



New York Terms of Service Report

Reporting Period: July 1, 2025 to September 30, 2025

Submitted to the Office of the New York State Attorney General, February 6, 2026

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This New York Terms of Service Report ("Report") is submitted by Nextdoor, Inc. ("Nextdoor", "we", "us", or "our") in accordance with N.Y. Gen. Bus. Law § 42-1102.

Table of Contents

[1. Introduction](#)

[2. Terms of Service](#)

[3. Definitions of Content Categories](#)

[4. Content Moderation Practices](#)

[Appendix](#)

1. Introduction

Nextdoor is the essential neighborhood network for over 100 million neighbors across 345,000 neighborhoods, offering trusted local news, real-time safety alerts, neighbor recommendations, for sale and free listings, and local events. Nextdoor connects neighbors to the people, places, and information that matter most in their local communities. In addition, local businesses, news publishers, and public agencies use Nextdoor to share important information and engage with neighbors at scale.

Since the removal of the “Connections” feature from the Nextdoor platform in February 2025, Nextdoor users have not been able to create or manage direct social connections with other users. As such, Nextdoor’s understanding is that it is not presently within the scope of “social media platform,” as that term is defined at N.Y. Gen. Bus. Law § 42-1100.

Even so, Nextdoor has chosen to produce and submit this Report voluntarily, with information about our terms of service and moderation practices, to provide greater transparency to New York users.

2. Terms of Service

A. Nextdoor Community Guidelines

*Responsive to § 42-1102(1)(a).*¹ Upon joining the Nextdoor platform, users agree to our Member Agreement, which includes, by reference, our [Community Guidelines](#). The Community Guidelines determine appropriate and permitted uses – as well as prohibited uses – of Nextdoor’s services.

Specifically, the Community Guidelines set out the primary guidelines for use of the Nextdoor platform, with links to further information and details about each.

- [Be respectful to your neighbors](#)
- [Do not discriminate](#)

¹ Because this is Nextdoor’s first report, a response to § 42-1102(b) (re changes to terms of service) is not provided.

- [Discuss important topics in the right place](#)
- [Use your true identity](#)
- [Do not engage in harmful activity](#)

If users violate our Community Guidelines, we may remove their content, suspend, delete or deactivate their account or limit privileges, or otherwise refuse service.

As such, for purposes of this Report, the Community Guidelines, including additional details provided for each of the primary guidelines, constitute our terms of service² and shall be referred to collectively as our “terms of service” hereafter. (In addition to the links above, copies of the terms of service are provided in the Appendix, in their form as of the end date of the reporting period.)

3. Definitions of Content Categories

A. Hate speech or racism

Responsive to § 42-1102(1)(c)(i). [Community Guideline 2, “Do not discriminate,”](#) defines Nextdoor’s hateful content policy as follows:

Zero tolerance for discrimination and hate: We do not tolerate racism, discrimination, or hate speech in any form on Nextdoor. Neighbors come from every background—everyone deserves respect and safety.

Hate speech, violence, or threats	
Showing or eliciting support for hate groups or people promoting hate	

² N.Y. Gen. Bus. Law § 42-1100 defines “terms of service” as follows: “a policy or set of policies adopted by a social media company that specifies, at least, the user behavior and activities that are permitted on the internet-based service owned or operated by the social media company, and the user behavior and activities that may subject the user or an item of content to being actioned.”

Promoting hate-based conspiracy theories or misinformation (e.g., Holocaust denial or “Antifa is invading the suburbs”)	✗
Suggesting, showing, threatening, or glorifying violence —even as a joke —against anyone	✗
Attempting to condone or trivialize violence against others — even inadvertently (e.g., “Yeah, but that person is a criminal”)	✗

B. Extremism or radicalization

Responsive to § 42-1102(1)(c)(ii). Although Nextdoor’s Community Guidelines do not specifically define extremism or radicalization, extremism on Nextdoor is addressed through [strict guidelines that prohibit hate and terror groups](#). When designating hate and terror groups, Nextdoor may reference lists compiled by organizations such as the U.S. State Department, Southern Poverty Law Center and the Anti-Defamation League. Nextdoor also enables Neighbors to [report](#) groups that violate Community Guidelines.

C. Disinformation or misinformation

Responsive to § 42-1102(1)(c)(iii). Nextdoor addresses disinformation and misinformation through its [misinformation policy](#), which provides:

Political misinformation

To elevate and share accurate information about political news and events, Nextdoor collaborates with non-partisan organizations like Vote.org, local government agencies, and more.

Manipulated media

Content must not use generative AI or other technologies to intentionally mislead or manipulate. This includes altered or AI-generated images of political figures, news, or events—unless clearly labeled as parody or satire.

Political conspiracies

Nextdoor's political misinformation policy prohibits:

- False or misleading information about the cause of national or international acts of violence involving political figures
- Messages that promote or could incite violence to individuals, groups, or property

Elections

Nextdoor's election misinformation policy prohibits:

- False or misleading information that could discourage voting, prevent votes from being counted, or interfere with the election process
- Messages that incite or encourage interference with vote counting
- False or misleading claims about election results that could disrupt the democratic process
- Messages that promote or could incite violence to block the peaceful transfer of power

We will also remove known disinformation about candidates, including:

- Doctored or fake content (e.g., quotes, images, or other material) meant to make a candidate seem unfit for office
- Debunked claims about a candidate's citizenship, criminal history or activity, or personal history intended to question their eligibility or fitness for office

Nextdoor uses a mix of technology and neighbor reports to identify and remove content that violates this policy.

Medical Misinformation

Nextdoor's Community Guidelines are designed to build trust by keeping content authentic, reliable, and useful. To protect public health, we prohibit medically unsupported claims that could harm neighbors or communities, including anti-vaccine content, false cures, or misinformation about public health emergencies.

Anti-Vaccine Advice

As a commitment to neighbor safety, we prohibit misinformation about vaccines that has the potential to cause harm or threatens public safety. We rely on trusted public health resources to evaluate content that may be misinformation.

Nextdoor prohibits false or misleading statements and conspiracy theories about vaccines that could prevent or discourage people from receiving vaccines, including claims that:

- Vaccines cause autism;
- Vaccines contain microchips;
- Vaccines cause the diseases for which they're intended to prevent;
- Vaccines contain unsafe toxins that are poisonous or harmful.

Health Emergencies

Neighbors turn to Nextdoor to lend a hand, lean on others when they need help the most and connect with local authorities that provide relevant, real-time information. Nextdoor works closely with government partners, both local and national, to share important, substantiated news and information on evolving health emergencies as well as their corresponding vaccines and treatments.

To ensure that our neighbors receive trustworthy and helpful information, Nextdoor prohibits content that perpetuates false or misleading claims and conspiracy theories about health emergencies, including their causes, cures, and prevention methods that might be harmful to neighbors and communities. Health emergencies are a dynamic situation, and we work to align any action we take with the guidelines of trusted public health officials.

D. Harassment

Responsive to § 42-1102(1)(c)(iv). Harassment is not explicitly defined as a category of prohibited content in the terms of service. However, actions that could be considered harassment may fall under several categories of Community Guidelines violations. These include:

- Disrespectful behavior: This includes being uncivil or unkind, which is against the [guideline of maintaining civil conversations](#).
- Discrimination: Any form of [racism, sexism, homophobia, or other discriminatory behavior](#) is prohibited.

- Public shaming: This involves posting content that aims to shame or embarrass someone publicly, and is against the [guideline of maintaining civil conversations](#).
- Violation of privacy: Sharing private information without consent is not allowed, and is against the guideline [prohibiting harmful activity](#).

E. Foreign political interference

Responsive to § 42-1102(1)(c)(v). Nextdoor's terms of service do not define foreign political interference. However, Nextdoor's [misinformation policy](#) addresses such issues by prohibiting false or misleading information that could interfere with elections or incite violence. Furthermore, Nextdoor's [election policies](#) are implemented by its Moderators to support a fair and safe elections process.

4. Content Moderation Practices

A. Content Moderation Practices and Responding to Violations of Terms of Service

Responsive to § 42-1102(1)(d)(i)-(iv). Nextdoor's content moderation practices for the reporting period are described in the [Nextdoor Transparency Report 2024](#), as provided below,³ including our use of automated systems and human review in content moderation, and how we remove content or users, or otherwise respond to, violations of the terms of service.

Moderation by and for real neighbors

Nextdoor's Community Guidelines are designed to keep interactions on the platform safe and productive. Any neighbor can report content or accounts that may violate the Community Guidelines. The majority of content violations are reviewed and enforced by real people who live in the neighborhoods they help moderate. Volunteer community moderators supplement Nextdoor Operations staff as well as automated moderation tools, all of which work together to detect, review, and take appropriate actions against three main categories guideline-violating content:

- **Hurtful:** Content that neighbors consider uncivil, e.g., insults, rudeness,

³ In addition to excerpts provided in this Report, the full Nextdoor Transparency Report 2024 is available at <https://help.nextdoor.com/s/article/Nextdoor-Transparency-Report-2024>.

name-calling.

- **Harmful:** Content that is illegal, fraudulent, or unsafe, e.g., violent, graphic, discriminatory.
- **Other:** Non-local content, spam, content posted in error.

Moderators

Nextdoor Operations Staff: Our trained Nextdoor Operations staff handle reports of certain types of Harmful content and reports of certain types of account violations. For example, Nextdoor Operations staff reviews content reported as misinformation or discriminatory, and neighbor accounts reported for inappropriate profile photos. The operations staff receive specialized training to address such cases in order to facilitate consistency, objectivity, and alignment with platform standards. We also utilize internal quality assurance processes in order to continuously improve our practices and policies.

Community Moderators: Our nearly 300,000 volunteer moderators are active, local Nextdoor neighbors with access to dedicated moderation tools they can use to implement Nextdoor's Community Guidelines. Localized community moderation ensures that conversations on the platform are reflective of the real world and content reports are handled expediently. Our approach and model allow for our moderators to consider local nuance and to make moderation decisions that better fit their neighborhoods' unique culture and needs.

Our community moderators do not see the content that goes directly to Nextdoor Operations staff, nor do they have any ability to take action on another neighbor's account. (I.e., a community moderator cannot suspend another neighbor's account.) Finally, if a neighbor believes a moderator in their neighborhood is not moderating in alignment with Nextdoor's Community Guidelines, then the neighbor is empowered to report the community moderator's suspected misconduct to Nextdoor Operations staff for review

Protocols for Content Removal and Appeals: When content is reported by neighbors or detected by our automated tools, community moderators can vote on whether or not they think the content violates the Community Guidelines. Once a consensus is reached among moderators, appropriate action is taken based on their recommendation, and the content is removed or remains on the platform. When content is removed for violating Community Guidelines, the author is notified and provided with the opportunity to review and appeal the decision. In certain cases involving Hurtful content, authors are also offered the chance to rephrase their content to bring it into compliance with the Community Guidelines. This approach encourages constructive participation while maintaining platform standards.

In 2024, Nextdoor's nearly 300,000 volunteer community moderators reviewed 90% of all reported content and, in partnership with Nextdoor Operations staff, 54.9% of that reported content was removed. The remaining reported content was reviewed by paid Nextdoor Operations staff or automatically removed . . .

1.23% of all content on the platform was reported as violating the Community Guidelines. Hurtful content made up 0.92% of all content posted on the platform, while Harmful content made up 0.31%.

Use of Automation in Moderation: Nextdoor utilizes a combination of machine-learning models and heuristic-based rules to identify potentially violative content on the platform, to generate reports, and to assist in safeguarding our neighbors and their communities. Content reports generated by automated tools may be reviewed by our community moderators and/or Neighborhood Operations staff prior to a removal decision being made. . . .

Detection of Fraudulent Activity: Nextdoor takes a multi-faceted approach to combat fraud. While we use automated systems to detect patterns of fraudulent behavior, our neighbors also play a vital role in flagging suspicious activity for further review. Additionally, we educate neighbors about common scam tactics to help them identify potential fraud, such as warnings that may appear when coming into contact with potentially fraudulent messages. This approach is regularly reviewed by our internal Trust & Safety team to ensure minimal impact on legitimate user accounts and experiences.

Fairness in Moderation: At Nextdoor, we believe moderation should be transparent, fair, and consistent — not a black box. Our commitment to these moderation decisions are clear, proportionate, and trustworthy, with accessible processes that evolve to meet the needs of individual neighborhoods.

This begins with clear, transparent, and publicly available Community Guidelines, which are the foundation for our moderation decisions. To further ensure consistency, we regularly review our moderation systems to identify and address potential bias or discrepancies. Additionally, we offer webinars and resources to volunteer community moderators, and provide opportunities to give feedback and ask questions regarding our policies and enforcement practices.

Moderation decisions inevitably impact users, and we have provided a robust appeals process for users who disagree with moderation decisions. Users may have the opportunity to revise their content before submitting an appeal, and each appeal is reviewed by community moderators or trained Nextdoor Operations staff who strive to deliver timely and objective resolutions. . . .

By encouraging constructive engagement and promoting a thoughtful, informed, and transparent approach to interactions, we aim to foster inclusive communities of neighbors.

Investing in safety and vitality driven products

A better default neighborhood experience: Our analysis shows that a small fraction of our neighbors (less than half a percent) generate approximately 60% of removed content, with the majority of these violations occurring in comments rather than posts. Notably, this same group also contributes a significant amount of unreported content that is often positive and valuable to the community. To address this dual dynamic, we remain dedicated to advancing innovative technologies that foster positive, neighborly engagement and strengthen neighborhood connections, particularly during discussions involving different perspectives.

Over the past year, we have continued to refine key platform safety features, guided by advancements in predictive technology and machine learning. These improvements help reduce exposure to Hurtful content and support healthier interactions across the platform, reinforcing Nextdoor as a trusted space for respectful and constructive dialogue.

Filtering toxic content: Maintaining neighborhood vitality and fostering a positive user experience are central to our commitment to providing a safe and inclusive platform. To help achieve this, we have implemented advanced filtering systems to identify and address toxic content, which may include posts and comments that are aggressive, incendiary, inflammatory, or contain personal attacks — all clear violations of the Community Guidelines. In 2024, we began using Google's Perspective API in order to enhance our detection of toxic content. Google's Perspective model classifies content and assigns a toxicity score based on several factors. Combined with our in-house detection systems, this approach enables us to proactively identify and filter toxic content at the time of creation. As a result, we significantly reduce exposure to toxic material, alleviating the burden on our moderators while fostering a safer environment where neighbors can engage in respectful dialogue.

By limiting the visibility of such content at the time of creation, we protect neighborhood vitality and ensure a healthier, more welcoming platform for all of our neighbors. This approach strikes an effective balance between safeguarding our neighborhoods and users' experience, while also promoting open, meaningful, and constructive conversations.

Since the introduction of the Perspective API on the Nextdoor platform, we have detected and filtered roughly 32,000 posts, which make up 0.04% of all posts, and 613,000 comments, which make up 0.28% of all comments on Nextdoor.

Additional information about Nextdoor’s moderation practices – including further information about how users can report violations of the terms of service and actions taken in response to violations – is provided in the following linked help articles (with copies provided in the Appendix).

- [Moderation on Nextdoor](#)
- [Report a post or comment on Nextdoor](#)
- [Report a neighbor for violating Nextdoor guidelines](#)
- [Reasons for reporting content](#)
- [Manage and moderate Nextdoor groups as an admin](#)

B. Languages

Responsive to § 42-1102(1)(d)(v). Nextdoor’s terms of service are available in the following languages, representing the primary languages spoken in all countries where the Nextdoor platform is available.⁴

- Catalan
- Danish
- Dutch
- English⁵
- French⁶
- German
- Italian
- Swedish
- Spanish

Users can change their language preferences as described in the help article, [Change your language settings](#) (a copy of which is provided in the Appendix).

⁴ Nextdoor is available in the following 11 countries, including during the relevant reporting period: Australia, Canada, Denmark, France, Germany, Italy, Netherlands, Spain, Sweden, United Kingdom, and United States

⁵ Including localizations for Canada, US, and UK.

⁶ Including localizations for Canada and France.

Content Information

Responsive to § 42-1102(1)(e). Content moderation on Nextdoor involves a combination of technology, neighborhood moderators, and review by trained Nextdoor Support Team members. Nextdoor also tracks information on the types of content that are reported and removed. However, due to this community-based approach, metrics do not precisely conform to the categories or content types described in § 42-1102(1)(e). However, in the interest of transparency, Nextdoor provides the following information regarding content moderation in Q3 of 2025.

Content Report and Reviews Metrics

Violation Type	Volume of Reports	% Reviewed by Community Only	% Reviewed by Nextdoor Support Only	% Automated Review Only
Public Shaming	111,030	75.51%	2.50%	0.12%
Prejudice / Racism	109,295	16.26%	26.50%	0.07%
Racial Profiling	1,733	52.11%	7.21%	0.46%
Political Misinformation	12,270	30.90%	8.59%	0.81%
Medical Misinformation	22,022	1.12%	71.76%	0.03%

Content Removals

Violation Type	% Removed by Community Following Review	% Removed by Nextdoor Support Following Review
Public Shaming	35.5%	50.6%
Prejudice / Racism	22.2%	61.4%
Racial Profiling	24.3%	60.3%
Political Misinformation	0.0%	42.7%
Medical Misinformation	0.0%	67.0%

Appendix

This Appendix provides copies of the following materials. All items are current as of the date of submission of this Report.

- a. [Community Guidelines](#)
- b. [Be respectful to your neighbors](#)
- c. [Do not discriminate](#)
- d. [Discuss important topics in the right place](#)
- e. [Use your true identity](#)
- f. [Do not engage in harmful activity](#)

Community Guidelines

Hi neighbor. We're glad you're here.

We all play a part in making Nextdoor a welcoming, safe place for everyone. These guidelines are designed to help foster a neighborhood where every neighbor feels at home.

Select a guideline to learn more and see what is—and isn't—allowed on Nextdoor.

[1. Be respectful to your neighbors](#)

Remember that you're interacting with real people - people who might live nearby that you may see out and about in your neighborhood. Be civil and constructive, and avoid personal attacks, trolling, and public shaming.

[2. Do not discriminate](#)

All neighbors are welcome on Nextdoor. We have a zero-tolerance policy for content promoting discrimination, hatred, or violence against individuals or groups based on characteristics such as race, ethnicity, origin, religion, disability, gender, sexual orientation, or age.

[3. Discuss important topics in the right place](#)

Nextdoor's primary purpose is to help neighbors connect with what's happening locally. For broader discussions, like national or international topics, connect with interested neighbors using our [Groups feature](#).

[4. Use your true identity](#)

Trust is at the heart of every community. We ask everyone to use their real name and identity, thus helping neighbors know exactly who's part of the conversation.

[5. Do not engage in harmful activity](#)

Nextdoor prohibits activity that could harm others—whether it's physical harm, scams, or anything putting neighbors at risk.

Moderation and enforcement

Neighbors play a key role in helping to keep our community a positive place. If you see something that goes against these guidelines, please use the reporting options below:

- [Report a post](#)
- [Report a neighbor](#)

Before reporting, take a moment to check that the content truly violates these guidelines—not just that you personally disagree with the opinion being shared. Thoughtful reporting helps us focus on keeping Nextdoor safe for all neighbors. Misusing the report feature may affect your access to Nextdoor.

ADDITIONAL POLICY RESOURCES

- [Member Agreement](#)
- [Privacy Policy](#)

Be respectful to your neighbors

[Note icon]

- The Community Guidelines outline what is—and isn't—allowed on Nextdoor.
- If you see a post or comment that you believe violates the guidelines, you can [report it for review](#). Do not report posts just because you disagree with them.

- Violating the Community Guidelines may lead to removal of your content or restricted access to Nextdoor.

On Nextdoor, your neighbors are real people—living right down the street or around the block. The way we speak with each other shapes our communities. When conversations stay civil and constructive, everyone benefits.

[Change to call out banner] What's in this article:

- [Civil conversations](#)
- [Public shaming](#)

Civil conversations

Nextdoor is a place for open conversations about what matters in your neighborhood. It's okay to disagree, but always keep it respectful and focus on ideas—not personal attacks. This is how we build stronger communities together.

Example behaviors	Allowed?
Attacking, berating, bullying, belittling, insulting, harassing, threatening, trolling, or swearing at others or their views, even if you strongly disagree. This includes communication within a group or direct message.	✗
Stating your opinion or disagreeing in a civil and respectful manner	✓
Posting complaints about moderation (such as reported, hidden, or removed content) in the main feed	✗
Using direct messages or meeting in person to resolve personal disputes amicably	✓
Continuing to contact a neighbor after they've asked you to stop	✗

[CALLOUT] Navigating a difficult conversation? See our [tips for respectful disagreement](#).

Public shaming

Public shaming has no place on Nextdoor. Whether it's directly or indirectly targeting a neighbor, a public figure, or the victim of a crime, shaming others is harmful and uncivil.

IMPORTANT

- If you're concerned about illegal activity, contact your local law enforcement or other appropriate agency.
- Before posting, consider how your words might affect those you're posting about, who may also be neighbors on Nextdoor.
- We may remove a post if contacted by an involved party. This includes parents/guardians of minors.

Example behaviors	Allowed?
Posting about a safety concern in your neighborhood when you do not know the person involved or how to contact them, provided that you are civil and respectful	✓
Writing disparagingly about the victim of a crime or suggesting they are to blame	✗
Posting a negative review of a service provider as long as it's civil and describes your own personal experience	✓
Posting a negative review of a service provider that includes personal attacks, public shaming, libel or name calling	✗

Geo-tagging someone's home location without their knowledge or permission for the purposes of humiliation, shaming, or complaining	
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Do not discriminate

[Note icon]

- The Community Guidelines outline what is—and isn't—allowed on Nextdoor.
- Violating the Community Guidelines may lead to removal of your content or restricted access to Nextdoor.

Nextdoor is for all neighbors, and every neighbor should feel that they are welcome. Racism, hateful language, and discrimination of any kind have no place in our neighborhoods—online or off. Learn more:

- Zero tolerance for discrimination and hate
- [Support for equality](#)
- [Our commitment to our neighbors](#)

Zero tolerance for discrimination and hate

We do not tolerate racism, discrimination, or hate speech in any form on Nextdoor. Neighbors come from every background—everyone deserves respect and safety.

Prohibited behaviors
Racism, discrimination, or insults

Discriminating against, threatening, or insulting others (including public figures) based on their membership in a protected or marginalized group. Protected and marginalized groups include: People grouped together based on their actual or perceived race, color, ethnicity, age, immigration status, national origin, religion or faith, sex or gender identity, sexual orientation, housing or socio-economic status, disability or medical condition, weight or size, and veteran status.	✗
Assuming that someone is suspicious or engaged in criminal activity because of their race or ethnicity. (Learn more about preventing racial profiling .)	✗
Using negative stereotypes, caricatures, or generalizations about a group—including offensive imagery or memes.	✗
Using slurs, profanity, derogatory racial terms, or other language that reduces an individual's humanity. This includes the use of the dehumanizing terms, "illegals," "illegal aliens," or "aliens" to refer to non-citizens, the use of racial code words (e.g., "Thug" or "Oriental"), as well as the use of derogatory language to refer to people who have a criminal history (e.g., "scum" or "animals").	✗
Denying an individual's gender identity or sexual orientation, or promoting support for conversion therapy and related programs.	✗
Mocking or attacking the beliefs, sacred symbols, movements, or institutions of marginalized or protected groups	✗
Hate speech, violence, or threats	
Showing or eliciting support for hate groups or people promoting hate.	✗
Promoting hate-based conspiracy theories or misinformation (e.g., Holocaust denial or "Antifa is invading the suburbs")	✗
Suggesting, showing, threatening, or glorifying violence — even as a joke— against anyone.	✗
Attempting to condone or trivialize violence against others, even inadvertently (e.g., "Yeah, but that person is a criminal").	✗

If you see a post or comment that violates these standards, [report it](#) so we can review and take action.

Support for equality

Racial equality

Racism has no place at Nextdoor. We stand with neighbors advocating for racial justice and speaking out against hate. Discussions in support of racial equality—such as Black Lives Matter, Stop Asian Hate, and other civil rights movements—are welcome on Nextdoor as long as they follow the Community Guidelines.

It's okay to disagree on policy or tactics, but posts or comments meant to undermine core messages of equality are not allowed. Specifically:

- “All Lives Matter” is prohibited when used to dismiss or diminish movements for racial equality.
- “Blue Lives Matter” is allowed when honoring, celebrating, or thanking police for their work in the community—but prohibited when used to diminish racial equality or the Black Lives Matter movement.
- “White Lives Matter” is prohibited, as this phrase is most commonly associated with white supremacist groups. See our [Hate & Terror Groups](#) policy for more information.

LGBTQIA+ equality

Nextdoor is for all neighbors—regardless of gender or sexual orientation. LGBTQIA+ stands for Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, and Asexual, and includes a spectrum of identities and experiences. Homophobia, biphobia, transphobia, or any mistreatment based on identity are strictly prohibited.

We welcome conversations and celebrations of LGBTQIA+ issues across Nextdoor, as long as they follow our Community Guidelines.

Our commitment to our neighbors

Our goal is to make every neighbor feel welcome on Nextdoor. We leverage a combination of technology and the human judgment of our neighbors and the internal Nextdoor team to report and remove content, behavior, and individuals that discriminate or make others feel unwelcome.

Sometimes, we may not get it right. If you notice content that violates these standards, please [report it](#). You can also [appeal a moderation decision](#) if you feel that your content was removed in error. We're committed to learning, improving, and making Nextdoor better for everyone.

By standing together and leading with respect, we build stronger, more welcoming neighborhoods—online and off.

Resources

Looking to have positive, productive conversations about equality and bias? See these articles:

[Real examples for discussing racial equality in a positive manner](#)

[Nextdoor's recommended resources for understanding racial bias](#)

Discuss important topics in the right place

[Note icon]

- The Community Guidelines outline what is—and isn't—allowed on Nextdoor.
- Violating the Community Guidelines may lead to removal of your content or restricted access to Nextdoor.

Nextdoor is where neighbors connect over what matters most to their local community. For important topics like non-local politics and religion, we offer Groups designed for thoughtful discussion. If you don't see an existing group on a topic you're interested in, [you can start one](#). Conversations within Groups still need to be respectful and civil and comply with our Community Guidelines.

[Call out banner] Where to discuss non-local topics:

- [Politics](#)
- [Religion](#)
- [Fundraising](#)

Politics

Real-world change often starts locally. That's why Nextdoor keeps the main newsfeed focused on local and personal topics. Broader conversations—like national politics or global issues—belong in

Groups. If you don't see an existing group on a topic you're interested in, [you can start one](#). All discussions must follow our Community Guidelines.

Sharing politics, causes, and civic events		
What can neighbors share?	Allowed in the main feed?	Allowed in Groups?
Sharing local events, or peaceful rallies and protests that you support or plan to attend	✓	✓
Sharing how a societal issue affects or has personally impacted you or your community. See our policies on upholding equality	✓	✓
Stating why you support a local cause or a local, state, or district candidate. Note: Local candidates may introduce themselves in the main feed, but may not campaign or share ongoing campaign updates there. See our Elections FAQ .	✓	✓
Sharing ways neighbors can get involved in local causes or civic action, like voting or volunteering	✓	✓
Sharing or reposting campaign updates, including, but not limited to: endorsement announcements, fundraising or merchandise updates, or requests for donations or assistance	✗	✓
Sharing non-local content about national politics, federal policy, or international issues	✗	✓

Religion

We know religion is meaningful for many and sensitive for others. To respect all neighbors, religious discussions should take place in neighbor-created Groups.

Fundraising

Fundraising should focus on causes directly connected to your neighborhood. Fundraisers for non-local causes, people outside of your community, or personal fundraising are not permitted.

Where you can fundraise		
Type of fundraising	Main newsfeed	Groups
School fundraisers, including links to school or teacher wishlists	✓	✓
Community youth organizations	✓	✓
Local pet rescue, arts organizations, fundraising events, food banks, and charity walks/runs	✓	✓
Local disaster relief or emergency assistance for neighbors	✓	✓
Kids' bake sales, lemonade stands, and similar youth efforts	✓	✓
Requesting donations for non-local causes	✗	✓
Requesting donations for personal expenses or business needs. This includes the needs of household members and pets.	✗	✓
Requesting donations for political candidates	✗	✓

Use your true identity

[Callout banner]:

- The Community Guidelines outline what is—and isn't—allowed on Nextdoor.
- Violating the Community Guidelines may lead to removal of your content or restricted access to Nextdoor.

Every neighbor on Nextdoor is required to use their true identity, including their real name and address. Learn more:

- [Real names](#)
- [Real addresses](#)
- [Your profile and photo](#)

Real names

Nextdoor's [Member Agreement](#) requires that every neighbor use their full, real name when joining Nextdoor. By real name, we mean the first name that you use when introducing yourself to neighbors, friends, and colleagues and your legal last name.

You can decide what neighbors can see your full name in [privacy settings](#).

	Allowed?
Using the name of your business or organization as your personal account name. Create or claim a business page instead.	✗
Including professional titles or educational degrees in your name. This information can be added to your bio .	✗
Adding emoji(s) to your name	✗

Using a nickname, initials, or shortened version of your first name if that's how you're known in the community. For example, using DJ Brown instead of Donna Jo Brown. You can also include a nickname in quotes, like Donna "JoJo" Brown.	✓
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Real addresses

Nextdoor is a safe, online space for neighborhood conversation—the kind you'd have in person. To keep it that way, we require all neighbors to verify their address. See how to [join at the address of a second home you own](#).

	Allowed?
Registering a personal profile at a business or organizational address	✗
Registering a personal profile at an address other than your own	✗
Registering a personal profile at the address of a home you rent or own.	✓
Registering using a P.O. Box or other mailing address	✗
Registering at an address in a neighborhood you are considering moving to	✗

Registering at the address of a second home you own. See our article on joining at a second address	✓
Registering at the address of rental properties you own	✓

Your profile and photos

Having a real profile photo helps your neighbors recognize you when they see you around the neighborhood. Profile fields are optional—share only what you’re comfortable with. You won’t be removed for leaving them blank, but adding details helps neighbors feel more connected.

	Allowed?
Using an alternative, representative profile photo as long as it is appropriate for a general audience	✓
Not using a profile photo	✓
Not using a cover photo	✓
Not completing your profile, or only adding limited information	✓
Using a profile or cover photo that is inappropriate, or offensive.	✗
Using a profile or cover photo that belongs to someone else	✗
Using a profile photo that is promotional	✗

Do not engage in harmful activity

[Callout banner]:

- The Community Guidelines outline what is—and isn't—allowed on Nextdoor.
- Violating the Community Guidelines may lead to removal of your content or restricted access to Nextdoor.

Nextdoor prohibits activity that could harm others—whether it's physical harm, scams, or anything putting neighbors at risk.

- [Appropriately report suspicious activity](#)
- [No threats to the safety of others](#)
- [No fraud or spam](#)
- [No illegal or regulated goods or services](#)
- [No graphic, violent, sexually explicit, or adult content](#)
- [No violations of privacy](#)
- [Misinformation](#)

Appropriately report suspicious activity

Keeping the neighborhood safe is important to our neighbors. Always call local authorities first to report a safety concern. [Learn more about how to communicate about crime in your neighborhood.](#)

Nextdoor takes a [strong stand against racial profiling](#). We expressly prohibit posts that assume someone is suspicious because of their race or ethnicity, as well as messages with vague descriptions that cast suspicion over an entire race or ethnicity. Such messages are ineffective and harm rather than help communities. [Learn more about the root causes of racial profiling, what Nextdoor is doing to prevent it, and how you can help.](#)

	Allowed?
Posting about local crime or safety concerns, including specific details like unique features and full clothing descriptions. This helps keep neighbors safe and avoids unfair suspicion Learn why full descriptions are important	✓
Posting that someone is suspicious because of their race or ethnicity	✗
Posting descriptions of individuals that are so vague as to cast suspicion over an entire race or ethnicity	✗
Identifying a suspect by race and sex alone (including in the subject line of a post).	✗

No threats to the safety of others

If we're alerted to an imminent safety risk, Nextdoor may report it to the appropriate authorities. However, contacting Nextdoor is not a substitute for calling 911 or local emergency services. If you believe someone's safety is at risk, please contact authorities immediately.

	Allowed?
Threatening someone, their family or their pet's safety	✗
Posting comments that encourage violence against others	✗
Threatening someone's privacy or security	✗

No fraud, spam, or prohibited goods or services

Fraudulent content and phishing are not permitted. To help keep everyone safe, we don't allow the sale or trade of age-restricted or regulated items. [See our list of prohibited goods and services.](#) If you believe something illegal is being sold, please contact local authorities and ask them to notify us if action is needed.

	Allowed?
Posting fraudulent content that purposefully deceives or misrepresents in order to result in financial or personal gain. This includes but is not limited to incentivized posts or reviews of businesses.	
Posting spam, like unwanted, unsolicited, and/or repeated actions that negatively affect neighbors and the Nextdoor community. This may include but is not limited to: • Sending large amounts of direct messages to users who are not expecting them • Contacting people with unwanted content or requests • Repeatedly posting the same or similar content • Posting unoriginal/templated content with no personalization or original commentary	
Phishing, including any attempt to gain access to someone's account or personal information by getting them to enter or share login or other sensitive information	
Selling, soliciting, or offering any illegal goods or services, even if they do not explicitly appear on the prohibited list	

No graphic, violent, sexually explicit, or adult content

Nextdoor is for sharing trusted info, offering help, and building real-world connections. We don't allow content that promotes sexual services or anything graphic, violent, or sexually explicit. Please post thoughtfully and report anything that feels inappropriate. See our [best practices for chat messages](#).

	Allowed?
Posting photos that contain nudity	
Posting sexually explicit or suggestive content	
Sending unwanted chat messages with romantic or flirtatious intent	
Posting content that is unnecessarily gruesome, gory, graphic, or violent	

No violations of privacy

Respect your neighbors' privacy—don't share anyone's personal information without their permission. Our guidelines on [public shaming](#) also apply to posts about neighbors. Find out more about how we protect your information in our [Privacy Policy](#).

	Allowed?
Sharing contact information when recommending a service. However, if you post someone's contact information and they ask for it to be removed, we may take it down.	

Sharing content outside of Nextdoor by using the share button that appears on posts.	✓
Reposting information originally posted on Nextdoor beyond the author's post visibility designation. This includes copying and pasting or sharing screenshots of content with additional neighborhoods on Nextdoor or outside of Nextdoor.	✗
Posting the content of direct messages sent through Nextdoor without the permission of the sender.	✗
Posting non-public legal documents.	✗
Posting personal contact or account information, such as email addresses, credit cards, or bank information.	✗
Posting a person's legal or medical history, unless there is a compelling public interest served by doing so.	✗
Posting photos of people in public places. However, if a parent or guardian requests that a photo of a minor be removed from Nextdoor, we may remove it.	✓

Misinformation

Nextdoor is committed to neighbor safety and reducing the spread of misinformation on critical topics like elections and health emergencies. If you see a post that seems false related to these topics, please [report it](#).

- [Political misinformation](#)
 - [Manipulated media](#)
 - [Political conspiracies](#)
 - [Elections](#)
- [Medical misinformation](#)
 - [Vaccines, generally](#)

- [Health emergencies](#)

Political misinformation

To elevate and share accurate information about political news and events, Nextdoor collaborates with non-partisan organizations like Vote.org, local government agencies, and more.

Manipulated media

- Content must not use generative AI or other technologies to intentionally mislead or manipulate. This includes altered or AI-generated images of political figures, news, or events—unless clearly labeled as parody or satire.

Political conspiracies

Nextdoor's political misinformation policy prohibits:

- False or misleading information about the cause of national or international acts of violence involving political figures
- Messages that promote or could incite violence to individuals, groups, or property

Elections

Nextdoor's election misinformation policy prohibits:

- False or misleading information that could discourage voting, prevent votes from being counted, or interfere with the election process
- Messages that incite or encourage interference with vote counting
- False or misleading claims about election results that could disrupt the democratic process
- Messages that promote or could incite violence to block the peaceful transfer of power

We will also remove known disinformation about candidates, including:

- Doctored or fake content (e.g., quotes, images, or other material) meant to make a candidate seem unfit for office

- Debunked claims about a candidate's citizenship, criminal history or activity, or personal history intended to question their eligibility or fitness for office

Nextdoor uses a mix of technology and neighbor reports to identify and remove content that violates this policy.

Medical Misinformation

Nextdoor's Community Guidelines are designed to build trust by keeping content authentic, reliable, and useful. To protect public health, we prohibit medically unsupported claims that could harm neighbors or communities, including anti-vaccine content, false cures, or misinformation about public health emergencies.

Anti-Vaccine Advice

As a commitment to neighbor safety, we prohibit misinformation about vaccines that has the potential to cause harm or threatens public safety. We rely on trusted public health resources to evaluate content that may be misinformation, including the [World Health Organization \(WHO\)](#) and the [Centers for Disease Control and Prevention \(CDC\)](#).

Nextdoor prohibits false or misleading statements and conspiracy theories about vaccines that could prevent or discourage people from receiving vaccines, including claims that:

- Vaccines cause autism;
- Vaccines contain microchips;
- Vaccines cause the diseases for which they're intended to prevent;
- Vaccines contain unsafe toxins that are poisonous or harmful.

Health Emergencies

Neighbors turn to Nextdoor to lend a hand, lean on others when they need help the most and connect with local authorities that provide relevant, real-time information. Nextdoor works closely with government partners, both local and national, to share important, substantiated news and information on evolving health emergencies as well as their corresponding vaccines and treatments.

To ensure that our neighbors receive trustworthy and helpful information, Nextdoor prohibits content that perpetuates false or misleading claims and conspiracy theories about health emergencies, including their causes, cures, and prevention methods that might be harmful to

neighbors and communities. Health emergencies are a dynamic situation, and we work to align any action we take with the guidelines of trusted public health officials, including the [World Health Organization \(WHO\)](#) and the [Centers for Disease Control and Prevention \(CDC\)](#).

Nextdoor's misinformation policy prohibits content such as:

- False or misleading claims and conspiracy theories about COVID-19, including its causes, cures, and prevention methods;
- False or misleading information that could prevent or discourage people from receiving COVID-19 testing, treatment or COVID-19 vaccines;
- Messages that call for or could interfere with the legitimate distribution of COVID-19 testing or COVID-19 vaccines, including fraudulent information around the distribution, safety or efficacy of vaccinations.