



# STAR Satisfaction Survey Free prize draw promotion 2022

## Terms and Conditions

1. This offer has been organised by the Improvement and Engagement Team, Dacorum Borough Council (DBC), The Forum, Marlowes, Hemel Hempstead, Herts, HP1 1DN.
2. DBC reserves the right to cancel or amend the offer at any time without prior notice. Any changes will be posted on DBC's website located at [www.dacorum.gov.uk/star](http://www.dacorum.gov.uk/star)
3. In the event of any dispute regarding the offer, the decision of DBC shall be binding and no correspondence or discussion shall be entered into.
4. Qualifying entrants: entrants must satisfy the following condition to benefit from this offer:  
**Entrants must either be a Dacorum Borough Council tenant (including joint tenants) or leaseholder.**  
The three winners will be asked to show proof of this.
5. Subject to condition 4, employees of DBC, members of their families and household are also eligible to enter.
6. DBC reserves the right to disqualify any entrant if it has reasonable doubt to believe the entrant has breached any of these terms and conditions.
7. Only one entry per tenant or leaseholder is allowed into the free prize draw.
8. Only entries on the official survey form will be accepted and entered into the free prize draw to win one of three, £50 high street shopping voucher or a credit on the Leasehold or Tenant rent account for the equivalent value. There is no requirement to answer any or all of the survey questions in order to enter the prize draw. Any winning tenant or leaseholder with rent and/or service charge arrears will be required to accept the option of a credit to their account.
10. DBC cannot accept responsibility for any error, omission, interruption, deletion, defect, delay in operation, communications line failure, theft, destruction, alteration of, or unauthorised access to entries, or entries lost or delayed whether or not arising during operation as a result of server functions, virus, bugs or any other causes outside of its control.
11. The closing date for the free prize draw is 31<sup>st</sup> July 2022. The winners will be selected at random from all entries submitted. The winners will be notified within three weeks of the closing date.
12. DBC cannot accept any responsibility for any damage, loss, injury or disappointment suffered by entrants to this prize draw.
13. The vouchers or rent/service charge credits are non-transferable and no cash alternative will be offered.

## Data Protection and Publicity

14. The personal information and answers supplied to the questionnaire will be used for the purpose of this survey to help improve DBC's Housing Service and leaseholder records. DBC will not share your personal details with anyone.
15. Applicants may be asked to take part in promotional activity and DBC reserves the right to use the names of entrants, their photographs and audio and/or visual recordings of them in any publicity. Applicants will be entitled to remain anonymous if they wish.
16. These terms and conditions shall be governed by English law.

17. You can contact us in relation to this promotion by writing to: Improvement and Engagement, Dacorum Borough Council, The Forum, Marlowes, Hemel Hempstead, Herts, HP1 1DN  
or by email: [talk-to-us@dacorum.gov.uk](mailto:talk-to-us@dacorum.gov.uk)