

## CLIXIFIX CUSTOMER PORTAL COMMUNITY STANDARDS POLICY

In order to maintain a respectful and safe environment for everyone, we have created a set of community standards for Concert Homes customers who have access to the Clixifix Customer Portal.

We strive to keep our Customer Portal as a place where you can report and manage any issues you may have with your home. While using this service we expect all users to act as follows:

### **Please do:**

- Ask questions (via the 'comments' tab on an open ticket).
- Be respectful.

### **Please refrain from:**

- Hate Speech — Hate speech of any form is strictly prohibited.
- Disrespectful manners — We do not accept or welcome impolite or offensive behaviours, including the use of explicit/vulgar language. This includes passive aggressive statements or behaviour towards Concert and our staff.
- Reopening tickets that have been closed unless something has demonstrably changed.

### **What to Expect When Guidelines Are Violated**

- We will first seek to resolve any conflicts, should they arise, however any user violating the guidelines will risk having their Clixifix Customer Portal access removed.

### **Acknowledgement and Terms of Use**

By using the Clixifix Customer Portal, you are agreeing to abide by these Community Standards.

All members of our community are expected to abide by Community Standards at all times.

The definitions of what is deemed inappropriate will be decided at the sole discretion of Concert Homes

