**Acceptable Use Policy for ARVIPOA**

**Last updated December 27, 2024**

This Acceptable Use Policy ("Policy") outlines the rules and standards for using the services provided by **Akosombo River View Land and Island Property Owners Association LBG** ("**ARVIPOA**," "**we**," "**us**," "**our**"), doing business as ARVIPOA. By accessing or using our platform, you agree to comply with this Policy. Failure to adhere to these guidelines may result in suspension or termination of your account, removal of property listings, or other legal action.

### 1. Purpose of the Policy

The ARVIPOA platform is designed to connect property owners, buyers, and tenants through a secure, transparent, and efficient property management service. This Policy ensures fair use of the platform and protects the integrity of our services.

### 2. Prohibited Activities

When using the ARVIPOA platform, users (property owners, buyers, tenants, and agents) are prohibited from engaging in the following activities:

**2.1 Fraudulent Activities**

* Providing false, misleading, or incomplete property details or documentation.
* Impersonating another person, entity, or ARVIPOA staff member.
* Using stolen or unauthorized documents to list properties.

**2.2 Misuse of Data**

* Systematically scraping, harvesting, or collecting data from the platform without prior written authorization.
* Using the platform to distribute malware, phishing schemes, or any form of malicious software.

**2.3 Security Breaches**

* Circumventing or attempting to bypass security measures, such as user authentication protocols or digital address verification systems.
* Tampering with ARVIPOA’s digital address system, including the misuse of MUDA (Main Unique Digital Address) and SUDA (Sub Unique Digital Address).

**2.4 Inappropriate Content**

* Uploading offensive, defamatory, or inappropriate materials in property descriptions, reviews, or user profiles.
* Sharing content that violates copyright, trademark, or intellectual property rights.

**2.5 Illegal Activities**

* Using the platform for money laundering, fraudulent property sales, or other unlawful activities.
* Facilitating the sale or rental of properties that are illegal, unregistered, or in violation of local laws.

**2.6 Platform Abuse**

* Engaging in spamming, excessive messaging, or unsolicited promotions through the platform.
* Overloading ARVIPOA’s servers with automated tools, bots, or scripts without authorization.

### 3. Property Listing Guidelines

All property owners must adhere to the following guidelines when listing properties on ARVIPOA:

**3.1 Accurate and Complete Information**

* All mandatory documentation, such as **site plans, building plans, permits, indentures** **Licenses and Serial Numbers (VIN, IMEI etc.)**, must be submitted during the listing process.
* Property descriptions must include accurate information regarding location, features, dimensions, and utility connections (e.g., electricity and water meter numbers),
* High-quality images or videos must reflect the actual condition of the property.

**3.2 Compliance with Digital Address System**

* Each property must be registered with ARVIPOA’s digital address system.
* Misrepresentation of MUDA or SUDA information will result in listing suspension.

**3.3 Maintenance of Listings**

* Property owners must update their listings to reflect changes in availability, pricing, or condition.
* ARVIPOA reserves the right to remove outdated or incomplete listings.

### 4. Obligations of Property Owners

**4.1 Consent for Data Use**

Property owners must:

* Obtain necessary permissions to upload property details and sensitive data.
* Ensure compliance with local data protection laws.

**4.2 Interaction Standards**

* Maintain professional and respectful communication with buyers, tenants, and ARVIPOA staff.
* Conduct all property-related interactions transparently within the ARVIPOA platform.

**4.3 Security Measures**

* Protect account credentials and ensure that only authorized individuals access the platform on their behalf.
* Report any suspicious activity or breaches to ARVIPOA immediately.

### 5. ARVIPOA’s Additional Services

Users may access the following additional services:

* **Drone-Assisted Inspections**: Ensuring the accuracy and security of property boundaries.
* **Smart Utility Management**: Monitoring water, electricity, and gas usage via IDEIST.
* **CCTV Monitoring and Face Recognition**: Enhancing property security.
* **Daily Rent Options**: Facilitating flexible rental agreements for tenants with financial constraints.

### 6. Dispute Resolution Guidelines

ARVIPOA provides a structured arbitration process for resolving disputes between property owners and tenants.

**6.1 Arbitration Center**

* Property owners and tenants can initiate dispute resolution through ARVIPOA’s online arbitration center.
* Mediation sessions are conducted via video conferencing and facilitated by trained professionals and our help centres can also be visited.

**6.2 Evidence Management**

* ARVIPOA leverages installed surveillance technologies, including CCTV and drone footage, to gather and present evidence during arbitration.
* Dispute resolutions are non-binding unless agreed upon by all parties.

### 7. Penalties for Violations

Violating this Policy may result in:

* Suspension or termination of your account.
* Removal of property listings.
* Reporting of illegal activities to local authorities.

### 8. Governing Law

This Policy is governed by the laws of Ghana. Any disputes arising under this Policy will be resolved in the courts located in the Greater Accra Region.

### 9. Contact Us

For questions or concerns about this Acceptable Use Policy, please contact us at:  
**Akosombo River View Land and Island Property Owners Association (ARVIPOA) LBG  
Address:** GES Madina Office, Presec, Accra Central, P.O. Box CT3797, GM-006-0328, Accra, Greater Accra Region 234, Ghana  
**Email:** [**support@arvipoa.org**](mailto:support@arvipoa.org)