Tenancy fraud

The standard you can expect from us.

We want to make sure you have fair and transparent access to renting a home with us. But tenancy fraud can undermine this commitment. It is a serious offence that can lead to significant consequences, including losing your home. We take all forms of tenancy fraud very seriously and work proactively to prevent and address it.

What is tenancy fraud?

Tenancy fraud is where someone illegally gets or keeps a tenancy they are not entitled to. This can include:

- **Subletting:** Renting your home to someone else without permission.
- **Non-occupation:** Falsely claiming to live in a home when you actually live elsewhere.
- **Providing false information:** Providing false or misleading information during the application or transfer process to get a home.
- **Unlawful succession:** Claiming a tenancy through deceitful or fraudulent means after the death of the tenant.

What we do to tackle tenancy fraud

We detect and prevent tenancy fraud through a combination of proactive measures. These include, but aren't limited, to:

- **Regular tenancy visits:** We carry out checks to make sure you are living in your home and that your information is up to date.
- **Whistleblowing:** We encourage our staff and customers to report any suspicious activity or concerns about potential tenancy fraud.
- **Investigation and enforcement:** When fraud is suspected, we investigate thoroughly and take appropriate action, which may include legal action and terminating a tenancy.
- **Data sharing and partnerships:** We work closely with local authorities and agencies to identify fraudulent activity

How we will make sure we're doing what we say

- We regularly review our performance against our internal performance indicators.
- We will report performance in our annual report.

How you can help us

If you think that tenancy fraud is being committed, please contact us:

- Call us on 0300 333 6540.
- Email enquiries@bvt.org.uk
- Visit one of our offices in person. If you live in Birmingham, you can visit us at 350 Bournville Lane, Bournville, B30 1QY and for Telford, please visit reception at Bournville House, Lightmoor Village, TF4 3BY and ask for a member of our Housing team.

enquiries@bvt.org.uk
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