

## **South Lakes Housing Social Media Statement**

This statements outlines information on how we use social media and what level of service you can expect from South Lakes Housing on social media. We want our social media channels to be places where everybody has an equal opportunity to express their comments and opinions and share advice easily.

### **Our Accounts**

- Facebook  
/SouthLakesHousing
- Twitter  
/SLHNews

### **Operational Times**

- Our Social Media Accounts are monitored, Monday to Friday from 8.45am to 5pm.

### **Emergency Requests**

Please do not send us any emergency requests through social media, this also includes office hours.

We may not be able to respond to emergencies that are posted on our social media accounts. If you have a repair or request that is an emergency please contact us immediately on 0300 303 8540.

### **Comment Monitoring**

We will monitor all comments that are posted onto our social media accounts. We reserve the right to remove any comments that are offensive or inappropriate. This includes;

- racist, hateful, sexist, homophobic, slanderous, insulting, or life-threatening messages
- serious, unproven or inaccurate accusations against individuals or organisations
- aggressive, coarse, violent, obscene, or pornographic comments
- support or oppose political candidates or ballot propositions
- promote illegal activity, promote commercial services or products or are not topically related to the particular posting
- messages where the sender is not the author

### **Blocking**

If anyone continuously posts unsuitable and inappropriate comments (as stated above) we will reserve the right to block your social media account from contacting us through our social media channels.

### **Sharing**

We actively encourage any information that we post on our social media accounts to be shared as long as this does not breach the Copyright law.

### **Formal Complaints**

If you would like to make a formal complaint this should not be done through social media, but instead through one of our other methods of contact including our [feedback form](#). Any formal complaints that are made through social media will need to be resubmitted through our other methods of contact.