

#### Terms and Conditions for Merlin Pass Online Competition:

1. To be eligible for the prize draw entrants must meet the following criteria: The entrant must (a) have signed up to / logged into their account and filled out our online survey behind the portal between 00:01am on Monday 15<sup>th</sup> January 2017 and 11.59pm on Sunday 21<sup>st</sup> January. (b) be a Housing Solutions tenant. (c) be over 18 years old at the time of signing up. (d) the winner must not be in arrears on their rent account at the time of the prize draw. In the event of the first winner being in arrears Housing Solutions has the rights to pick another winner (until a winner is selected that is not in arrears).
2. Entries after 11.59pm on Sunday 21<sup>st</sup> January will not be included in the prize draw.
3. The winner will be picked at random on Monday 22<sup>nd</sup> January from all eligible entries and will be notified by email or telephone on Monday 22<sup>nd</sup> January.
4. The winner will need to be able to supply us with head pictures of the winning pass holders or come into the office by 12.00pm on Wednesday 24<sup>th</sup> January in order for us to take photos and order the prize. If pictures are not supplied by this date you will forfeit your prize.
5. The winners name will be advertised on the Housing Solutions website, Facebook page and may be included in literature (i.e our customer newsletter.)
6. The prize is a standard annual Merlin Pass for a family of up to 4 (2 adult and 2 children or 1 adult and 3 children) to the value of £436. All pass holders must live at the registered address. This prize is non refundable, exchangeable or transferable.
7. The prize can either be collected by the winner or a registered member of the winning household from our Crown Square Offices or will be delivered to your property by a member of Housing Solutions Staff within 28 days. We will contact you once the prize has been delivered to Housing Solutions to arrange delivery. Whichever way the prize is received the winner will be asked to sign for the prize.
8. Housing Solutions accepts no long term responsibility for the prize. Housing Solutions will not pay for the replacement of lost passes.
9. Housing Solutions reserves the rights to end this competition at any time.