

Social media guidance for residents

Social media is a useful place for people to use their voice and express their views. ccha uses social media to share information and engage with residents and we encourage residents to participate in conversation.

To keep our social networking sites a space for everyone to enjoy and find useful, we ask that you read and follow our social media guidance below. Social media is a public space and all posts or comments you make will be visible to others. Failure to follow these guidelines may lead to the removal of posts or comments or blocking the user from commenting on our pages in the future.

We'll monitor ccha social media pages during office hours and will direct enquiries to the correct place. Social media should not be used to discuss in depth personal issues, repairs or complaints. If you would like to discuss your case further, we recommend contacting our switchboard on 0800 054 6710 or emailing customers@ccha.biz where we can direct you to the correct team.

Social media guidance

Be mindful of your language and do not post anything that could be deemed discriminatory or offensive.

We ask that you do not comment anything that includes defamatory and/or offensive language. Racism, sexism, homophobia, and other forms of hate speech, bullying or harassment are not acceptable and comments that break this rule will be hidden or removed. If this type of commenting continues, we may block users from commenting on our page or posts.

Chat to us but avoid posting confidential information.

We'd love to hear about your experience and have you comment on our posts. If you have any issues you'd like us to look into, we ask that you avoid posting personal details that could be used to identify you or another individual. This includes full names, addresses, date of birth, contact details or anything confidential. You can privately message us or contact our switchboard to discuss in more detail. We may remove posts which contain personal details so they aren't public but will continue to look into the issues raised.

We monitor our social media pages during work hours only.

We will monitor our social media during work hours, usually between 9am-5pm, Monday to Friday, excluding any public holidays. We aim to respond to any comments or messages within 2 working days. If you need an urgent response, please contact our switchboard on 0800 054 6710.