

# Focus on Fraud Awareness for Housing Providers

The annual national cost to the taxpayer per detected tenancy fraud is £42,000 Source: Tenancy Fraud Forum 2021

## How strong are your fraud defences?

Tenancy fraud not only denies homes to those most in need but it also comes at a significant cost. The Annual Fraud Indicator 2023 estimates that losses from Housing Tenancy Fraud are a massive £1.9 billion.

Today's economic climate is further increasing the risk of fraud. It is resulting in more (unscrupulous) individuals turning to fraud to boost depleted incomes whilst career criminals seek every opportunity to defraud the unprepared. Resulting losses can significantly damage a housing provider's budget, its reputation and its ability to deliver effective services.

Fraud awareness training for all employees can help to manage these risks and stop fraudsters in their tracks.



## How can we help?

Meritec's 'Focus on' portfolio of digital learning courses covers a range of topics including fraud, cybercrime and risk management. These courses are widely used and are proven in many organisations across the UK. They can also provide your staff with the essential knowledge that they need to protect your organisation against external and internal threats.

## Focus on Fraud Awareness for Housing Providers:

### Provides all employees with a clear understanding of:

- the scope of fraud and the key risks that result
- the actions they must take to minimise these risks
- what to report and how to report it.

### Enables Housing Providers to:

- communicate quality learning to the entire workforce in a timely and cost effective manner
- reduce the significant losses that could result from fraudulent activity.

## Features



### Customisable

Tailored content for individual organisations



### Engaging

Up-to-date, interactive content to aid learner understanding



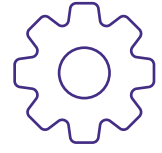
### Convenient

24/7 access from anywhere, anytime on any device



### Effortless

Easy to set up, roll out and monitor



### Manageable

Dashboard of learner usage and feedback

## Benefits



### Reallocate homes to those in most need

Staff awareness can facilitate the rapid identification and removal of fraudulent tenants



### Minimise fraud losses

Early identification of suspected fraud can prevent losses and reduce the related costs of recovery



### Rapid return on investment

Subscription costs are quickly recovered from savings made



### Reduce training costs

By the timely delivery of quality learning to large numbers of individuals

### Our proof

Raising fraud awareness for all staff is vital to minimise the risk of internal and external frauds. Meritec's Focus on Fraud Awareness delivers high value information to employees in a user-friendly format. This increased awareness will reduce financial losses from fraud and ensure that our homes are only available to those in genuine need".

– Aspire Housing



## Get in touch now!

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