

Repairs Consultation Customer Prize Draw:
Terms and Conditions

1. The Repairs Consultation Prize Draw (“Prize Draw”) is open to all Moat Homes Limited (“Moat”) current lead tenants, shared owners, leaseholders and freeholders that receive a repairs service from Moat. They must have completed the Repairs Consultation Prize Draw sent to customers in May 2024.
2. Where the tenancy or lease consists of two named tenants, shared owners, leaseholders or freeholders, both customers are entitled to complete the survey, and both will be eligible for the Prize Draw. Other members of the household will not be eligible.
3. The survey can only be completed once. Multiple entries will not be counted.
4. The Prize Draw will be held by no later than 17 May 2024 and once the Prize Draw has closed.
5. The winner will be selected at random from all eligible Moat customers that have completed the survey in full (either online or via a paper survey).
6. The winner must complete all aspects of the activity that they have been invited to participate in. The survey must be completed in full – part completed surveys will not count. This includes confirming contact details.
7. If the randomly selected customers do not meet the eligibility criteria outlined in these Terms & Conditions, another winner will be selected at random. This will be repeated until all eligible winners are identified.
8. The winners must be 18 years of age or over and a resident of the UK.
9. The winners will be notified via telephone or email within 28 days of the draw date, unless they have requested an alternative communication channel.
10. The winner will be awarded one x £50 Amazon gift card, which can either be sent out by post or sent as an eGift voucher via email. If the customer has rent arrears, they will be given the opportunity to instead deduct the amount from their outstanding rent balance.
11. Winners may be asked to participate in publicity or promotional activity organised by Moat, including promotional photographs, but participation is entirely at the winner’s discretion.

12. Moat also undertake prize draws as part of its Customer Advocate programme. For these activities, these will be covered by the Customer Advocate Prize Draw Terms & Conditions.
13. Moat reserves the right to withdraw the Prize Draw or amend these Terms and Conditions at any time without notice.