

## Women's Pioneer Housing Tenancy Fraud and Other Breaches of Tenancy Policy

Title	Tenancy Fraud and Other Breaches of Tenancy Policy
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Related corporate policy objectives	Corporate policy objectives 1, 2 and 4

### 1. Introduction

- 1.1. This policy outlines WPH's approach to housing fraud and other tenancy breaches.

### 2. Purpose of this document

- 2.1. This policy outlines the approach to housing fraud and other tenancy breaches for general needs and sheltered housing.<sup>1</sup>
- 2.2. The policy covers our approach to housing fraud and other breaches of tenancy.

### 3. Tenancy fraud

- 3.1. WPH takes tenancy fraud very seriously including:
- Wrongly claimed succession - where the tenant dies and someone tries to take over or succeed the tenancy which they are not entitled to
  - False Right To Buy/Right To Acquire - where a tenant makes a Right to Buy or Right to Acquire application and gives false information in their application
  - Key selling - where a tenant is paid to pass on their keys in return for a one off payment
  - Unlawful assignment - where a tenant stops using their tenancy as their main or principal home, allowing another person to live there without permission from WPH.
  - Obtaining housing by deception - where a person gets a home by giving false information on their housing application.
- 3.2. If we suspect tenancy fraud we will conduct a full investigation and inform the relevant authorities. Possession action will also be taken when appropriate.

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<sup>1</sup> For leasehold and market rent see Leaseholder Management Policy and WPH Homes Tenancy Management Policy respectively.

#### **4. Other breaches of tenancy**

- 4.1. WPH will endeavour to support all residents to meet their responsibilities in their tenancy agreement, however in the situations where tenancy agreements are breached we will take action according to the relevant policy and procedure.
- 4.2. WPH hold policies and procedures which outline our approach to tenancy breaches:
  - 4.2.1. The Rent Arrears Policy and Procedure outlines our approach to when a tenancy is breached through non-payment of rent.
  - 4.2.2. Anti-social Behaviour Policy and Procedure outlines our approach to when a tenancy is breached through nuisance or harassment.
  - 4.2.3. Lodger, Sub-letting and Caretaker procedure outlines our approach to when a tenancy is breached through illegal sub-letting.
  - 4.2.4. Allocations and Lettings Procedure outlines approach to ensuring tenants fully understand their responsibilities in their tenancy agreement and the WPH Deal.

#### **5. Ending a tenancy and right of appeal**

- 5.1. The policy covers our approach to requests from residents to run a business from their home.