

Customer Star Award

Terms & Conditions

1.0 Overview

1.1 The Customer Star Award is a monthly recognition initiative by Coastline Housing to celebrate customers who go above and beyond to support their neighbours, enhance their communities, and contribute positively to the lives of others.

1.2 The award aims to foster community spirit, promote involvement, and highlight the positive impact of customer contributions.

2.0 Nomination Process

2.1 Nominations can be submitted by Coastline customers or colleagues using the official webform or by emailing the getinvolved@coastlinehousing.co.uk inbox.

2.2 The webform/email must include:

- Consent from the nominee to be nominated and publicly recognised
- Nominee's name, address, and contact details
- Reason for nomination
- Nominator's name and contact details

2.3 Nominations are accepted on a rolling basis and reviewed monthly. The winner is selected on the second Monday of each month by the CITs team.

3.0 Eligibility

3.1 All Coastline customers are eligible to be nominated, except:

- Customers who have not given consent to be nominated
- Customers who have already won the award in the past 12 months

3.2 Coastline employees are not eligible to be nominated but may submit nominations.

4.0 Prize

4.1 The winner will receive a Housing Perks or Love2Shop voucher.

4.2 The prize is non-exchangeable, non-transferable, and no cash alternative is offered.

4.3 The winner will be contacted within 10 working days of selection. If the winner cannot be reached within 5 working days, another nominee may be selected.

5.0 Publicity

5.1 Winners will be announced on Coastline's social media, website, and internal newsletters, subject to nominee consent.

6.0 Additional Information

6.1 Coastline reserves the right to replace the prize with an alternative prize of equal or higher value if circumstances beyond Coastline's control make it necessary to do so.

6.2 If for any reason any aspect of this promotion is not capable of running as planned, due to a cause beyond the control of the promoter, Coastline may in its sole discretion cancel, terminate, modify, or suspend the promotion or invalidate any affected entries, where required.

6.3 Coastline shall use and take care of customer's personal data in accordance with data protection legislation

6.4 Coastline accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by the winner as a result of this prize draw or accepting the prize, except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the minimum amount allowable by law

6.5 These terms and conditions shall be governed by English law and the courts of England and Wales shall have exclusive jurisdiction.



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