

Stay in to win 2024/25

Terms and conditions:

1. Two winners will be selected each month.
2. Prize per winner is £250 in 'Love to Shop' vouchers (which can be redeemed in retailers such as Argos, Aldi, Sainsburys, M&S, Just Eat and Primark – [complete list can be found here](#))
3. The campaign will run from June 1st, 2023 to 31st May, 2025.
4. The two winners will be chosen at random by a draw performed by a computer and the lead tenant of the winning household will be contacted via telephone on the first working day of the month for the month prior.
5. All successfully accessed repair, gas and electric compliance check appointments for general needs properties will be taken from our Uniclass system at the end of each month and automatically entered into the prize draw. Appointments accessed between first and last day of the month will be included. All successfully accessed appointments have a unique identifier when raised within the Uniclass system and will be allocated a completion code by Thirteen colleagues to confirm the customer was home for the appointment.
6. Prizes unclaimed after two phone call attempts to the winning customers over five working days will be rolled over to the next month of the competition.
7. The system record for the job as entered by the Thirteen colleague will be the final deciding record for the award of the prize.
8. There is no right to challenge the system record for completion. The decision of Thirteen regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.
9. Any claimed prize will be delivered within 14 days of the successful call.
10. The prizes are non-exchangeable, non-transferable and no cash alternative is offered.
11. The prize draw is open to all Thirteen residents aged 18 years or over, with the exception colleagues of Thirteen, their families, agents or any third party directly associated with administration of the prize draw. Proof of age may be requested.
12. Thirteen residents under the age of 18 require written consent from a parent or guardian to claim the prize should they be selected as a winner.
13. The prize draw is free to enter, and no purchase is necessary.
14. Thirteen accepts no responsibility for entries not successfully completed due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network, or server failure of any kind.
15. With consent, any winner's name may be presented on the Thirteen website and social media accounts from time to time.
16. All customers have the right to refuse participation in the draw.
17. Thirteen reserves the right to refuse to award the prize to anyone in breach of the Rules or the Terms and Conditions or the spirit of the Rules or the Terms and Conditions.