**Green Rewards – Frequently Asked Questions**

**What is Green Rewards?**

Green Rewards is a project that aims to encourage residents of Nottingham and Nottinghamshire to reduce their carbon emissions, by rewarding positive actions.

It is a web platform and app, which you can access at <https://notts.greenrewards.co.uk/>. You will need to sign up for a free account and then can log your carbon reducing actions to earn ‘Green Points’. Each month there are prizes for the individuals that earn the most Green Points.

**Who can take part?**

Currently, residents of the following Boroughs and Districts can take part:

* Ashfield
* Bassetlaw
* Broxtowe
* Gedling
* Nottingham City
* Mansfield
* Rushcliffe

**How do I sign up?**

Go to <https://notts.greenrewards.co.uk/> and click the ‘Activate Account’ button. You will need to enter your home postcode and an email address to take part. Your postcode will determine which team you are in, which will be based on your District/Borough and ward. You do not need to know your ward to sign up.

You can also download the Green Rewards app for iOS or Android – search for “Notts; Green Rewards” in your device’s app store and follow the same activation process.

**What can I win?**

The prizes available to win depend on the Borough or District you live in. There will be two winners from each Borough or District each month: one top points earner and one resident chosen at random in a raffle. For full details on prizes for each area, please refer to the Green Rewards website.

For some Boroughs and Districts there will also be the opportunity to win prizes for your ward, in the form of donations to charity or support for local greening projects. For full details on ward prizes for applicable areas please refer to the Green Rewards website.

**How is the scheme funded?**

Green Rewards is a partnership project between Ashfield, Bassetlaw, Broxtowe, Gedling, Nottingham City, Mansfield and Rushcliffe councils, with support from Nottinghamshire County Council.

**I have an issue with my Green Rewards account, who do I contact?**

Please contact the Green Rewards team by emailing [customer.service@greenrewards.co.uk](mailto:customer.service@greenrewards.co.uk) or by calling their contact center on 0207 326 5055 (Mon-Fri, 9am-5.30pm). You can also write to them at Green Rewards, 141-157 Acre Lane, London, SW2 5UA.