

115 Mutual Exchange Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy outlines Link Wentworth's approach to tenants who wish to swap homes with another social housing tenant to a preferred location or to accommodation that is more suited to their needs.

3. Scope

This policy applies to Link Wentworth social housing tenants in capital (Government owned) properties only. It does not apply to other programs such as Affordable, Transitional, Specialist Disability Accommodation etc.

4. Policy

Tenants seeking a mutual exchange must meet the following conditions:

- both tenants' rent, water and other tenancy accounts are up to date
- the type of property and the number of bedrooms in each property matches the needs of each household
- there are no substantiated nuisance and annoyance complaints against the tenants
- each tenants' household income does not exceed public housing income eligibility limits
- the tenants meet both the property and program eligibility criteria
- both properties are in a well maintained and clean condition
- any outstanding tenant damage to the current dwelling is repaired before exchanging properties.

Link Wentworth will not approve a mutual exchange if:

- the property has been modified and the proposed tenant does not require modifications
- the property is due for disposal, hand back or redevelopment.

Consent

If the other applicant for the mutual exchange is from another community housing provider, they must provide Link Wentworth with written consent to exchange information with the other community housing provider.

They must also give us written consent to exchange information with their support providers or health professionals where applicable.

Approval

Link Wentworth must approve the mutual exchange in writing before the tenants' exchange properties. Exchange prior to approval may be considered a breach of the tenancy agreement and it may place the existing tenancies at risk. If any tenant moves before approval is provided, they may be asked to return to their original property.

Costs and other arrangements

Tenants are responsible for all costs associated with the mutual exchange, including but not limited to:

- arranging/exchanging keys
- paying removal costs
- paying for any connection, disconnection costs
- cleaning, rubbish removal and rectification of tenant damage.

5. Legislative Framework and Related Policies

- Residential Tenancies Act 2010

7. Complaints and Appeals

A tenant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 13 14 21.

8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

Approval, Policy Owner and Review Frequency

This Policy is subject to change at the discretion of Link Wentworth

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	Chief Customer Officer
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – Chief Customer Officer