



## **Mutual Exchange Service Standard**

**We will empower tenants to be in control of moving home by exercising the right to swap homes with another 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