Social Media Terms of Engagement

We use social media to share information about our homes and services, promote news, campaigns and events, let you know how you can get involved with Thirteen, and more.

We love hearing from you and want to ensure everyone can enjoy being part of the conversation. To help keep our channels safe, welcoming and respectful, here are our Social Media Terms of Engagement.

Users engaging with Thirteen must comply with our Terms of Engagement.

- To protect your privacy, we'll remove any public facing content which contains personal details (such as address and contact information) and request that you send this via direct message
- Users must treat others with respect; we won't tolerate abuse directed at either colleagues or other users
- We reserve the right to hide/remove comments, posts or consent and/or disable comments (where function allows) on our social media channels if we believe it contains:
    - Abusive, offensive or threatening language
    - Aggressive, hostile or intimidating behaviour
    - Bullying, harassment or victimisation
    - Sexual harassment, including unwanted comments
    - Racist, sexist, homophobic, transphobic or other discriminatory behaviour
    - Spam/Scam
    - Violation of any law, regulation or intellectual property rights
    - Behaviours outlined in our Respect and Safety Statement.
- Anyone repeatedly engaging with us using content or language which falls into the above categories will be blocked and/or reported to the associated social media platform. We won't tolerate or respond to abuse
- In extreme cases, we may report the incident to relevant authorities (such as the police).

You can find us on Facebook, LinkedIn, YouTube and Instagram. You'll also find us on Twitter, but please note this is no longer in use.

We'll always address any questions, service queries or complaints you have with us directly, and aim to do so in a timely manner.

As standard, our social media pages are monitored Monday to Friday, 9am – 5pm. If you require an urgent response, we recommend contacting us on 0300 111 1000.

Read our **Respect and Safety Statement** and **Acceptable Behaviour Policy** for more information.