

Property24 Ratings and Reviews

Moderation Process and Guidelines



The moderation process for ratings and reviews on Property24 is crucial to ensure that the feedback is genuine, constructive, and adheres to our guidelines. Below is a detailed explanation of the moderation process.

1

Submission

All user submitted reviews and agent replies must undergo AI moderation to detect inappropriate content before being displayed anywhere.

2

Flagged Content Review Process

When the AI flags a review or reply, it immediately enters the manual moderation queue. The moderation team will then assess the flagged content against our community guidelines.

3

Review Decision Process

Approved Content

Reviews and replies that meet our community guidelines are approved and become visible to the relevant users and agents. Please note that while your content is approved, public display on the Property24 portal is not yet available.

Content Requiring Changes

If your review or reply doesn't meet our guidelines, we'll send you a notification. You're welcome to revise and resubmit your content at any time.

4

Editing Your Reviews & Replies

You can edit your reviews and replies anytime through your account dashboard. When you make changes, your updated content will go through our review process again to ensure it still meets our guidelines.

Community Guidelines for Reviews

We welcome honest, constructive feedback about your property experiences.

✓ **Be Honest**

Share your genuine experience with the agent.

✓ **Be Respectful**

Avoid offensive language, personal attacks, and defamatory statements.

✓ **Be Relevant**

Focus on aspects related to the purchasing/renting experience, such as customer service, the buying/rental process, transparent pricing, and/or details about the property.

✓ **No Spam**

Do not include promotional content or irrelevant links.

✓ **No Personal Information**

Do not include email addresses, phone numbers, or other private details.