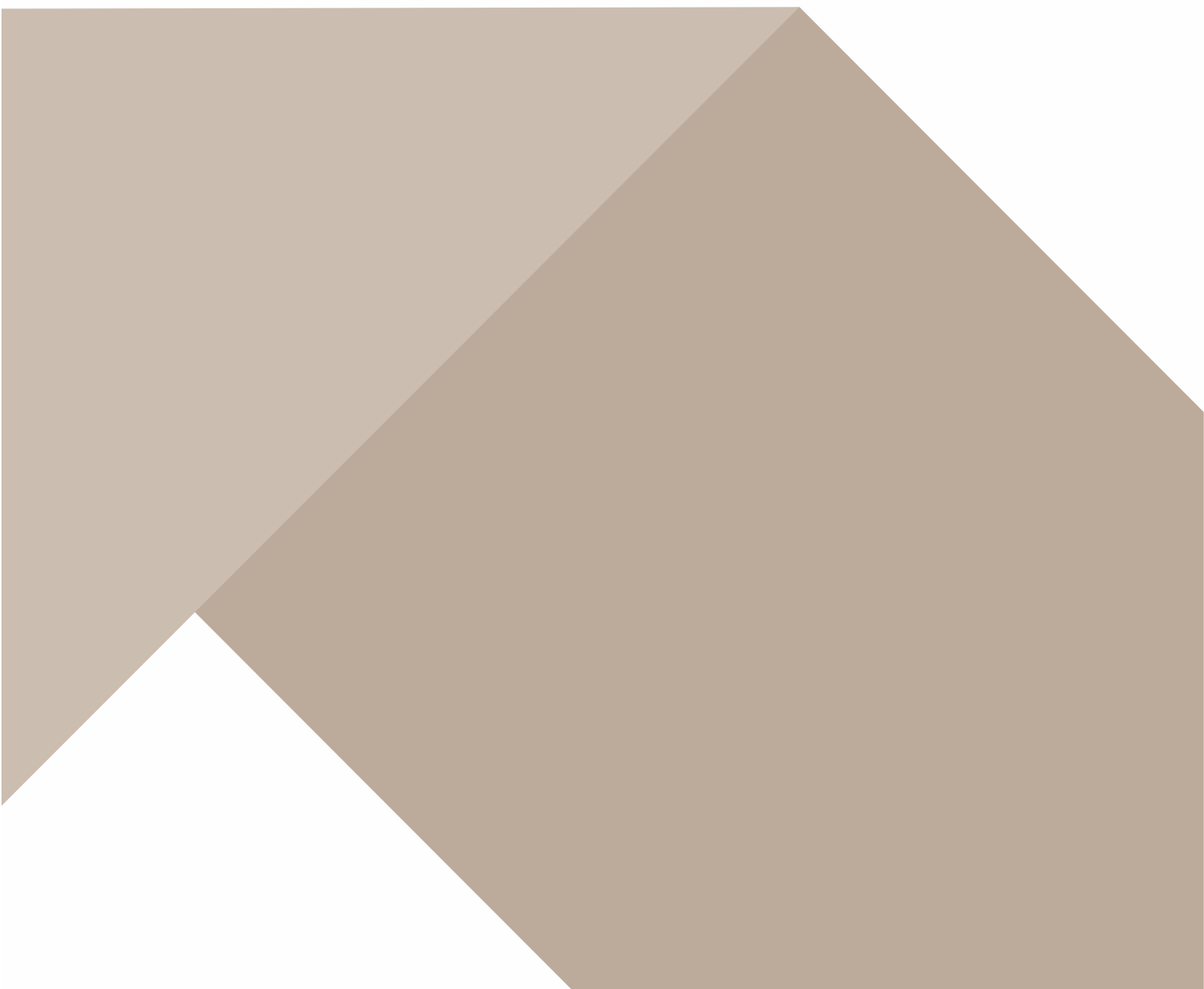


Group Social Media policy

We will provide this policy on request at no extra cost translated or in large print, in Braille, on tape or in another non-written format



We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979。

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋੜਹੀਣਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.

Approval body	<i>Group Board</i>
Date of approval	<i>27 September 2023</i>
Review Year	<i>2026</i>
Customer engagement required	<i>No</i>
Trade union engagement required	<i>Yes- For information</i>
Equality Impact Assessment	<i>No</i>

Guidelines for using our social media sites

This information should be available and accessible on all of our social media outlets:

Wheatley Group listens to and engages with our customers and, as part of our commitment to improving communications, we have established several social media channels. Please note these pages are for general information and discussion only. Customers who wish to report a repair, make a payment or find a home should contact the 24/7 Customer First Centre or use our online services.

Wheatley Group has several guidelines we require all users to follow. These guidelines explain our acceptable use policy and will help you make the most of our sites. If you do not follow these guidelines your posts may be removed and if you continue to ignore the guidelines, you may be blocked from using Wheatley's social media pages.

Please ensure the security on your profile is at a high level so that your profile remains private protecting your personal information.

We welcome all feedback and comments. However, the following guidelines must be followed. Do not:

- use foul or abusive language;
- post anything that may be false, obscene, defamatory, discriminatory, threatening, harassing, abusive or anything else of this nature;
- disclose personal information - either yours or anyone else's; and
- and identify or discuss other individuals.

The pages are monitored and updated Monday to Friday, 9am-5pm. We will endeavor to answer as many comments and queries posted as quickly as possible in this time, but on some occasions this may not be possible. Suggestions and feedback will be passed onto the relevant department/partner company within the Group.

In the event of an incident out with our control, we will use these sites to update and share information as quickly as possible.

Remember:

- your posts are monitored so other customers, staff and others interested in Wheatley will be able to see your posts. Please make sure you do not post anything you may regret later;
- we reserve the right to remove posts that do not comply with our Acceptable Use Policy. If this persists that person will be blocked from using our social media outlets;
- and if you wish to complain about any posts on this page, please complete our online complaints form available on our websites or call the Customer First Centre, which is available 24/7.