

NEXTDOOR Frequently Asked Questions

What is Nextdoor?

Nextdoor allows communities to easily create private websites to facilitate communication among neighbors and build stronger neighborhoods.

Nextdoor was created based on the idea that the neighborhood is one of the most important and useful communities in a person's life. Nextdoor's mission is to use technology to help neighbors build stronger and safer neighborhoods.

How does Nextdoor work?

Each neighborhood creates a private Nextdoor website that is accessible only to the residents of that neighborhood. Once neighbors join their neighborhood website, they can find neighbors in the resident directory, view a neighborhood map, ask for advice, exchange local recommendations, and share neighborhood information with each other. Residents can choose to see and respond to updates via email, or only on the website.

Here are some examples of how people are using Nextdoor:

1. Giving an extra armchair to a neighbor
2. Getting introduced to a great new babysitter
3. Organizing a neighborhood barbecue
4. Learning more about upcoming construction projects

How much does Nextdoor cost?

Nextdoor is completely free for neighborhoods and their residents.

How is Nextdoor different from my neighborhood mailing list?

Nextdoor is designed from the ground up for the specific communication needs of a neighborhood. For example, Nextdoor websites include a neighborhood map and directory of residents, so you can easily learn more about your neighbors. When a neighbor shares a recommendation for a favorite local service (e.g. gardener, cleaning service, tutor) it's automatically cataloged so anyone can easily refer back to it at any time.

Unlike mailing lists and groups, Nextdoor makes it easy to stay informed without overwhelming people with too many emails. Members can choose to receive emails about each new post, see everything in a daily digest, or turn off emails and check the website from new posts from neighbors. In addition, Nextdoor archives and organizes all recommendations for easy use across the neighborhood.

How do I join my neighborhood's Nextdoor website?

Attachment 1: Community Engagement

If your neighborhood has already set up a Nextdoor website, you can join it by asking a neighbor to invite you, or by visiting Nextdoor.com and signing up.

I'm unable to join Nextdoor. What should I do?

Please email us at support@nextdoor.com and we will look into the issue.

My neighborhood isn't on Nextdoor yet. How do I set it up?

You can start your neighborhood website here.

My neighborhood wasn't found, so I filled out the form. What's next?

Creating a neighborhood involves working with the Nextdoor team to determine neighborhood boundaries, trying your Nextdoor website out for yourself, and then inviting your neighbors. Successful Nextdoor websites have founding members who are active in the neighborhood and can help build the community.

Is Nextdoor another website that I have to check all the time?

Nextdoor is designed so that you can easily keep up with your community without having to log in regularly. You can choose to be emailed new posts and comments as soon as they occur, receive everything in a daily digest, or turn off all emails and check the website for new content. You can also respond to a neighbor's post by simply replying to the email.

Am I going to get a ton of email?

You control the amount of email that you receive. You can choose to be notified of new updates from neighbors as they happen, see everything in a single daily digest, or opt out of emails and go to the website for new updates. Members are always in control of the email they get.

Can I join more than one neighborhood at a time?

Because neighborhood websites are private to residents, you may only join the website for the neighborhood you live in currently.

I am a landlord who owns property in the neighborhood. How do I join my Nextdoor website?

Please email us at support@nextdoor.com.

Who created Nextdoor?

The Nextdoor founding team is a group of experienced technology executives with a combined 30+ years of experience building successful online communities at Epinions, Shopping.com, Google, Yahoo!, Microsoft, and Excite.

How can I provide feedback about Nextdoor?

We'd love to hear your ideas for improving Nextdoor. Please email your comments and concerns to feedback@nextdoor.com.

How can I get help?

Feel free to email us at support@nextdoor.com, and we'll be happy to assist you.

Safety and privacy

I have a personal safety concern about my Nextdoor website. What should I do?

Please let us know about the issue by reporting it here, and we'll investigate right away. Of course, if you have an urgent safety issue, please contact your local authorities.

How do I know that only my neighbors can access Nextdoor?

Nextdoor uses four methods to verify member addresses. Every member must be verified using one of these four methods.

1. Phone verification. If you have a landline phone, you can choose to receive an automated phone call from Nextdoor that will provide you with a unique code to verify your account.
2. Postcards. Nextdoor can send a postcard to a new member's address with a unique code printed on it. The code will allow them to log in and verify their account. This usually takes about 3-5 days.
3. Neighbor invitations. Someone who is already a verified member of the website can vouch for a neighbor by inviting them to their website with an email or postcard invitation.
4. Credit card billing address. Nextdoor can instantly verify a new member's home address through a credit card billing address. While Nextdoor is a free service, banks require a one-time \$0.01 charge to the member's credit card to confirm a person's billing address. We do not store the credit card information and it is not used again.

Who can access my neighborhood on Nextdoor?

Access to your neighborhood's Nextdoor website is password protected and only available to residents.

If you think a non-resident may be accessing your Nextdoor website, let us know by reporting it [here](#).

How does Nextdoor use my information?

Attachment 1: Community Engagement

Your information is only available to you and your neighbors on . Nextdoor does not share or sell your information to third parties, including advertisers. Please read our [privacy policy](#) for more information.

How does Nextdoor make money?

Nextdoor is funded by [Benchmark Capital](#) and [Shasta Ventures](#), and is focused on building a great product first and foremost. We will not sell your information to advertisers, or inundate you with banner ads and pop-ups.

Long-term, we hope to build a revenue model around working with local businesses to provide a special offers section of the website.

Address verification

What is address verification?

Address verification is the process of confirming that new members live in your neighborhood, at the address they provided when they joined.

Why does Nextdoor use address verification?

New members must verify their addresses to ensure that all members of the website live in the neighborhood. This helps protect the privacy of everyone on the website so they feel comfortable discussing neighborhood topics and sharing contact information with neighbors.

Why did Nextdoor call me? I never requested a phone call.

We're sorry! Nextdoor does not place phone calls, except as requested by members to verify their addresses. If you received a phone call from Nextdoor that you did not request, please contact us at support@nextdoor.com and we'll investigate the issue.