Solihull Community Housing
Shaping our neighbourhoods

Social Media Community Guidelines

November 2026

We are here to help

Our social media channels are monitored by our Communications Team Monday to Friday 9:00am – 5:00pm, excluding bank holidays. We aim to respond to messages within 3 working days. Some enquiries may take longer where we need to consult with another team or investigate the issue.

Our social media channels should not be used to report emergencies or matters requiring an immediate response. For urgent matters please contact **0121 717 1515**.

Our social media community guidelines

Please do:

- Be respectful and courteous to staff, residents and other members of the community
- Keep comments relevant to the post or discussion
- Ask questions and share feedback constructively
- Challenge decisions or services respectfully
- Respect other people's privacy and personal information
- Consider how your comments may affect other members of the community
- Follow the rules and terms of the social media platform you are using
- Contact us privately where an enquiry involves personal, confidential or tenancy related information

We may remove or hide content that breaches these guidelines. This includes content that:

- Is abusive, threatening, intimidating or offensive
- Targets or personally attacks an individual
- Is discriminatory, hateful or derogatory, including comments relating to protected or personal characteristics
- Bullies, harasses or repeatedly targets staff, other residents or individuals
- Makes threats of violence or contains comments that could make others feel unsafe
- Shares personal or identifiable information
- Contains allegations about an identifiable individual

- Deliberately spreads false or misleading information
- Is spam, excessively repetitive or unrelated to the discussion
- Contains illegal content or encourages illegal activity
- Attempts to disrupt, overwhelm or misuse our social media channels

Comments and opinions expressed by members of the public do not reflect the views, values or official position of Solihull Community Housing.

Moderation

We will apply these guidelines consistently and will not moderate content simply because it is critical, unpopular or disagrees with our organisation. Depending on the nature and seriousness of the content, we may:

1. Leave the content in place where it does not breach these guidelines
2. Hide or remove the content that breaches the guidelines
3. Contact the individual privately where appropriate
4. Restrict or block an account where there are repeated or serious breaches
5. Report content to the social media platform or relevant authorities where appropriate

We may act without warning, where content presents a serious risk, includes threats, contains illegal material or requires immediate action.

Where an account is blocked or restricted, we will provide an alternative way to contact us where appropriate.

Contact us

For general enquiries or support, please contact us here.
To make a formal complaint please see here.

Get in touch

Join us on social media:

Solihull Community Housing

solihullcommunityhousing

Solihull Community Housing

Freepost RLSS-UEBA-RTUZ
Solihull Community Housing
Endeavour House
Meriden Drive
Solihull
B37 6BX

Phone: 0121 717 1515
Typetalk: 18001 0121 717 1515
Text: 07781 474 722

Website: www.solihullcommunityhousing.org.uk

RESIDENT APPROVED

ACCREDITED 2026-2029
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LANDLORD

Visit the contact us page on our website to complete an online form with details of your enquiry.

Contact us if you need this document in a large print, different language or alternative format.
For details about how we use your information please refer to our Privacy Notice on our website.