



GCH SOCIAL MEDIA COMMUNITY GUIDELINES

We want our social media spaces to be positive and respectful. Share your ideas, questions and feedback, but please keep it kind and constructive.

These guidelines apply to tenants, customers and members of the public engaging on any of our social media platforms – Facebook, Instagram, YouTube or LinkedIn.

- Be courteous and create a friendly environment - we're all in this together
- Use a constructive tone - we value your feedback to enhance our services
- Be responsible - you're accountable for what you post
- No unlawful or offensive content. We reserve the right to delete posts that are unlawful, defamatory, abusive, threatening, harmful, obscene, racially offensive, inappropriate, not constructive, deceptive, misleading, infringing on others' rights or considered spam
- Inappropriate behaviour towards our staff won't be tolerated, including posting pictures without consent, abuse or sharing identifying details in a detrimental manner
- Please follow the independent rules of each social media platform



We reserve the right to block or ban users who don't support our guidelines or who communicate with us inappropriately. To ensure fairness, we use a three-stage process:

Stage 1 - a manager will contact you and issue a **warning**, explaining why the behaviour is of concern. If you're a customer, they'll also advise you if the behaviour breaches the terms of your Tenancy Agreement

Stage 2 – if concerns continue, we may **temporarily block** your account, usually for six months, to give you the opportunity to change the behaviour

Stage 3 – persistent issues may lead to a **permanent block**, as you'll have had at least one opportunity to change the behaviour

You can appeal, and a senior manager will review the decision. Further information about unacceptable behaviour is also in our [Unacceptable Behaviour Policy](#).



Emergency?

Social media isn't for emergencies and is only monitored during working hours. Contact us directly if you have an urgent situation.