Social Media Guidelines

SAXON WEALD

We want our social media channels to be informative and engaging, and a safe space for everyone who visits.

Follow our various accounts to stay up to date with the latest news, events, and stories in our communities. Whether you're looking to connect, share, or simply stay informed, there's something for everyone.

Get involved and help us grow our community online.

You can follow our social media here:

We're here to help

Our social media channels are actively monitored between the hours of 9am and 4pm, Monday to Friday (excluding bank holidays). A member of the team will respond to all online enquiries within two working days.

Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT
TEL: 01403 226000 | EMAIL: hello@saxonweald.com | www.saxonweald.com

To help keep our social channels a fun and enjoyable place for everyone to visit, we politely ask all users to adhere to our guidelines below. **Please remember to:**

Be respectful of others

Please treat everyone with courtesy and kindness. Even if you disagree, keep the conversation respectful. We do not tolerate abusive language, bullying, or content that may cause distress. This includes content directed at both Saxon Weald staff and other social media users.

Help us protect your data

Please be aware, we will never ask you to share personal details publicly. If we need to confirm your identity to assist you, we'll ask you to send a direct message through one of our official social media accounts. We also remove any personal information from public posts to protect your privacy.

Stay on topic

Please keep your comments aligned with the original post. Off-topic replies may be removed to ensure discussions remain clear and helpful. For example, posting a repair request under someone else's update may cause confusion or delay in response.

Create a positive space for everyone

Unacceptable behaviour includes actions that prevent us from effectively supporting you or other customers. It also creates a negative space for other residents and users. If a user repeatedly posts about an issue without following our advice to resolve it, we may limit their access to our social media channels or remove their comments. You can still reach us via phone, email, MySaxonWeald, or direct message.

Avoid spam and repetition

Repeated or duplicate posts from the same user or group may be removed to keep discussions clear and accessible for everyone.

Saxon Weald reserves the right to restrict access to our social media channels if followers persistently go against our guidelines.

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