

Home Improvement Survey Prize Draw

Terms and conditions

1. The Home Improvement Survey Prize Draw ("Prize Draw") is open to all Moat Homes Limited ("Moat") current lead tenants, Moat staff members, even if they are a customer, are excluded from the Prize Draw. They must have allowed Moat to carry out a Home Improvement Survey in their home.
2. Where the tenancy consists of two named tenants, there will only be one eligible entry into the prize draw.
3. The Prize Draw will be held by no later than the end of the following month of when the survey has been carried out.
4. One winner will be selected at random from all eligible Moat customers that have allowed access into their home for the home improvement survey to be completed.
5. The survey must be completed in full – part completed surveys will not count.
6. If the randomly selected customers do not meet the eligibility criteria outlined in these Terms and Conditions, another winner will be selected at random. This will be repeated until an eligible winner has been identified.
7. The winners must be 18 years of age or over and a resident of the UK.
8. The winners will be notified via telephone or email within 28 days of the draw date, unless they have requested an alternative communication channel.
9. The winner will each be awarded one x £100 Evoucher, 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.
10. 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.
11. Moat reserves the right to withdraw the Prize Draw or amend these Terms and Conditions at any time without notice.