

Guidelines for users of Prospect's Social Media



Prospect Community Housing uses social media platforms to provide information and news to our tenants, local residents and partners, and the wider community we are part of. We welcome comments and engagement with our content. We understand that people have differing views on many issues. However, we do not accept the presence of cyber bullying on any of our platforms, and we have user guidelines that we implement in response to any comments that we think fall into this category.

We'll take immediate action if content in any format is:

- defamatory, slanderous, misleading or false
- abusive or threatening – this includes swearing, adapted spellings with the same meaning, etc
- intimidatory towards our staff or other users
- inciting hate crime or hate crime words
- obscene, profane or sexually oriented
- discriminatory in any way
- promoting illegal activity
- promoting individual products or services
- revealing personal details, such as private addresses, phone numbers, email addresses or other online contact details
- completely off topic
- the same message posted multiple times, otherwise known as 'spamming'
- controversial, irrelevant and off topic, otherwise known as 'trolling'

We actively monitor our platforms Monday – Friday 9am – 4pm, if you do notice any offensive comments at any time, please let us know.

If you wish to raise any concerns or contact us about any posts, please tell us or call 0131 458 5480

Actions we will take

- If your content relates to the list above, we may hide or delete it.
- We'll respond publicly to your content asking you to remove it immediately.
- If you do not take action, we may block your access to our social media accounts. We'll tell you that we're doing this.
- Depending on the content, we will also screenshot the posts and consider legal action or sending them on to the police for investigation.
- If we think that the content you post is explicit, we will take immediate action to delete the post and block your access to our accounts.

Social Media Terms and Conditions

Users should also note that their comments are subject to the social media platforms' own terms of use and codes of conduct.

Facebook's Terms of Use: www.facebook.com/terms.php

Twitter's Rules: <https://help.twitter.com/en/rules-and-policies/twitter-rules>

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