

[View this email in your browser](#)



CCH Member Update – Corona Virus: Running your co-op remotely

During this period of social distancing, we've found that there are several useful pieces of technology you can use to continue the work of your co-operative committees without having to meet in person.

There are a variety of options that may reflect the technology skills of your members, so you can choose what you feel is most appropriate.

Group Messaging: WhatsApp

The basics

[WhatsApp](#) is a messaging platform that allows you to share messages and have conversations with a group, such as members of your committee or sub committees.

WhatsApp offers a mobile or PC app that is free to use and, as anyone with a smartphone can join and take part, it is one of the easiest methods to stay in touch.

Getting started

The first step is to download the app on your phone and set up a group for your committee. The group should be set up by your officers, who will then be the group's administrators.

When you set-up your group, you will get a unique link - email this link to members of your committee, when they click on it they will then join your group and be able to contribute.

It is important that you ask committee members to join using the link rather than adding them to the group automatically. This is to make sure that they have opted in and have given their permission to join the group.

If someone decides they no longer want to be part of the group, they can easily remove themselves, or you can do it for them as an admin. They can also decide to mute the conversation so they don't get alerts for a while or turn off.

Costs

It is free to download WhatsApp and use over WiFi. WhatsApp doesn't normally use much data, but if you use the app with your mobile data, keep an eye on your allowance so you don't incur any charges.

Summary

Pros:

- Many committee members will probably already use WhatsApp to stay in touch with family.
- Useful for sharing ideas and keeping in contact.
- The app is free and is easy to learn to use.

Cons:

- Not useful for hosting live meetings.
- Needs moderation.

Further support

For more information on setting up a WhatsApp group follow the links below:

- [Android users](#)
- [iOS/Phone users](#)

WhatsApp also has a useful guide for some of the others features you can use once your group is up and running - find out more at the links below:

- [Android users](#)
- [iOS/Phone users](#)

Phone Conferences: WhyPay

The basics

Although we are not able to meet physically for the next few weeks, holding your planned meetings by teleconference is a great way to engage with other members of your committee and help everyone stay in touch.

[WhyPay](#) is a free service that allows you to set up a special number that your committee members can use to hold your meetings. As you only need a landline or mobile phone to take part, it is easy for everyone to join and you don't need to know everyone's number.

Getting started

When you've decided what you want to discuss at your meeting, send members the agenda, with the times for the call and the special number they should use.

All members who join the call can speak to everyone else so you should make sure that you have a chair to facilitate the meeting so everyone gets a chance to take part.

[Click here to set up your free WhyPay account and special number.](#)

WhyPay allows you to hear and speak to other members, if you want members to be able to see each other, see the Zoom option below.

Costs

Setting up an account with WhyPay is free. Calls to use the service are charged at a 'local rate' which means they will often be included in your phone bundle at no extra cost, but check your contract if you are unsure.

Summary

Pros:

- Free for up to 50 call participants.
- Anyone can join with just a landline or mobile phone.
- Participants get to hear and talk to each other.

Cons:

- Needs a good Chair so that everyone can take part, we suggest you ask people to use the mute button until they want to speak.

Video Calling: Zoom

The basics

[Zoom](#) is a video calling software which allows you to host up to 100 people in an online chat. This can be extremely useful for holding larger meetings and allows for screen sharing so you can present to your audience. We have started using this for CCH meetings and it is easy to use. We intend to hold our forthcoming member forums using this app.

Getting started

To set-up a call on Zoom you will need to download the desktop application and create an account. Committee members do not need to have a Zoom account to join your call, but they will need to download the free app on their computer or phone.

When you have logged into your account, you will see options to schedule a meeting or host a meeting. We recommend that for committee meetings, you schedule a meeting so you have a link to send attendees in advance. For uses such as executive officer meetings, you can host a meeting straight away.

When setting up a scheduled meeting, you have a number of options for how the meeting will work. These are mostly self explanatory, but might vary based on the purposes of the call. For calls with large numbers of participants you may wish to enable muting users on call entry to make the call manageable.

When you are hosting a meeting, you have a number of options including to invite new users to join the chat, manage users (including muting users, disabling video, removing users from the call or locking the call to new users). You can also share your screen with other users if there is a document or presentation you want to discuss.

To host meetings, you will need a Zoom account, which you can create [here](#).

Costs

You can set-up a free account for your co-op with Zoom, and there should be no cost if you join the call by WiFi. If you use your mobile to join the call using video this will use some of your data, so check your allowance so you don't incur any charges.

Phone calls to use the service are charged at a 'local rate' which means they will often be included in your phone bundle at no extra cost, but check your contract if you are unsure.

Summary

Pros:

- Free for up to 100 call participants.
- Simple to use with a range of dial in options.
- Allows scheduling of calls in advance and sharing via email.

Cons:

- Requires some setup and practice to use effectively.
- Moderating large calls can be quite involved.

Further support

[Zoom's Getting Started Guide](#)
[Guide to setting up and inviting participants to a call](#)
[Refinery29's Guide to making the most of Zoom](#)

Facebook Groups

The basics

[Facebook Groups](#) can allow you to share and discuss information in a closed environment with members of your committee.

Groups are different to 'Pages' on Facebook, as they mean that as well as posting official information for your co-op, members are able to share content, comment and have conversations.

Getting started

A well run Facebook Group can be a good place to post updates for all of your members. You can also recruit volunteers to co-ordinate messaging on social media.

Committee officers or volunteers can be made administrators of the group, and will be able to approve or decline posts from members.

Remember, it's important to make sure posts are high quality and contribute to a positive and helpful committee experience.

To take part, you will need a [Facebook account](#).

Costs

You can use Facebook on your computer or download an app to your smart phone for free over WiFi. Facebook doesn't normally use too much data, but if you use the app with your mobile data, keep an eye on your allowance so you don't incur any charges.

Summary

Pros:

- A high proportion of your members are likely to already be familiar with Facebook.
- Very useful for sharing updates.
- Easy to learn to use.

Cons:

- Not useful for hosting live meetings.
- Needs careful moderation.

Further support

[Facebook's Group Admin Guide](#)
[Facebook's Page Moderation Tips](#)

Staying in touch with the Confederation of Co-operative Housing

You can also stay in touch with us here:

- [Like our Facebook Page](#)
- [Follow us on Twitter](#)
- [Follow us on LinkedIn](#)

If you need to get in touch with us, the best way will be via [email](#).

Data Protection

Using any of the above platforms should be in keeping with your data protection policy.

Code of Conduct

Your co-op should take co-operative values very seriously, and these should be reflected in how you operate as a committee and how you treat each other as committee members and members of your co-op.

To enable this, you should:

- Make meeting and events accessible and welcoming, encouraging maximum attendance and participation
- Conduct all meetings in a friendly and co-operative way, in accordance with your rules & standing orders and in a manner that enables all views to be heard
- Not tolerate harassment or discrimination based on age, gender, sexual orientation, marital status, disability, colour, race, ethnic origins or religion, or any form of personal abuse in meetings or on-line.

We hope this guidance is useful. If you have any questions please let us know and we will try and answer them. This is a learning curve for everyone so we may not have all the answers!

Stay safe everyone.

From the Board and Staff of CCH.



Copyright © 2020 Confederation of Co-operative Housing, All rights reserved.
info.cch.coop

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).

This email was sent to <Email Address>
[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)
Confederation of Co-operative Housing · 19 Devonshire Road · Liverpool, Merseyside L8 3TX · United Kingdom

