

Community Guidelines

Effective Date: 03/08/2026

Last Updated: 03/08/2026

Welcome

Our Platform is designed to help Subcontractors connect with Self-Employed independent tradespeople in a safe, respectful and professional environment.

These Community Guidelines explain the standards we expect from everyone who uses our Platform. By following these guidelines, you help create a positive experience for all users.

These Guidelines should be read alongside our Terms and Conditions, Acceptable Use Policy and Review Policy.

1. Treat Everyone with Respect

We expect all members of our community to treat one another with courtesy and professionalism.

Please:

- Be polite.
- Be patient.
- Be honest.
- Respect different opinions.
- Communicate professionally.

Do not:

- Harass others.
- Bully users.
- Intimidate anyone.
- Threaten violence.
- Use abusive or offensive language.
- Discriminate against others.

2. Be Honest

Trust is the foundation of our Platform.

Always provide truthful information about:

- Yourself.
- Your business.
- Your qualifications.
- Your services.
- Your availability.
- Job requirements.

Do not deliberately mislead other users.

3. Keep Communication Professional

Whether you are a Subcontractor or a Tradesperson, communicate clearly and respectfully.

Avoid:

- Aggressive language.
- Repeated unwanted messages.
- Personal insults.
- Misleading statements.
- Excessive use of capital letters or offensive language.

If disagreements arise, remain calm and focus on resolving the issue constructively.

4. Respect People's Privacy

Never share another person's private information without their permission.

Examples include:

- Home addresses.
- Telephone numbers.
- Email addresses.
- Financial information.
- Identity documents.

- Personal photographs unrelated to the work.

Only collect or use personal information where necessary to provide or receive services.

5. Genuine Reviews Only

Reviews help other users make informed decisions.

When leaving a review:

- Be honest.
- Be fair.
- Base your comments on your genuine experience.
- Stick to the facts where possible.

Never:

- Post fake reviews.
- Pay for reviews.
- Ask others to leave misleading reviews.
- Attempt to manipulate ratings.

6. Tradespeople

Tradespeople should always:

- Present accurate business information.
- Arrive on time whenever reasonably possible.
- Communicate delays promptly.
- Carry out work professionally.
- Be transparent about pricing.
- Honour commitments wherever possible.

Do not claim qualifications, licences or insurance that you do not hold.

7. Subcontractors

Subcontractors should:

- Respond honestly to questions.
- Respect appointment times.

- Treat tradespeople professionally.
- Pay agreed amounts in accordance with any agreed contract you make between yourselves.

Please avoid submitting fake enquiries where no genuine work exists.

8. Keep content Appropriate

Content shared on the Platform should be relevant to trades and home improvement services.

Do not upload content that:

- Is illegal.
- Is defamatory.
- Is abusive.
- Contains hate speech.
- Promotes violence.
- Contains sexually explicit material.
- Promotes illegal activity.
- Contains malware or harmful software.
- Infringes intellectual property rights.

9. Protect the Platform

Help us keep the Platform secure.

Do not attempt to:

- Access accounts that are not yours.
- Circumvent security measures.
- Introduce viruses or malware.
- Reverse engineer the Platform.
- Use automated tools to scrape information without permission.
- Interfere with the operation of the Platform.

10. Report Problems

If you see behaviour that concerns you, please let us know.

You can report:

- Fake accounts.
- Fraud.
- Harassment.
- Fake reviews.
- Inappropriate messages.
- Misleading profiles.
- Policy violations.

Reports help us maintain a safe and trustworthy community.

11. Help Resolve Disagreements

Disagreements can happen.

If they do:

- Stay respectful.
- Explain your concerns clearly.
- Listen to the other person's perspective.
- Try to resolve issues directly where appropriate.

Avoid using threats or abusive language during disputes.

12. Consequences of Breaking These Guidelines

Where users fail to follow these Guidelines or our other policies, we may take action including:

- Issuing a warning.
- Removing content.
- Removing reviews.
- Restricting certain Platform features.
- Suspending accounts.
- Permanently removing accounts.
- Reporting unlawful activity to the relevant authorities where appropriate.

The action we take will depend on the seriousness and frequency of the behavior.

13. Building a Better Community

Our Platform works best when everyone contributes positively.

By using our Platform, you help create a community that values:

- Trust.
- Professionalism.
- Fairness.
- Honesty.
- Respect.
- Safety.

We appreciate every user who helps us maintain these standards.

14. Changes to these Guidelines

We may update these Community Guidelines from time to time.

Any significant changes will be published on the Platform together with the revised "Last Updated" date.

Continued use of the Platform after changes take effect constitutes acceptance of the updated Guidelines.

15. Contact

If you have questions about these Community Guidelines or wish to report behaviour that may breach them, please contact us.

Email: Dan@skylinepainting.co.uk

Company: Opratives

Website: Opratives.co.uk

