



Neighborhood Survey 2025

Frequently Asked Questions

1. I completed the survey; now how do I claim my gift?

Once you complete the survey and fill in your email address, you will receive an email from Appy Reward, our rewards platform partner, titled 'Hudson Square neighborhood survey | \$10 gift' and you can click 'Claim gift' which will direct you to the local retail partners that offer the gift. Once you make your choice, you will receive an email with the gift code that can be claimed at the local Hudson Square location. ***Please check your spam box as it is highly likely that the emails might end up there.***

2. I received the email to claim my gift, but I am unable to access the link due to a security/VPN issue. Can you help?

In this scenario, please try accessing these links from different a different IP addresses or servers. If the issue persists, please email mvasu@hudsonsquarebid.org with the following information under subject 'Survey 2025' to receive your gift card code.

- Email address you used to answer the survey
- Choice of retailer among Shake Shack, Westville, Wonder & Maman.

Please be patient, we hope to share the gift card of your choice within 7 days.

3. The retailer I wanted to choose is unavailable on the website, will it be available again?

We unfortunately offer only limited supplies of gift cards from each retailer, and the popular ones might run out fast, we encourage you to make a choice among the available retailers as early as possible.

4. I chose my gift card on the website and still haven't received my gift card. Should I redo the survey again?

If you made your choice of retailer and haven't received your gift card in the next 2-3 days, please send an email to mvasu@hudsonsquarebid.org under subject 'Survey 2025' with the following and we will be able to resend your code.

- Email address you used to answer the survey
- The retailer you had chosen previously

5. I am unable to reimburse/use the gift card at the specified location of the retailer.

We apologize for the inconvenience, please send an email to mvasu@hudsonsquarebid.org under subject 'Survey 2025' with the chosen retailer and we will send you a new code.