

Tenancy Audit & Property Inspection – Resident FAQ

Why is the Council carrying out these audits?

Tenancy audits are a routine but essential part of our housing management duties.

They help ensure that temporary accommodation is being used appropriately, that residents are living in the property as their main and only home, and that public funds are being spent responsibly. Audits also allow us to identify any unauthorised occupants, update your housing application, and check the condition of the property.

Is this happening because I've done something wrong?

No. These audits apply to all households in temporary accommodation. They are not targeted or punitive, but part of our legal and operational responsibilities under the Housing Act 1996 and your licence agreement

however

an inspection could be triggered following information received from our data matching exercises, which includes but not limited to, the National Anti-Fraud Network, the Department for Work & Pensions (DWP), Housing Benefits, Education Services, whistle blowers

Will I be notified before the visit?

Where possible, we will contact you in advance however, this is not a requirement and visits may be unannounced. We will always try to avoid times that may cause disruption, such as school run hours (typically 8:00–9:30am and 3:00–4:30pm), especially for families with children.

What happens if I'm not home?

If we cannot reach you on the first visit, we will attempt a second visit at a different time. **On each of the first and second visits, if there is no response we will leave a notification at the property address requesting that you contact us, it is important that you do contact us, by following the instructions on the notification left at the property.**

If we still cannot make contact and there is concern the property may be unoccupied, we may enter the property jointly with the managing agent, in line with your licence agreement.

This will only be done when necessary and will be:

- Jointly conducted with the managing agent
- Fully documented, with the date, time, and purpose recorded for audit purposes

What will officers ask for during the visit?

Officers will carry official ID and ask you to provide:

- Photo ID (e.g. passport or driving licence)
- Proof of residency (e.g. licence agreement, recent utility bill, bank statement)
- Any updates to your household details or housing needs

Will the property be inspected?

Yes. Officers will carry out a visual inspection to ensure the property is in a good state of repair. If you are aware of any repairs, please report them directly to your managing agent.

What if I'm going away or on holiday?

You must inform your Housing Officer and Housing Benefit team if you plan to be away for an extended period. This helps avoid unnecessary concern and ensures your accommodation remains secure. Failure to notify us may result in your placement being considered abandoned.

What happens if unauthorised occupants are found?

This is a serious breach of your licence agreement. If unauthorised individuals are found to be living in the property, the Council may:

- Take legal action to recover possession of the accommodation
- Pursue criminal proceedings where fraud or deception is suspected

It is essential that only those listed on your housing application reside in the property.

What if my circumstances have changed and I no longer require temporary accommodation or homelessness assistance?

If your situation has improved, for example, you've secured stable housing, have returned to live with family or friends or no longer need support, you should contact your Housing Officer in the first instance.

If your homelessness application is still under assessment and has not yet been formally accepted, your Housing Officer may refer you to your Homelessness Case Officer to review your eligibility and next steps.

It's important to keep us informed so we can update your records and ensure housing support is directed to those who need it most.

Can I request a pre-booked visit?

If you would prefer to arrange a visit in advance because of your personal circumstance, for example, a medical reason or employment, you should contact your Housing Officer, you may be required to provide evidence of this.

We will do our best to accommodate your request within operational constraints, but it should be noted, if the service is conducting an audit inspection, we will not be able to accommodate a request for a pre-booked visit