

## Crown Simmons Housing

### Social Media House Rules

We want to ensure that customers, stakeholders and employees enjoy and engage with our content on Facebook, Twitter and LinkedIn. In order to make our social media channels a safe space for all, we ask that anyone commenting on any of our posts or pages respects the following house rules.

#### Please Be Mindful Of Your Language

To improve our services we actively encourage feedback. However, to protect our community and keep the feedback constructive, we ask that any user comments do not contain defamatory and/or offensive language. Racism, sexism, homophobia or other forms of hate-speech, or contributions that could be interpreted in this way, are not welcome or acceptable.

Comments that break this rule will be hidden or removed, and users that persistently break this rule will be permanently blocked from commenting on our page and posts.

If we'd remove it from the wall of a building, we'll take it off our online wall.

#### Please Share Customer Queries Via Direct Message

To ensure that we can investigate customer service queries thoroughly and so that private information is not shared publicly, when prompted, we ask that you share your contact details and query via direct message on our Twitter channel (@CrownSimmons) or Facebook page (@crownsimmons).

We are unable to provide any specific case information publicly, or respond to direct messages relating to specific customer queries through our company LinkedIn page.

#### We monitor our channels during work hours only

We will respond to public comments and direct messages from 9 am to 5pm, Monday to Friday, excluding public and other period when the office is closed, such as the period between Christmas and New Year. We aim to respond by the next working day latest.

If you need to get in contact outside of these hours regarding an emergency repair, please follow the instructions here:

<https://www.crownsimmons.org.uk/current-residents/repairs-maintenance/>