

Rental Fraud

Overview

This policy explains what rental fraud is and how we deal with it

Scope

This policy applies to all tenancies managed by Muslim Care

Definitions

Rental Fraud

Rental fraud is when a tenant intentionally gives us false, incomplete, or misleading information about their household income or assets, or doesn't tell us within the required timeframe if there is a change in circumstances that could impact their rent. Rental fraud includes when a tenant allows unauthorised occupants to live on their property (refer to our Occupancy policy for more information)

Tenants' responsibilities

Because we use the household income to work out how much rent to charge, our tenants must tell us within 21 days when their household income or assets change or the people in the household change and must give us proof of income and assets for the household.

Tenant's rights

If we think a tenant has committed rental fraud or hasn't told us about changes to their household income, the tenant has the right to:

- Be told about any information/evidence that we have about them and suspected rental fraud
- Be given a chance to respond to the information
- Be treated fairly and have us follow proper procedures when dealing with suspected rental fraud
- Have a support person present at any interviews.
- Have access to an interpreter if needed
- Be given a record of the interview if requested and have the chance to read it and check that it is correct.

Our response to suspected rental fraud

If we receive information relating to possible rental fraud or suspect that rental fraud has or is happening, we will investigate it.

We might contact the following people, where we are allowed to or required to by law, to ask them about matters related to rental fraud:

- The tenant's employer or possible employer
- Supply authorities, like gas, electricity, water and telephone providers
- Real estate agents
- Any other people who might have relevant information

If a tenant has committed rental fraud or hasn't told us about changes to their household income, we might backdate the rent to the date the income changed. Decisions about backdating rent will be made by the Head of Division, Customers and Communities. In some cases, this may mean that the tenant has a debt to pay.

Where the fraud is deliberate and/or serious, we may take action to terminate the tenancy. The fraud may also be referred to other relevant agencies where required or permitted by law.

Confidentiality

If we receive information about possible rental fraud, we will not reveal the details of the person who gave us the information unless required by law, or unless the person gives their approval.

We will not provide any details about the outcome of the investigation to the person who provided the information.

Relevant legislation, regulation and standards

- Residential Tenancies Act 2010 (NSW)
- Community Housing Rent Policy

Policy information

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