

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 the right to swap homes with any other eligible social housing tenant in the UK through a 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 how to move by mutual exchange by:**
  - Giving you, and explaining, your Tenancy Agreement and ensuring you are aware of your contractual and legal rights to apply to swap homes.
  - Giving you clear information that explains the potential impact of a mutual exchange on your tenure, rent and service charges.
  - Explaining the costs of moving, including payment of gas and electrical checks prior to moving.
  - Publicising, and explaining, access to Home Swapper so you can easily get details of the greatest practicable number of available matches without paying a fee.
- **Support those who may need additional help in moving by mutual exchange by:**
  - Offering practical advice and support and referring tenants who need additional help and support to mutual exchange, to agencies that provide support services.
- **Treat all applications fairly by:**
  - Ensuring the tenancy agreement and policy is clear on tenants' contractual rights to move home through a mutual exchange, and who may not be eligible and for what reasons.
  - 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
  - We will only refuse a mutual exchange for specific legal reasons, such as eviction proceedings, a home being adapted for a specific need that the new tenant does not have, or if a home is too small or large for the new tenant's household.
- **To keep you informed about how well we're doing we will publish the following performance measures each year:**
  - % of tenants who are registered for a mutual exchange
  - Number of tenants who move through a mutual exchange each year
  - % 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