



7.21 Rental Fraud

Scope

Rental 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 fails to notify SGCH their changed circumstances. This policy outlines how SGCH will manage rental fraud.

Policy

Rental rebates may be cancelled or adjusted when SGCH becomes aware that a tenant is receiving a rebate they are not entitled to. The cancellation or adjustment may be backdated and a debt placed on the tenant's rental account.

Where the fraud is deliberate and serious SGCH may seek to terminate the tenancy. It may also refer the matter to the police.

The rules of natural justice will be applied so that the tenant is aware of and has an opportunity to refute any allegations made against them.

Natural justice

The basic rules of natural justice give a tenant suspected of rental fraud the right to be heard impartially. This means:

- They will be told about the policy and what is required of them.
- The tenant will be told the substance of allegations against them so that they have the opportunity to correct or refute them.
- The tenant will be told about the evidence SGCH.
- The investigation will only take into account relevant considerations.

Tenants' rights

- To be heard impartially.
- To have a witness present at interviews.
- To have an interpreter if required.
- To have a record of the interview if they request one. They will have an opportunity to read it and check that it is correct.

Tenants' responsibilities

SGCH grants a rental rebate based on the gross income and assets of the household. It is the tenant's responsibility to satisfy SGCH that they are entitled to the rebate. Tenants must re-apply for a rental subsidy within 14 days of their household circumstances changing.

Confidentiality

SGCH will not reveal the source of information unless required by law, or unless the information source agrees to it.



St George Community Housing

Policies

Section 7 — Tenancy Management

Investigating allegations of fraud

SGCH may make inquiries about matters related to rental rebate fraud with:

- The tenant's employer or alleged employer.
- Neighbours.
- Supply authorities, like gas, electricity, water and telephone providers.
- Real estate agents.
- The Police.
- Any other likely sources of relevant information.