



Purpose

Torus Talk is a closed (private) page where you will be asked to give us feedback online through the surveys and consultations that we post, this will help us to develop services, influence policies and protect what's important for all tenants and leaseholders.

Information and Guidelines

- Be active and participate in at least 4 surveys per year
- Tell us if you decide to leave the group or you are no longer a tenant or leaseholder of Torus
- Respect other members, their views and opinions and be mindful of any post that you make
- Do not post any personal issues relating to yourself or others
- Do not post issues relating to your property as these cannot be reported through Torus Talk
- Do not post any unrelated topics, pictures, links or advertising which could be considered as spam
- Do not post any identifiable personal information relating to yourself or others which could breach the General Data Protection Regulation (GDPR) 2018. This includes telephone numbers, emails and pictures
- If at any time the administrators deem that you have not followed the ground rules or consider your activity to be in breach of any of these rules, we may implement any of the following actions

Any related post, picture, comment or reaction could be removed or deleted

The member will be contacted, informed of the breach, and may be muted for a specific period or removed from the membership

What we will give you in return

- Upon membership approval, we will inform you of the Ground Rules, the purpose of the forum, manage notifications and provide information for the correct methods to report any specific queries you may have
- We will provide regular content including surveys and consultation, plus any wider tenant consultations where appropriate
- Tell you about other news, events and involvement opportunities that may interest you
- We will support and advise the correct channel of communication if a post is deemed by the admins to be inappropriate
- We reserve the right to regularly review Torus Talk and cleanse the page of previous posts, pictures, survey links, comments that are no longer relevant or have expired and/or issues that have been resolved