

Social media policy

Social media is a term for websites based on user participation and user-generated content. They include social networking sites and other sites that are centred on user interaction, such as Facebook, Twitter and LinkedIn.

We would like to be able to engage with as many of our residents, community groups and partners as possible, through social media.



Find us on Facebook:
Elim Housing Association



Find us on Twitter:
@ElimHousing

Moderation and acceptable content policy

Please be aware that we will only monitor our social media accounts during working hours.

We may occasionally post from our social media channels on evenings or weekends, but please do not expect us to receive alerts or respond to any posts outside of 09:00 and 17:15 Monday to Fridays.

Social media should not be used to communicate urgent messages, so if you have an urgent query please phone 01454 411172.

We are also committed to ensuring that Elim's customers and stakeholders are able to use social media to engage in conversation without fear of abuse, harassment or exposure to offensive or otherwise inappropriate content.

In order to achieve this, Elim reserves the right to remove comments, without notification, including those which:

- bully, harass or intimidate any individual or organisation,
- are unlawful, libellous, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive,
- infringe or violate someone else's rights,
- violate the law,
- discuss ongoing legal proceedings,
- are spam,
- advertise products or services,
- are irrelevant,
- are disruptive, or
- are repetitive.

We will also remove or ban any user who:

- continues to post comments such as those listed above,
- uses offensive images as their profile picture, or
- has an offensive user name.