

LANGSTANE HOUSING ASSOCIATION LIMITED

MUTUAL EXCHANGE POLICY

1. AIMS

The Association's Mutual Exchange Policy is intended allow tenants of Langstane Housing Association and other Registered Social Landlords greater access to housing. It is a term of every Scottish Secure Tenancy that Scottish Secure Tenant may exchange their home with that of another Scottish Secure Tenant.

2. OBJECTIVES

- To facilitate tenants to exchange their home with that of another Scottish Secure Tenant.
- To increase the re-housing options to the tenants of Langstane Housing Association
- To implement and adhere to the obligations of the Scottish Secure Tenancy Agreement.
- To work in accordance with the provisions of the Housing (Scotland) Act 2001 Section 33.

3. PROCEDURES

The Association will ensure that procedures are in place to facilitate any tenants request for a mutual exchange.

Legal provisions exist that govern the request for a mutual exchange by Scottish Secure Tenants and Short Scottish Secure Tenants. In order to fulfil these obligations, it is necessary to implement detailed procedures to meet the needs and preferences of our tenants.

Procedures to be followed by staff are held both on paper and computer format. The tenants' responsibilities and rights in relation to exchanging their tenancy are clearly stated in the Tenancy Agreement and the Tenants Handbook.

4. STAFF RESOURCES AND TRAINING

The Policy is implemented by the Housing Services Staff.

Training includes:

- Regular ongoing training in the legal framework affecting mutual exchanges.
- Appropriate IT skills
- Dealing with difficult situations

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Staff are encouraged to study for formal qualifications, for example –

- Chartered Institute of Housing
- Higher National Certificate/Higher National Diploma
- Scottish Vocational Qualifications

5. MONITORING AND REVIEW

Mutual Exchange applications will be monitored by the Senior Housing Services Officer and this will include: -

- The number of mutual exchange applications.
- The reasons for the applications.
- The number of exchanges processed outside of the 28 day time frame.
- The number of Mutual Exchange Applications refused and reasons.
- The level of appeals made following the refusal of a mutual exchange application.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Tenants' Services Sub Committee: 31/03/08

Review Date: Every 3 years

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