

## Tenant Satisfaction Survey 2023

### Free prize draw

#### Terms and Conditions

1. The draw is open to current Hanover Scotland tenants. Only one entry per household is permitted.
2. Entries only apply to, and must be made by, participating in and completing the survey either by phone, or by any other means being promoted.
3. The Love2Shop vouchers can be used in any participating retailer. A full list can be found here: [participating shops](#)
4. Hanover Scotland reserves the right to substitute a prize of equal value if this is necessary for reasons beyond its control.
5. The draw is open from 18th September 2023 and will close on 3rd October 2023.
6. The draw will take place no later than 10th November 2023.
7. The winners will be notified by 20th November 2023.
8. No cash alternatives will be offered and prizes are non-transferrable.
9. Hanover Scotland reserves the right to re-draw a winner if they cannot be contacted within a reasonable period. Also, the right to disqualify any entrant, or select an alternative winner, if it believes that any entrant has contravened these Terms and Conditions.
10. Submitting an entry to this prize draw is deemed to be acceptance by the entrants of these Terms and Conditions. Hanover Scotland reserves the right to alter, amend or foreclose this prize draw without prior notice, should unforeseen circumstances make this unavoidable.
11. Hanover Scotland accepts no responsibility for any loss, damage, injury or disappointment suffered by any entrant resulting from entering this prize draw, or by the entrant's acceptance of the prize.
12. GDPR - The information you submit which allows you to be entered into the Prize Draw will be processed by Knowledge Partnership on behalf of Hanover Scotland. You can contact Knowledge Partnership on 0131 356 0385, or for data protection issues by email at [surveys@kpartners.co.uk](mailto:surveys@kpartners.co.uk)
13. Knowledge Partnership will use your details to identify and inform the winner. All details held for this purpose will be deleted following completion of the consultation unless otherwise agreed.