

If we discover that the applicant or someone acting on their behalf have wilfully supplied false information or have failed to provide us with information that is relevant to their application in order to gain a social rented home we will immediately cancel their application.

If the applicant has obtained a social rented home through the Housing Register and it is discovered that they or someone acting on their behalf has supplied false information or failed to provide us with information that would have been relevant to the applicant's ability to secure that social rented home we will work with their landlord to end the tenancy.

It is an offence to obtain, or attempt to obtain, a tenancy by deception. S.171 of the Housing Act 1996¹¹ makes it an offence to knowingly or recklessly provide or withhold information when applying for housing and subsequently if your circumstances should change.

Anyone suspected of giving false information or withholding relevant information is also liable to be prosecuted and fined up to £5000.

Courtesy

We will always be polite to applicants and treat them with respect. We ask that applicants treat our staff in the same way, and verbal or physical abuse will not be tolerated. Anyone using abusive, racist or derogatory language will be politely asked to stop. Failure to do so will result in a written warning. Should this behaviour continue we will either only communicate with them in writing or may instead reduce their priority or cancel their application depending on the severity of their actions.

Requesting, Sharing and Verifying Information

Where an applicant has been assessed and may have priority under Enfield's Allocations Scheme, the Council will seek further information or supporting evidence from a variety of third parties. In applying for housing in Enfield, the applicant gives the Council permission to share information with third parties and make further enquiries to finalise the assessment of their housing application.

In order to offer the applicant appropriate advice and to assess their application, it may also be necessary to contact those people or organisations whose details have been provided in addition to any other relevant parties whose details come to light during our enquiries. This may include:

- Cross checking the information given by the applicant against the full Register of Electors of the London Borough of Enfield or any other Council.
- Cross checking the information given by the applicant with other Council sections e.g. Housing Benefit, Council Tax and other Council and Benefit Agencies.