

CallTrace Batch Residency



OVERVIEW

Better detect and help prevent potential tenancy fraud with TransUnion® CallTrace Batch Residency. This batch tracing solution helps local authorities and housing providers uncover illegal occupancy, validate declared residency and support the fair distribution of public resources.

Tenancy fraud, including illegal subletting, key selling, allocation fraud and succession abuse, continues to impact social housing services and cost councils millions. With an estimated 150,000 social homes unlawfully occupied in the UK*, the need for regular, data-driven residency checks has never been greater.

CallTrace Batch Residency uses trusted tracing data and advanced matching logic to deliver an up-to-date view of who's actually living in a property. The output includes detailed indicators like undeclared residents, address links and occupancy scoring. Each case is returned with a Red, Amber or Green (RAG) classification to help teams prioritise investigations and take action confidently.

PRODUCT FEATURES

Residency verification and risk detection

- Verifies residency status using high-confidence tracing data
- Identifies undeclared residents and changes in household makeup
- Flags key fraud types, such as illegal sublets, succession fraud and key selling

Scalable batch assessment

- Processes high volumes of records with fast turnaround
- Easily integrates into existing Secure File Transfer Protocol (SFTP) workflows and resident management platforms
- Supports repeat residency reviews throughout the year

Actionable insights for triage and investigation

- Provides a residency score per individual to guide next steps
- Assigns a RAG risk classification for easy prioritisation
- Returns names, dates of birth, address links and mortgage held indicators

Workflow integration and case escalation

- Outputs align with internal systems to streamline decisioning
- Fully compatible with ThreeSixty Online platform for in-depth investigation
- Reduces manual effort and improves fraud detection speed

HOW THE SOLUTION CAN HELP BENEFIT YOUR ORGANISATION

Smarter fraud detection to help protect housing stock and public funds

CallTrace Batch Residency helps local authorities and housing providers uncover potential tenancy fraud, prioritise investigations and improve housing outcomes through accurate, scalable, data-driven insights.

-  **Proactive tenancy fraud prevention**
CallTrace Batch Residency helps prevent benefit and discount fraud by verifying who's living at a property and detecting discrepancies early.
-  **Targeted investigation and faster resolution**
RAG scoring enables case segmentation and resource prioritisation, reducing wasted effort and improving turnaround times.
-  **Improved operational efficiency**
Batch processing reduces manual workloads and enables frequent, repeatable assessments as part of ongoing fraud strategies.
-  **More accurate decision-making**
Residency evidence is presented clearly and supports confident actions, helping reduce false positives and avoid unnecessary interventions.
-  **Better use of housing stock**
Unlawfully occupied homes can be recovered and reallocated to vulnerable families on waiting lists. This supports fairer housing outcomes.

BUILT FOR PUBLIC SECTOR IMPACT

Why choose CallTrace Batch Residency?

- **Modular and adaptable:** Use as a standalone batch screening tool or integrate with existing fraud and case management workflows.
- **Automated and scalable:** Rapid batch processing and high-volume capabilities reduce administrative burden and support routine fraud prevention.
- **Data-led and evidence-driven:** Leverages TransUnion's trusted tracing data and matching logic to deliver clear, actionable residency insights.
- **Fully integrated:** Seamlessly connects with SFTP workflows and ThreeSixty Online investigation platform.
- **Supports fair access and good governance:** Helps local authorities validate eligibility and ensure housing is allocated appropriately and align with central government risk and accountability frameworks.

Contact your TransUnion representative to learn how CallTrace Batch Residency can help benefit your organisation.

Visit: transunion.co.uk/product/call-trace

