

## **Service Standards - Mutual Exchange**

### **Tai Ceredigion's mission statement**

"To be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

### **What is a mutual exchange?**

A swap between two (sometimes more) tenants, who need not both be Tai Ceredigion tenants. N.B. Starter Tenants cannot exchange/swap their tenancy. Assured Tenants have the right to exchange/swap with:

- another Tai Ceredigion tenant
- the tenant of another Housing Association
- a Local Authority tenant

However, in order to exchange/swap you must have written permission from Tai Ceredigion and the other tenant(s) need the permission of their landlord. Permission can be withheld on specific grounds.

### **You must:**

- fill in the Mutual Exchange Application Form available from Customer Service team. It will enable Tai Ceredigion to decide whether or not to give permission for the proposed exchange to go ahead
- aim to clear your rent account (if you are in arrears) before returning your completed application form to your Area Housing Advisor
- contact Tai Ceredigion or the other landlord before you move, if you have queries about outstanding work and who is responsible to carry out any proposed work to the property which you are moving to.
- receive permission in writing before entering into arrangements to move or you may face legal action.

### **Tai Ceredigion will:**

- aim to respond to your request within 28 days.
- make enquiries upon receipt of your completed application form which may take several weeks.
- call you to discuss the proposed exchange/swap and inform you of your rights and responsibilities.
- carry out an inspection of your property before we can consider your request further.
- issue you with a letter advising you whether or not your exchange has been granted within 42 days of receipt of the application.
- outline by letter the specific reasons for not granting consent (if permission is refused) by reference to the particular grounds involved.

A copy of our Exchange by Way of Assignment Policy is available upon request on 0345 606 7654 or e-mail [post@taiceredigion.cymru](mailto:post@taiceredigion.cymru)

**These Standards will be reviewed regularly, at least every three years**

