your own photos and videos, please!
- **Demanding payment:** You should not use removing or posting your review as a way to extract payment from a homeowner.

Review Guidelines

The best reviews are passionate and personal. They offer a rich narrative, a wealth of detail, and a helpful tip or two for other member's of our community. Here are some additional thoughts for conscientious reviewers.

- **Personal experience:** We want to hear about your firsthand experience, not what you heard from your co-worker or significant other. Try to tell your own story without resorting to broad generalizations and conclusory allegations.
- **Accuracy:** Make sure your review is factually correct. Feel free to air your opinions, but don't exaggerate or misrepresent your experience. We don't take sides when it comes to factual disputes, so we expect you to stand behind your review.

- **Review updates:** Review updates should reflect a new experience or interaction with the home. Don't tell the same old story you've already told. If you'd like to add new insight to an old experience, you can edit your review within 30 days of posting it.

Photo and Video Guidelines

House photos and videos should be broadly relevant to the house and reflect your experience (e.g., what the house and property look like, what the area and schools offer, etc.).

Ask the Community

We know that being able to ask and answer questions from the community about a house is extremely valuable, but as they say, with great power comes great responsibility. Here are some things to think about when interacting with other users via questions and answers.

- **Be helpful:** A lot of people will benefit from your questions and answers, so stick to questions that are also relevant to others, don't ask loaded questions or make presumptions, and keep the tone civil and non-argumentative. A little humor is fine, but if you really don't have anything meaningful to add, best not to say anything at all.
- **Be specific:** Although broad questions and generic answers may get a large response, they might not provide quality information you're looking for. By adding more context and details into your questions/answers you'll get more focused information and meaningful conversation. Also, keep your questions limited to the house at hand. Ask more general questions in a different area of our site.
- **Be clear:** If your question isn't easy to understand, it is less likely to receive any answers. Ensure your questions have as much detail as possible to get the best possible answers.
- **Avoid:** Answering a question with another question; this detracts from the original question and isn't very helpful.