

YOU SAID, WE DID

Your Views Matter – Mutual Exchange Policy

You said



“The policy is comprehensive but deals with a lot of technical language and legal processes. Can a more inclusive, easy to read summary be provided to tenants such as a bullet point summary of the policy”



“If a tenant is in receipt of housing benefit would they still be eligible for a mutual exchange if the other landlord agreed to payment of rent through this method”

We did



The policy itself does need to be very clear on a number of legal processes and rights. We have produced and published a summary of our service standards that are simpler to read and set out:

- How tenants can move by mutual exchange
- What support will be available to those who need additional help
- How we will treat all applications fairly and deal with them in a timely way
- How we will let tenants know how well we are doing

Easier to read information can be found on the Council website



All eligible tenants are entitled to move by mutual exchange, regardless of how their rent is paid, including those in receipt of welfare benefits. This is a legal right all social landlords must follow



SDC will make it a condition of granting permission that any rent arrears need to be cleared before the mutual exchange can proceed



“I think tenants might need a lot of help to understand the process”



The policy sets out the relevant legal information, how SDC will consider application and give consent for mutual exchanges to take place, the application process, who is and is not eligible and the safety checks that are required.



There is more information available on the Councils website and also a summary of our service that say how we will deal with all mutual exchange applications



For any tenants that are digitally excluded or need help accessing digital platforms a housing officer will be able to offer assistance with mutual exchanges. They can be contacted over the phone, in person at the Council Offices or by appointment in your home.

Thank You

Stroud District Council is committed to ensuring that, through the Mutual Exchange Policy, the needs of our residents are being met and that tenants are empowered to control where they live by exercising their right to swap homes with any eligible social housing tenant anywhere in the district and throughout the UK.

Your feedback has helped shape how we will achieve this.

Other Ways to Get Involved!

There are lots of ways for you to get involved and have real influence on the types of services we provide and the role we play in your community.

Your views matter to us and there are several ways in which you can have your say or get involved. If you would like to get involved please contact the Resident Engagement Team resident.involvement@stroud.gov.uk or call 01453 766 321. You are also able to complete the [attached form](#). Thank you