

Quick Read: Tenancy Fraud

What is tenancy fraud?

Tenancy fraud happens when someone deliberately misuses a tenancy or provides false information to gain access to housing they are not entitled to. These actions reduce the availability of homes for people who genuinely need them and undermine the fairness of the housing system.

Examples of tenancy fraud include:

- Subletting a property without permission.
- Not living in the property as your main home.
- Providing false information on a housing application.
- Illegally passing a tenancy to another person.
- Selling keys to a property.

Our approach

We are committed to preventing, detecting and responding to tenancy fraud across all My Space Housing Solutions properties. Our aim is to:

- Ensure supported housing is allocated to people in genuine need.
- Protect our housing stock and tenancy agreements.
- Comply with legal and regulatory requirements.

Spotlight: Tenancy fraud takes homes away from people who genuinely need them and may be a criminal offence.

How we prevent tenancy fraud

To reduce the risk of fraud, we:

- Verify applicants' identities and eligibility.
- Carry out robust tenancy sign-up checks.
- Clearly explain the consequences of fraud.
- Conduct regular tenancy audits and home visits.
- Work with local authorities and other partner agencies.

You are responsible for:

- Providing accurate information.
- Telling us about changes to their household or circumstances.
- Using your tenancy in line with the terms of your agreement.

Reporting suspected tenancy fraud

Anyone can report suspected tenancy fraud. Reports can be made confidentially or anonymously by:

- Emailing info@myspacehousing.org
- Calling 01204 694154
- Writing to My Space Housing Solutions by post

What happens if fraud is proven?

Where tenancy fraud is identified, we may take action such as:

- Recovering the property through legal action.
- Referring the case for criminal prosecution.
- Recovering financial losses.
- Refusing future housing applications.

Spotlight: We take a zero-tolerance approach to tenancy fraud and will take proportionate and lawful action where fraud has occurred.

Why this matters

Tenancy fraud affects the availability of homes and can prevent people with genuine housing needs from accessing suitable accommodation. By working together, we can help ensure homes are allocated fairly and used for their intended purpose.