

Task No. 7.13A

Seeking a Mutual Exchange

<i>Frequency:</i>	As required
<i>Source:</i>	Tenants – Mutual Exchange Forms
<i>Personnel Responsible:</i>	Tenancy Officer
<i>System:</i>	Manual/spreadsheet/Abritas

Action required:

1. A mutual exchange is where two or more Council or Housing Association tenants swap their homes. It does not involve any property becoming empty. As waiting lists become longer, a mutual exchange is often the quickest way of moving.
2. Everyone who completes a form for a mutual exchange or ticks the box on a transfer application to also be considered for a Mutual Exchange should be registered on CBL Abritas system.
3. Council Exchange Registers - These books are kept at the One Stop Shops. They provide details of tenants who currently live in Redditch and who wish to move elsewhere in Redditch.

Procedure:

5. Application form completed - check name matches that on Rent Screen and tenancy agreement: if not, refer to NSO for clarification. Please send letter acknowledging receipt of form (alloc.029).
6. Also place details in Mutual Exchange Books, complete card and place in appropriate book.
7. Update of Mutual Exchange Book

From Lettings and Termination lists - all tenants that have moved need to have cards removed from Mutual Exchange Books and Adverts removed from Abritas.

Task No. 7.13B

Mutual Exchange Procedure

<i>Frequency:</i>	As required
<i>Source:</i>	Tenants
<i>Personnel Responsible:</i>	Tenancy Officer
<i>System:</i>	Saffron/CBL Abritas

Action required:

1. The applications for exchanges, when between tenants in different patches, should be dealt with by the Officer which manages the address which comes first in the alphabet,

eg 24 Bushley Close, Woodrow

32 Cedar View, Batchley

In this case, the Officer responsible for Woodrow patch deal with this exchange.

2. Acknowledge receipt of the mutual exchange forms (alloc.029).
4. Check that the names of the parties to the exchange are the same as those on the Rent System and the Tenancy Agreement, if there is a discrepancy, then give to the Tenancy Officer for clarification.
5. Details then logged onto computer as per Task 7.13C, by Senior Administrator.
6. Check the rent account, if there are any arrears and a NOPP, referral to court for possession, or a suspended Possession Order has been obtained then the exchange can be refused on one of the grounds contained in Schedule 3, Housing Act 1985.
 - In this situation send letter alloc.032 to the tenant whose circumstances make the exchange inappropriate. Send letter alloc.033 to the other tenant. (Send letter alloc.032 if both sets of circumstances make the exchange inappropriate).

The Council can grant consent for a mutual exchange which is conditional. Send letter alloc.036. Therefore, where any tenant has an outstanding obligation to repair their property arising out of a failure to use the property in a tenant like manner, the Tenancy Officer would agree to the mutual exchange proceeding but on condition that any repair is rectified by the tenant before the properties change hands.. Write to the tenant clearly setting out the grounds on which the exchange has been refused. The property must be inspected again before the exchange can take place.

7. Check to ensure that property is suitable for the needs of the applicant, no overcrowding, etc, if underoccupied one bedroom more than requirements is allowed, eg a couple with no children would be allowed to exchange into a 2 bedroom property.
8. Contact must be made with the parties to the exchange within 5 days of being informed by the Tenancy Officer, to arrange an inspection (alloc.030). Both parties should attend both inspections.
9. If both parties are not at the inspection, then a further inspection date should be made.
10. Tenants agree to accept the properties in the decorative order they are in, the main purpose of the inspection is to ensure that no unauthorised alterations have been made or any rechargeable works need to be done. Tenants both sign the exchange form and one of the parties agrees to replace or pay the recharge or to accept any alterations.
11. If the other party to the exchange lives out of the area, then a letter giving brief details of our tenant, should be sent to them (alloc.034).
12. In the event of a tenant refusing to complete repairs to their property, the Tenancy Officer will in normal circumstances, continue to insist the repairs are carried out before the mutual exchange is permitted. In a situation where the repairs are of an urgent nature the Tenancy Officer will arrange for the repairs to be carried out and for the cost of the repairs to be recharged. The Tenancy Officer will arrange for a NOPP to be served on the tenant for the failure to maintain the property in a tenant like manner.
13. Once both inspection reports have been received and are satisfactory, then a letter agreeing exchange should be sent to both tenants (alloc.031).
14. Both parties to the exchange are requested to attend at the same time at the Woodrow One Stop Shop a new tenancy agreement or a Deed of Assignment.

Task 7.13C

Logging on Mutual Exchange Applications

Frequency:

As required

Source:

Tenants

Personnel Responsible:

Senior Administration Officer

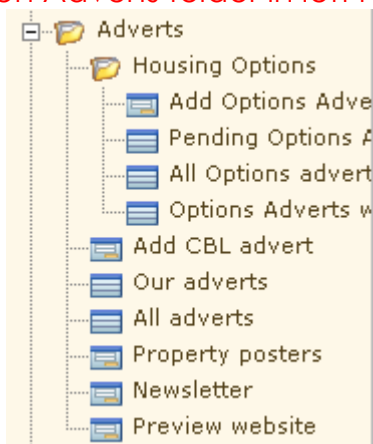
System:

Abritas

Action required:

1. When a paper application form is received, check name matches that on Rent Screen and Tenancy Agreement, if not refer to NSO for clarification.
2. If correct, log onto the system.

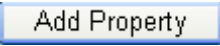
1. Open Adverts folder in left hand navigation



bar.

2. Open the 'Housing Options' subfolder
3. Click 'Add Options Advert'
4. Fill in fields of the advert form – All fields with asterix next to them are mandatory, all others are optional and can be left if the information isn't known.
 - Set the letting cycle to the next available cycle. Mutual Exchange adverts will stay on the system indefinitely until a match has been found.
 - Make sure the 'Allocation Scheme' and 'Advert type' options are both set to Mutual Exchange in the drop down menus.
 - Lastly, make sure that contact information for the tenant is included in the 'marketing information (web) box at the bottom

right hand side of the page. This information will then be shown on the Redditch Home Choice website.

5. When the form is completed, click the  button at the bottom of the screen. The advert will then be sent to 'Pending Options Adverts'
6. Click on 'Pending Options Adverts' and find the property. Click on the link to show the details page again.

7. If all details are correct, click the  button.
8. A page will come up stating that you are changing the status of the advert to 'Being Advertised'. If you still wish to add the advert to the system, click .
9. The property will now be advertised on the Redditch Home Choice website. To view the property, go to www.redditchhomechoice.org.uk and follow the instructions on the 'Property Search' menu.