Help us protect homes from tenancy fraud

What is tenancy fraud?

When someone dishonestly obtains, uses or keeps a social housing tenancy they are not entitled to.

- Unlawful subletting or Airbnb letting
- Not living in the home as the main home
- False applications, succession or exchange claims
- Selling or passing on keys without permission

Housing must be available for people who genuinely need it.

We take tenancy fraud seriously

We investigate credible reports fairly and proportionately.
Confirmed fraud may lead to tenancy enforcement, possession proceedings, recovery of unlawful profits or referral for criminal investigation.

What happens when you raise a concern?

1 Record
We record the address, concern and any evidence you can provide.

2 Assess
We assess risk and carry out appropriate checks.

3 Investigate
Where needed, we gather evidence and work with relevant partner agencies.

4 Act
We agree a fair outcome and take action where fraud is identified.

Report a concern

Anyone can report suspected tenancy fraud, including neighbours and members of the community. You may report anonymously.

Contact us

0300 303 5770

info@hhs.org.uk

Please share the property address, what you have seen or heard, and any supporting information. Do not put yourself at risk to obtain evidence.

Every report helps us protect affordable homes and public resources.