

Policy Manual Policy 3.7

Establishing and Maintaining Tenancies Responding to Rental Fraud

Policy Title: Responding to Rental Fraud
Policy Number: 3.7
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Supercedes Number: N/A

Approved by: Wentworth Board of Directors
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1. Purpose

- 1.1 The purpose of this policy is to outline Wentworth Housing's response to allegations and proven cases of Rental Subsidy Fraud.
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2. Policy

Rental subsidies are a valuable resource for families and individuals living in general social housing and Affordable housing. Rental Subsidies offset the cost of market rent, that would otherwise be payable by the tenant.

Rental subsidy fraud occurs when a tenant:

- deliberately makes a false, incomplete or misleading statement about the income or assets of any member of their household, or
- deliberately fails to notify us of a change in their circumstances

3. General principles

3.1 Rental fraud

- 3.1.1 Wentworth will cancel or adjust the subsidised rent when it becomes aware that a tenant is receiving a rental subsidy to which they are not entitled.
- 3.1.2 If a tenant fails to inform us of a change in circumstances and has been receiving a subsidy to which they are not entitled Wentworth will backdate the rent change to 4 weeks after the change occurred.
- 3.1.3 Cancellation or adjustment of subsidised rent due to rental fraud is to be considered and approved by the Housing Services Manager or the Finance and Corporate Services Manager and notified to the Chief Executive Officer.
- 3.1.4 The rules of natural justice will be applied to ensure that tenants are aware of, and have an opportunity to refute, any allegations made against them.
- 3.1.5 There are different ways in which alleged rental fraud can be discovered. These include but are not limited to written reports, discrepancies with Centrelink income reports to tenants' stated income, verbal reports and other.
- 3.1.6 Allegations of Rental Fraud will be investigated by Client service officers (Rent and Income). This includes checking Centrelink Income statements and requesting current bank statements from tenants.
- 3.1.7 Other checks may also be conducted and reports to Centrelink fraud unit may also be made.
- 3.1.8 All investigations and checks will be made in accordance with the Privacy Principles and the privacy policy. See privacy policy.

4. Responsibility

Client Service Officers (Rent and Income, Corporate Services)	Receive and respond to allegations regarding rental subsidy fraud
Manager, Housing Services and Client Services Manager	Monitor consistent and fair policy application in the management of Rental Subsidy Fraud

5. Definitions and References

RTA	<ul style="list-style-type: none">• Residential Tenancy Agreement
NCAT	<ul style="list-style-type: none">• NSW Civil and Administration Tribunal• Residential Tenancies Act 2010
Related policy	<ul style="list-style-type: none">• Rent and Income assessments• Privacy Policy• Related document customer service charter
