

Example of resident service request addressed via Twitter

The screenshot shows a Twitter thread with five tweets. The first tweet is from a user with a yellow crown profile picture, asking for help with a noise alarm. The second and third tweets are replies from the same user asking for more information and suggesting a website. The fourth tweet is another reply from the same user, stating they are going to the offices. The fifth tweet is from the official account of Runnymede LC, apologizing for the delay and providing an email address for noise problems.

Empty property corner Station Rd Victoria Rd b alarm been going on & off for 2 weeks. Who do we report it to [@RunnymedeLC](#) [@RunnymedeBeat](#) ?
4:48 PM - 5 Apr 2016

[@RunnymedeLC](#) [@RunnymedeBeat](#) This is still going off, how do I report it please?
View conversation · [←](#) [↻](#) [♥](#)

[@RunnymedeLC](#) [@RunnymedeBeat](#) try the [@RunnymedeBC](#) website. Police don't care.
View conversation · [←](#) [↻](#) [♥](#)

[@RunnymedeLC](#) [@RunnymedeBeat](#) [@RunnymedeBC](#) Going to wander down to the offices. Getting silly now
View conversation · [←](#) [↻](#) [♥](#)

Runnymede LC [@RunnymedeLC](#)
[@RunnymedeBeat](#) [@RunnymedeBC](#) sorry for delay, now reported,if noise problems please email environmentalhealth@runnymede.gov.uk
View conversation · [←](#) [↻](#) [♥](#)

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