

Anti-Fraud, Bribery and Corruption Policy



We have a zero-tolerance approach to fraud, bribery and corruption.

We will not tolerate fraud, bribery, corruption or abuse of authority for personal gain or any other reason.

There are different types of tenancy fraud:

- Unlawful subletting is when a tenant rents out one of our homes
- Wrongful succession is when a tenant passes away, and someone else tries to take over the tenancy without the right to do so.
- False right to buy is when a tenant fills out a right-to-buy application with false information
- Key selling is when a tenant sells their house keys in return for payment
- Unlawful assignment is when a tenant does not live in their home and lets someone else live there
- Obtaining housing through deception is when a tenant provides false information on their application to get a home
- Abandonment is when a tenant leaves their home without telling us or going through the correct process

We will ask to check your identification documents during the application process and on your tenancy visit.



We will take action against people who commit fraud and recover losses. We work with the local authority's fraud investigation team to recover homes and end tenancies.

In cases of fraud, bribery, or corruption, we will investigate and take the following actions:

- Disciplinary action (this will be taken against staff that are committing bribery or corruption)
- Civil proceedings
- Criminal proceedings

If you believe someone is committing fraud, please tell us right away. We will not take any action against you if we find no evidence. We do not accept false accusations.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report fraud to us by phone, email, Live Chat or My Livin app. You can also leave a voicemail on our dedicated fraud phone line 01388 424 679.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service?](http://livin.co.uk/complaints)

[Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

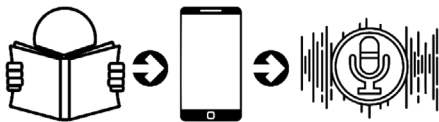
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi)
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)
Español (Spanish) Український (Ukrainian)

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