

# Terms and Conditions

## for consultation surveys with prize draws

Please read these Terms and Conditions (T&Cs) carefully which refer to prize draws to support tenant engagement in Dover District Council's (DDC) Housing Management Service.



When entering a prize draw, we will assume you have read these T&C's and agree to them.

1. Any responses received from anyone who is not a DDC Tenant will be deleted and not included in the prize draw.
2. The prize winner(s) may be published in future promotional material, however we will contact you for agreement to this in line with Data Protection Guidelines.
3. To be entered into the prize draw, you must complete all mandatory fields required in the survey.
4. There is a limit of one entry per household. Tenants and leaseholders should only complete the survey once. Repeat entries will be discounted.
5. Entry is free but the survey must be returned by the published deadline to be entered into the prize draw.
6. Winner(s) will be drawn at random after the closing date, within 12 weeks.
7. The winner(s) will be contacted by telephone, and failing that, by email or letter to arrange delivery details. If the winner is not contactable after 5 working days, a new winner will be drawn.
8. The prize draw is open to tenant(s) and leaseholder(s) of Dover District Council that are named on a tenancy or lease agreement and are listed on the information systems held by DDC. Tenants and Leaseholders must reside in the United Kingdom only.
9. If you complete a survey and are a DDC Councillor or employee of DDC, we will record your responses but exclude you from any prize draw.
10. All survey respondents must be aged 18 or over.
11. Incorrectly completed entries will be disqualified.
12. DDC reserves the right to withhold prize money if a tenant or leaseholder's rent, council tax and or service charge account is in arrears. Prize draw monies may instead be used as a credit on their account.
13. This prize draw is being run by DDC's Housing Management Service and we reserve the right to amend these rules at any time. We may also create rules which will apply to a specific competition only. If this is the case, we will publish the amended competition rules and/or specific competition rules on the relevant competition webpage or literature.