

## **Appendix B**

### **Southway Rewards - Monthly Prize Draw Terms and Conditions**

- 1      **The Southway Rewards Monthly Prize Draw (“the Monthly Prize Draw”) is a monthly prize draw run by Southway Housing Trust of Southern Gate, 729 Princess Road, Didsbury, Manchester M20 2LT (“the Trust”).**
- 2      **The Monthly Prize Draw is open to all Southway Rewards members: tenants occupying properties under tenancies from the Trust (who hold a valid Southway tenancy agreement) who have paid their rent on time, including any agreement to clear rent arrears, and complied with the terms of their tenancy agreement for at least 13 consecutive weeks preceding each Monthly Prize Draw. Such tenants will be known as “Members”. No additional purchase or payment is necessary.**
- 3      **The default position is that all Members will automatically be entered into the Monthly Prize Draw. Any Members who do not wish to be entered should contact the Trust on 0161 448 4200.**
- 4      **Only one entry to each Monthly Prize Draw will be made per household not withstanding that there may be two or more tenants.**
- 5      **The Monthly Prize Draw will normally take place on the last Tuesday of each month with the following exceptions**
  - a. **In December the Monthly Prize Draw will normally take place on the second Tuesday in the month.**
- 6      **There will be two prizes awarded for each Monthly Prize Draw. An auditable random generator will be used to decide the winners. The first Member drawn will win a prize of £xxx and the second Member drawn will win £xxx.**
- 7      **Winners for each Monthly Prize Draw will be drawn by using an auditable random generator on the Trust’s Information Technology system. The first winner will be the first name that is generated by the auditable random generator and the second winner will be the second name that is generated by the auditable random generator. We reserve the right to carry out a manual override where we find an eligibility discrepancy. The results of each Monthly Prize Draw will be final.**
- 8      **The Trust will contact the winning Members directly normally within two working days of each draw taking place and this will usually be by email using the email address provided by the tenant.**
- 9      **The Trust will publish the names and photographs of the winners of each Monthly Prize Draw on the Trust’s website. Publication of winners will also take place at least quarterly through the Trust’s communication methods such as “Southway Stories”, Facebook and Twitter, and any other appropriate methods. Full names and addresses will be published with the Members’ permission or alternatively part names and addresses will be published if the winning Members prefer anonymity.**
- 10     **Winners of Rewards Prize Draws will be asked to agree to their photograph begin taken for publicity reasons. Prizes will not be withdrawn if there is fair reason for tenants requesting anonymity.**

- 11 Prize money will be paid directly to the winning Members by bank transfer in the cases where the Trust has the bank details of the winners. The Trust will contact the winners and ask for bank details, or assist the winner in setting up a bank account. A visit to the winning Member will be made normally within 5 working days of the relevant Monthly Prize Draw, and payments will be made to winners normally within 5 working days after the visit has taken place. For those winning Members who cannot be contacted in time, a visit will be made within 5 working days after the first contact, and payment will be made 5 working days after this. Where bank accounts have to be set up, payment will be made as soon as the bank details are confirmed.
- 12 Where a winning Member occupies their home under a Joint Tenancy, all tenants on the tenancy will be required to confirm in writing the details of the bank account to which payment should be made out. All the tenants on the tenancy will be required to sign a document confirming this information and payment will be made within 5 working days of the Trust having received the said documents(s) from all the tenants on the tenancy. In the case where a Joint Tenant is no longer considered to be residing at the property, but remains on the tenancy, payment will be made to the Joint Tenant who is residing at the property.
- 13 Members who are on the Trust's Board, members of the Trust's Committees, employees of the Trust, or any family members or associates of the same will be eligible to be entered into the Monthly Prize Draw but will not be permitted to be involved in the prize draw process, this includes the administration of the Members list and the administration of the random generator used to select the winners. The Trust's Code of Conduct Policy will apply.
- 14 The Trust will determine whether a tenant is a Member by reference to the information held on the Trust's database as at the Tuesday of each draw.
- 15 Where a tenant has not paid their rent on time for 13 consecutive weeks due to complications or delays with the payment of Housing Benefit they will not be deemed to be eligible Members and will not be entered into any Monthly Prize Draw until the issue has been resolved. Owing to the results of each Monthly Prize Draw being final, the Trust is not able to enter tenants into any draw or to award prizes retrospectively and cannot make allowances for any complications or delays in the payment of Housing Benefit or Universal Credit.
- 16 For the avoidance of doubt, for the purposes of clause 14 above, once a Housing Benefit claim has been processed and this processing has cleared all outstanding arrears, a tenant will be deemed a Member on the basis that any past arrears attributable solely to the processing of Housing Benefit were technical arrears and did not affect their eligibility.
- 17 Where a tenant has missed a payment as part of their arrears repayment agreement, or there has been a delay in payment as part of their arrears repayment agreement (including not paying their rent and any agreed arrears on a set day), Members will not be entered into the Monthly Prize Draw, and will be excluded for a further 12 weeks, or until such a time that

- they have maintained payments in line with any agreement made for a period of 13 consecutive weeks.
- 18 Where a tenant refuses their prize, we will award the prize to the next tenant on the list.
- 19 If a tenant passes away before collecting their prize, unfortunately we cannot give the prize to a family member. In this case we will award the prize to the next tenant on the list.
- 20 Where a tenant cannot use the prize, they will be offered an alternative prize of a similar value.
- 21 The Trust reserves the right to change the prize awards or the rules as it sees fit without further notice and by amending the rules as published from time to time.
- 22 The Trust reserves the right to use any prize draw winnings to clear any outstanding arrears that a winning Member may have (including rent arrears, garage arrears, recharges, service charges, and any other sums due to the Trust) before the winnings are paid. Furthermore, the Trust reserves the right to use any prize draw winnings to resolve any other breach of tenancy identified at the address. Any remaining prize draw monies after any debts have been repaid will then be made by bank transfer as detailed in clause 10.
- 23 The Trust reserves the right to contact prize draw winners for future promotion and advertising campaigns.
- 24 Any concerns that the rules of the Monthly Prize Draw have not been complied with should be referred to the Head of Department to which the concern relates and investigated in line with those Departmental Procedures.
- 25 Winners are responsible for notifying any authorities such as Department of Work and Pensions, Housing Benefit etc., as appropriate, regarding their winnings. It is understood that as any winnings have been gifted to tenants that they will not be treated as taxable income by HMRC.

## **Southway Rewards - Quarterly Prize Draw Terms and Conditions**

- 1 The Southway Rewards Quarterly Prize Draw (“the Quarterly Prize Draw”) is a Quarterly Prize Draw run by Southway Housing Trust of Southern Gate, 729 Princess Road, Didsbury, Manchester M20 2LT (“the Trust”)
- 2 The Quarterly Prize Draw is open to all Southway Rewards members: tenants occupying properties under tenancies from the Trust (who hold a valid Southway tenancy agreement) who have paid their rent on time, including any agreement to clear rent arrears, and complied with the terms of their tenancy agreement for 13 consecutive weeks preceding each Quarterly draw. Such tenants will be known as “Members”. However, the eligibility criteria may be further extended to include initiatives in line with The Trust’s on-going strategies, including but not exclusive to, the provision of National Insurance Numbers, payment by

Direct Debit or the completion of specific surveys. No additional purchase or payment is necessary.

- 3 The default position is that all Members will automatically be entered into the Quarterly Prize Draw. Any Members who do not wish to be entered should contact Southway Housing Trust on 0161 448 4200.
- 4 Only one entry to each Quarterly Prize Draw will be made per household not withstanding that there may be two or more tenants.
- 5 One Quarterly Prize Draw will take place during the following months, October, December, March, June.
- 6 There will be a changing number of prizes awarded for each Quarterly Prize Draw. The prizes will be distributed to the corresponding list of Members who have been drawn using an auditable random generator.
- 7 Winners for each Quarterly Draw will be drawn by using an auditable random generator on the Trust's Information Technology system. The first winner will be the first name that is generated by the auditable random generator and so on. We reserve the right to carry out a manual override where we find an eligibility discrepancy. The results of each Quarterly Draw will be final.
- 8 Prizes are issued at Southway Housing Trust's discretion and where there are a variety of prizes winners may not select a different prize to the prize they have won.
- 9 The Trust will contact the winning Members directly within two working days of each draw taking place.
- 10 The Trust will publish the names and photographs of the winners of each Quarterly Prize Draw on the Trust's website. Publication of winners will also take place at least quarterly through the Trust's communication methods such as "Southway Stories", Facebook and Twitter, and any other appropriate methods. Full names and addresses will be published with the Members' permission or alternatively part names and addresses will be published if the winning Members prefer anonymity.
- 11 Winners of Rewards Prize Draws will be asked to agree to their photograph begin taken for publicity reasons. Prizes will not be withdrawn if there is fair reason for tenants requesting anonymity.
- 12 Any prizes will be given directly to the winning Members, either by delivery to their homes, or collection at Aspen House. Winners must collect their prizes within the time period specified on the initial letter sent out to them. After this time period, the Trust reserves the right to reallocate the prize to another eligible tenant.
- 13 Where a winning Member occupies their home under a Joint Tenancy, the prize will be given to the tenant whose name appears first on the Trust's Information Technology system. Where a Joint Tenant whose name has been selected, is believed to be no longer residing at the property, the prize will be given to the remaining Joint Tenant provided that satisfactory proof has been provided that the non-resident Joint Tenant is living elsewhere.
- 14 Members who are on the Trust's Board, members of the Trust's Committees, employees of the Trust, or any family members or associates of the same will be eligible to be entered into the Quarterly Prize Draw but

will not be permitted to be involved in the prize draw process. This includes the administration of the Members list and the administration of the random generator used to select the winners. The Trust's Code of Conduct Policy will apply.

- 15 The Trust will determine whether a tenant is a Member by reference to the information held on the Trust's database as at the day of each Quarterly Prize Draw.
- 16 Where a tenant has not paid their rent on time for 13 consecutive weeks due to complications or delays with the payment of Housing Benefit they will not be deemed to be Members and will not be entered into any Quarterly Draw until the issue has been resolved. Owing to the results of each Quarterly Draw being final, the Trust is not able to enter tenants into any Quarterly Draw or to award prizes retrospectively and cannot make allowances for any complications or delays in the payment of Housing Benefit.
- 17 For the avoidance of doubt, for the purposes of clause 14 above, once a Housing Benefit claim has been processed and this processing has cleared all outstanding arrears, a tenant will be deemed a Member on the basis that any past arrears attributable solely to the processing of Housing Benefit were technical arrears and did not affect their eligibility.
- 18 Where a tenant has missed a payment, or there has been a delay in payment (including not paying their rent and any agreed arrears) on a set day, Members will not be entered into the Quarterly Prize Draw, and will be excluded for a further 12 weeks, or until such a time that they have maintained payments in line with any agreement made for a period of 13 consecutive weeks.
- 19 Where a tenant refuses their prize, we will award the prize to the next tenant on the list.
- 20 When a tenant dies before collecting prize, we will award the prize to the next tenant on the list.
- 21 Where a tenant cannot use the prize, they will be offered an alternative prize of a similar value.
- 22 The Trust reserves the right to change the Quarterly Prize awards or the rules as it sees fit without further notice and by amending the rules as published from time to time.
- 23 The Trust reserves the right to use any prize draw winnings, or their monetary equivalent, to clear any outstanding arrears that a winning Member may have (including rent arrears, garage arrears, recharges, service charges, and any other sums due to the Trust) before the winnings are paid. Furthermore, the Trust reserves the right to use any prize draw winnings, or their monetary equivalent, to resolve any other breach of tenancy identified at the address. Any remaining prize draw monies after any debts have been repaid will then be made by bank transfer as detailed in clause 10.
- 24 The Trust reserves the right to contact prize draw winners for future promotion and advertising campaigns.

- 25 Any concerns that the rules of the Quarterly Prize Draw have not been complied with should be referred to the Head of Department to which the concern relates and will be investigated in line with those Departmental Procedures.**
- 26 Winners are responsible for notifying any authorities such as Benefits Agency, Housing Benefit etc., as appropriate, regarding their winnings. It is understood that as any winnings have been gifted to tenants that they will not be treated as taxable income by HMRC.**