

Home Safety & Quality

Transparency
Influence &
Accountability

Neighbourhood
& Community

Tenancy

Mutual Exchange Service Standard

We will empower tenants to be in control of moving home by exercising their right to swap homes with any other eligible social housing tenant in the UK through mutual exchange. This can be a faster alternative to waiting for a transfer and provides greater flexibility and choice to move to a more suitable location or property size

To achieve this we will:

- **Provide you with information about your tenancy by:**
 - Giving you, and explaining, your Tenancy Agreement and ensuring you are aware of our responsibilities as your landlord and your responsibilities as a tenant
 - If you are an introductory tenant, make an appointment for us to visit you in your new home within 6 weeks of you moving in, to address any concerns you may have
- **Respond to requests you have relating to your tenancy by:**
 - Responding to any request you have relating to your tenancy within 10 working days including visiting you by appointment, if you wish to discuss anything about your tenancy
 - Assessing all applications for a mutual exchange within the legal period of 42 calendar days and giving you a copy of the property inspection report
 - Processing and deciding all applications to succeed to a tenancy or assign a tenancy to someone else within 10 working days of receiving the relevant documents
- **Work to ensure that tenants comply with the conditions of their tenancy agreement by:**
 - Reviewing all introductory tenancies within the first 12 months, before granting a secure tenancy
 - Investigating all breaches of tenancy and taking the relevant action to address the problem
 - Keeping you informed on progress when you have reported an issue to us until it is resolved. This will include giving you the name and contact details of the person who is dealing with the issue you raised
 - Investigating reports of abandoned properties within 2 working days of being informed about them

- Offering practical advice and support and referring tenants who need additional help and support to maintain their tenancy, to agencies that provide support services
- Undertaking regular visits to combat tenancy fraud
- **Consult you on any proposed changes to tenancy conditions, listen to your comments and publish any changes that are agreed**
- **To keep you informed about how well we're doing we will publish the following performance measures each year:**
 - % of tenants who complained and felt that their complaint was dealt with satisfactorily
 - % of tenants satisfied with the overall landlord service
 - % of tenants satisfied that their landlord keeps them informed about things that matter to them
 - % of tenants satisfied their landlord treats them fairly and with respect
 - Number of tenancy fraud cases handled