



# Cassiltoun Housing Association

## Mutual Exchange Policy & Procedures

Date Approved	Proposed Review Date
October 2015	October 2018
Chair Person/Office Bearers Signature:	

**CASSILTOUN HOUSING ASSOCIATION LIMITED**  
59 Machrie Road, Castlemilk, Glasgow G45 0AZ

Registered Scottish Charity SC 035544

## MUTUAL EXCHANGES

The Housing (Scotland) Act 2001 governs mutual exchanges and states that a landlord must not unreasonably refuse permission for the mutual exchange of a house. Details of how mutual exchanges will operate are contained within Cassiltoun Housing Association's Scottish Secure Tenancy Agreement.

A mutual exchange does not need to be with another of Cassiltoun Housing Association's tenants, but must be with another house where the tenant holds a Scottish Secure Tenancy Agreement or a Short Scottish Secure tenancy Agreement.

Mutual exchange is a useful tool to ensuring the housing stock is used efficiently. However, care must be taken to ensure that no abuse of the system is taking place i.e. tenants must have a genuine desire to exchange. As a result, the reasons for wishing to exchange must be examined before any further steps are taken.

The Association will advertise Mutual Exchanges on their website and hold a register at the Reception desk. Anyone wishing can ask to see the register and can add their request to the list and website for advertising.

Exchanges are permitted if the following conditions are met:

- a) The tenants must have a genuine reason for wishing the exchange e.g. overcrowding/under-occupation.
- b) The rent accounts must both have been conducted satisfactorily and be clear at the time of exchange.
- c) The exchange will not normally result in either tenant over or under-occupying their accommodation. This will be assessed in line with the Association's Allocation Policy.
- d) Applications for any Financial Grants will not be accepted in the first two years by the new tenant.

Exchanges will not normally be granted in the following circumstances:

- a) One of the properties is adapted for special needs and one of the proposed tenant's household does not have a need for a property with these facilities.
- b) Where a tenant has outstanding repair work due to tenant damage or neglect.
- c) Where the tenant owes monies for repair work carried out due to tenant damage or neglect.
- d) Where the tenancy has not been conducted in a satisfactory manner and/or who the Association has reason to believe would cause problems to neighbours or damage to Association property.
- e) If, in the Association's opinion, the property does not match the needs of the incoming household, for example, the household is deemed to require ground floor accommodation on medical grounds, but is seeking an exchange to a one-up property.
- f) The Association believes that the request results from a financial or other inducement offered by one party or from misrepresentation by one party or where the exchanges appears to be contrived to circumvent normal allocation process. In this regard

particular attention will be given to the motives of applicants wishing to make a mutual exchange which would worsen their circumstances.

The above sections are not intended to be exhaustive, therefore each request will be considered on their individual circumstances.

## 2. PROCEDURE

### Exchange within the Housing Association

Where tenants give notice that they wish to exchange they will both be asked to complete an application form (appendix 1).

On receipt of completed forms, a member of the Operations Team will acknowledge receipt within 5 working days (appendix 2) and carry out the following:

- confirm the tenant's reasons for wishing to move.
- confirm the household sizes are compatible with the sizes of the relevant accommodation.
- check whether any properties have had medical adaptations and, if so, if they are compatible to exchanging tenants.
- check both rent accounts.
- check for any outstanding tenants charges.
- check the house files to ensure no breaches of tenancy have occurred.
- confirm the length of tenancies.

On completion of the above, a house visit will be carried out by two members of the Operations Team to discuss the possibility of exchange and carry out a full tenancy inspection. (appendix 3/3a).

- Where applicable, tenant will be advised of any repairs to be carried out within 2 working days of the inspection and the tenant will be given 48 hours to carry out the identified repair work. (appendix 4).
- A follow up inspection will be carried out to ensure all repairs are completed to the Association's standards.
- Where applicable, the tenant will be advised of the Right to Compensation under the Housing (Scotland) Act 2001 (appendix 5).
- Exchanging tenants will be responsible for the costs of gas, electrical and joiner safety inspections and should be advised of this at the outset and approximate costs provided. (appendix 6).
- Disconnection and reconnection of cookers, washing machines, etc, are the responsibility of exchanging tenants, therefore, tenants must be advised of the Association's Policy and likely costs involved (appendix 6)
- Meter readings are the responsibility of exchanging tenants, along with notifying appropriate suppliers.
- If, after all necessary checks are completed, the exchange is then approved, the tenant will be notified in writing (appendix 7). If the exchange is not approved, the tenants will be advised in writing of the Association's decision and the reason for the refusal, along with their Right of Appeal (appendix 7a) and how this can be carried out.

- New Scottish Secure Tenancy Agreement(s) require to be signed and the date for exchange will be agreed with tenant(s). On the date of entry the gas and electric check will be carried out at an agreed time. (appendix 8).
- Housing Benefit should be notified of tenancy end preferably by e-mail with a delivery and read receipt requested (appendix 9).
- Tenant(s) to be advised of any rent payments due (appendix 10).
- Staff to record tenancy end/new tenancies on SDM.
- Staff to ensure all relevant paperwork completed and procedures for tenancy end and new tenancies followed.

3. **Mutual Exchanges involving other Landlords**

Exchanges will be permitted with tenants from:

- a) Scottish Homes
- b) District Councils
- c) Housing Associations/Co-ops
- d) New Towns

The procedures for exchange within the Association are the same as the above with the additional following points:

- Both tenants will fill in the application form for each Landlord.
- On receipt of the completed forms, the Operations Team carries out an initial check on the Cassiltoun Housing Association's tenant and requests a report from the other Landlord (appendix 11). If neither applicant is rejected at the preliminary stages, house visits to both applicants will be carried out (appendix 3, for Cassiltoun Housing Association tenant and appendix 12 for other).
- On receipt of the tenancy report, the Operations Team will confirm whether the exchange is likely to be acceptable to the Association and request similar confirmation from the other Landlord.

The Operations Sub Committee will be advised of all mutual exchanges whether they are internal or involve other Landlords.

CHA/MEX/

Date as Postmark

Dear

**MUTUAL EXCHANGE APPLICATION**

I write to acknowledge receipt of your application for a mutual exchange.

This request has now been noted and is being dealt with by our staff team, we will contact you again shortly to discuss this further.

In the meantime, if you wish to discuss your application, please contact a member of the Operations Team at this office.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to your recent application to exchange tenancies, I write to confirm I will visit you at your tenancy on \_\_\_\_\_ to discuss this matter further.

I will be accompanied by my Housing Officer, who will carry out a maintenance inspection of your property.

If the above date or time is not suitable, please contact me immediately to arrange an alternative.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

# VOID INSPECTION RECORD SHEET

Address: \_\_\_\_\_

Void/Occupied: \_\_\_\_\_

Property Type & Size: \_\_\_\_\_

Designated Officer: \_\_\_\_\_

	DATE/ YES/NO	OFFICER/COMMENTS
Notice received		
Tenancy terminates		
Pre-void inspection date		
Tenant advised of outstanding work/repairs requiring finalising by end of tenancy		
Void inspection		
Electric/Gas check ordered		

## Keys:

	Proposed Date	Actual Date
Sets of keys for Property		
Keys passed to Housing Officer – ready to let		

# END OF TENANCY INSPECTION SHEET AND CHECKLIST

<b>HOUSING ASSOCIATION</b>  <b>HOUSE INSPECTION FORM</b>	
PROPERTY ADDRESS:  TYPE OF PROPERTY:  PROPERTY REFERENCE:	INSPECTING STAFF  NAME/S:  SIGNATURE/S:  DATE OF INSPECTION:
LOCK CHANGE REQUIRED?	YES / NO

OUTGOING TENANT: \_\_\_\_\_

FORWARDING ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

FORWARDING TEL.NO: \_\_\_\_\_

TENANT RECHARGE? YES/NO \_\_\_\_\_

DETAILS/ARRANGEMENT: \_\_\_\_\_

GARDEN \_\_\_\_\_ YES/NO \_\_\_\_\_

CONDITION OF GARDEN: \_\_\_\_\_

TYPE OF HEATING SYSTEM: \_\_\_\_\_

POWER CARD YES/NO \_\_\_\_\_

METER READINGS: GAS \_\_\_\_\_ ELECTRIC \_\_\_\_\_  
\_\_\_\_\_

SMOKE DETECTOR: YES/NO \_\_\_\_\_ BATTERIES \_\_\_\_\_

**HALL**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ CARPETS/FLOORING? \_\_\_\_\_

LOCKS: \_\_\_\_\_ SOCKETS/SWITCHES \_\_\_\_\_

**LIVINGROOM**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ SOCKETS/SWITCHES: \_\_\_\_\_

FIRE: \_\_\_\_\_ HEATERS \_\_\_\_\_

WALLS: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

CARPET/FLOORING: \_\_\_\_\_ LOCKS \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_  
\_\_\_\_\_**BEDROOM 1**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ SOCKETS/SWITCHES: \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_ HEATERS \_\_\_\_\_

WALLS: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

CARPET/FLOORING: \_\_\_\_\_ LOCKS \_\_\_\_\_  
\_\_\_\_\_**BEDROOM 2**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ SOCKETS/SWITCHES: \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_ HEATERS \_\_\_\_\_

WALLS: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

CARPET/FLOORING: \_\_\_\_\_ LOCKS \_\_\_\_\_

**BEDROOM 3**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ SOCKETS/SWITCHES: \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_ HEATERS \_\_\_\_\_

WALLS: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

CARPET/FLOORING: \_\_\_\_\_ LOCKS \_\_\_\_\_

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**BEDROOM 4**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ SOCKETS/SWITCHES: \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_ HEATERS \_\_\_\_\_

WALLS: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

CARPET/FLOORING: \_\_\_\_\_ LOCKS \_\_\_\_\_

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**BEDROOM 5**

CLEANLINESS: \_\_\_\_\_ DOOR HANDLES: \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ SOCKETS/SWITCHES: \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_ HEATERS \_\_\_\_\_

WALLS: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

CARPET/FLOORING: \_\_\_\_\_ LOCKS \_\_\_\_\_

**BATHROOM**

DECORATION/PAINTWORK \_\_\_\_\_ CLEANLINESS: \_\_\_\_\_

SOCKETS/SWITCHES: \_\_\_\_\_ WINDOWS: GLAZING : \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

BATH: \_\_\_\_\_ LOCKS \_\_\_\_\_

WC: \_\_\_\_\_ WHB \_\_\_\_\_

FLOORING: \_\_\_\_\_ LIGHT FITTINGS \_\_\_\_\_

**KITCHEN**

GAS: \_\_\_\_\_ ELECTRIC \_\_\_\_\_

DECORATION/PAINTWORK: \_\_\_\_\_ FLOORING: \_\_\_\_\_

CLEANLINESS: \_\_\_\_\_ UNITS: \_\_\_\_\_

SOCKETS &amp; SWITCHES: \_\_\_\_\_ WINDOWS: GLAZING \_\_\_\_\_

SINK: \_\_\_\_\_ HANDLES \_\_\_\_\_

CEILING: \_\_\_\_\_ LOCKS \_\_\_\_\_

LIGHT FITTINGS: \_\_\_\_\_

**W.C. ROOM/CLOAKROOM**

DECORATION/PAINTWORK \_\_\_\_\_ CLEANLINESS: \_\_\_\_\_

SOCKETS/SWITCHES: \_\_\_\_\_ WINDOWS: GLAZING : \_\_\_\_\_

CEILING: \_\_\_\_\_ HANDLES \_\_\_\_\_

BATH: \_\_\_\_\_ LOCKS \_\_\_\_\_

WC: \_\_\_\_\_ WHB \_\_\_\_\_

FLOORING: \_\_\_\_\_ LIGHT FITTINGS: \_\_\_\_\_

ARE THERE ANY IMPROVEMENTS THAT THE TENANT HAS MADE TO THE PROPERTY:?

\_\_\_\_\_

REPAIRS REQUIRED: \_\_\_\_\_

\_\_\_\_\_

REDECORATION REQUIRED: \_\_\_\_\_

\_\_\_\_\_

REDECORATION ALLOWANCE? \_\_\_\_\_ VALUE: \_\_\_\_\_ DATE ALLOCATED \_\_\_\_\_

EXPECTED REPAIRS COMPLETION DATE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ANY OTHER COMMENTS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I ..... agree all items identified above are correct.

Tenant Signature: .....

Cassiltoun H.A. Signature: .....

Any other items identified when flat is vacated not listed above will be deemed as damaged by tenant which is an offence for which you are liable.

SIGNATURE OF STAFF MEMBER FROM CHA : \_\_\_\_\_

DATE: \_\_\_\_\_

**DECLARATION**

I, \_\_\_\_\_ agree that on accepting the tenancy at

\_\_\_\_\_

Fully understand that the following items below i.e.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

will be my responsibility throughout the duration of my tenancy.

Signed: .....

Witnessed: .....

Dated: .....

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to the recent inspection carried out on \_\_\_\_\_, I write to confirm the details of the works which you are required to carry out prior to the mutual exchange being approved.

- 1.
- 2.
- 3.

Please have this work completed by \_\_\_\_\_ when I will re-inspect your tenancy.

I trust the above is of assistance to you, but if you wish to discuss any of the above, please do not hesitate to contact me at the office.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**RIGHT TO COMPENSATION**

Further to the recent inspection carried out at your tenancy, I have noted you may be entitled to payments under the Right to Compensation as contained within the Housing (Scotland) Act 2001.

In order that we can discuss this further, I have made an appointment for you to see me on \_\_\_\_\_.

If the above appointment is not convenient, please contact me at the office to arrange a suitable alternative.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to your recent application to exchange tenancies, I must advise that if this exchange is approved, it is necessary for safety inspections to be carried out by our Gas Engineer, Electrical Engineer and Joiner prior to the new tenant moving into your house and you will be responsible for all costs incurred to carry out these inspections.

I have attached the costs involved and would also advise you that you are also responsible for having any household appliances disconnected and pay for any costs involved. Your cooker must be disconnected by either a Corgi registered Gas Engineer or approved Electrician and appropriate certificates submitted to our office.

I trust the above is of assistance to you, but if you wish to discuss this further please do not hesitate to contact me at the office.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to your request to exchange tenancies to \_\_\_\_\_(address)\_\_\_\_\_, I write to confirm that all necessary checks have now been carried out and this exchange has been approved.

Please call into the office on \_\_\_\_\_ to sign your new Scottish Secure Tenancy Agreement and to agree a suitable dates for the exchange to take place.

**If you wish a further explanation of the details contained in this letter or require a copy in large print, Braille or an alternative language, please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to your request to exchange tenancies to \_\_\_\_\_(address)\_\_\_\_\_, I write to confirm that all necessary checks have been carried out and unfortunately I cannot approve this exchange.

The reason(s) for this are as follows:

- 1.
- 2.
- 3.

If you do not agree with this decision you can, in the first instance, contact myself. If you are still dissatisfied after this, you should appeal, in writing, to the Association's Chief Executive Officer. If this matter is not resolved by this stage you may appeal, in writing, to the Board of Management. Where, after following the above procedures, you still disagree with the decision taken, you may appeal to Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS.

If you wish a further explanation of the details contained in this letter or require a copy in large print, Braille or an alternative language, please let me know and I will arrange to have this done.

I trust all of the above is of assistance to you.

Yours sincerely

**Clare MacLean/John Williams**  
**Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to you signing your Scottish Secure Tenancy Agreement for you new home at \_\_\_\_\_, I write to confirm that your date of entry is \_\_\_\_\_(date)\_\_\_\_ and your gas and electrical safety check will be carried out on that day at \_\_\_\_ (time)\_\_\_\_.

I trust this is of assistance to you.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

CHA/MEX/

Date as postmark

Glasgow City Council  
Financial Services  
Housing Benefit Section  
(HBen.South@fs.glasgow.gov.uk)

Dear Sirs

The undernoted tenant(s) have advised us they will be exchanging tenancies on \_\_\_(date)\_\_\_.

Name	Address	Housing Benefit Ref.

I would be grateful if you could end housing benefit at the above address and advise me of any overpayments due to yourselves.

Yours sincerely

**Clare MacLean/John Williams**  
**Area Housing Manager**

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

As your request to exchange tenancies has now been approved, I write to confirm your date of entry is \_\_\_(date)\_\_\_\_. This means you will be due to pay £\_\_\_\_\_ to cover the rent due to this date.

Your payment should be made immediately, in this office, at the Bank of Scotland in Rutherglen, at the post office or to the Credit Union Office in Castlemilk Drive. Please confirm with me when payment has been made.

If you wish a further explanation of the details contained in this letter, or require a copy in large print, Braille or an alternative language, please let me know and I will arrange to have this done.

I trust all of the above is of assistance to you.

Yours sincerely

**Clare MacLean/John Williams**  
**Area Housing Manager**

CHA/MEX/

Date as postmark

Dear Sirs

**MUTUAL EXCHANGE APPLICATION**

**First Tenant:** \_\_\_\_\_

**Second Tenant:** \_\_\_\_\_

I refer to the above tenants who have expressed an interest in exchanging.

I should be obliged if you would confirm that they have applied to you and complied with your procedures regarding Mutual Exchanges.

To enable us to consider their application, please complete the enclosed tenancy report detailing how they have conducted their tenancy, the length of their tenancy and the current situation regarding their rent account.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours faithfully

**Clare MacLean/John Williams  
Area Housing Manager**

Enc.

**TENANCY REFERENCE REQUEST – CASSILTOUN HOUSING ASSOCIATION LTD**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Current/ Former Landlord \_\_\_\_\_  
 Date Tenancy Commenced \_\_\_\_/\_\_\_\_/\_\_\_\_ Date Tenancy Completed \_\_\_\_/\_\_\_\_/\_\_\_\_

**Household Details** (Description Of Present/Former Residence):

Total Bedrooms \_\_\_\_\_ Double \_\_\_\_\_ Single \_\_\_\_\_

**Family Details**

Name	Date of Birth	Relationship to Applicant

Rent £\_\_\_\_\_ Weekly/Monthly No Housing Benefit/ Full Housing Benefit/ Partial Housing Benefit

Currently Rent Balance? \_\_\_\_\_ YES/ NO  
 Have Rent Payments Been Made Regularly And On Time? YES/ NO  
 Is Any Existing Balance Likely To Be Cleared By Housing Benefit? YES/ NO  
 Has An Arrangement Been Made To Clear The Arrears? YES/ NO  
 How Long Has The Arrangement Been Running? \_\_\_\_\_  
 Has It Been Kept? YES/ NO  
 If "NO" Please Give Details: \_\_\_\_\_

Has Legal Action Ever Been Taken Against The Tenant For Rent Arrears? YES/ NO  
 If "YES" Please Give Details: \_\_\_\_\_

Has There Been Any Outstanding Re-chargeable? YES/ NO  
 Condition Of Garden – If Applicable \_\_\_\_\_  
 Details Of Pets \_\_\_\_\_  
 Condition Of Interior Of Property \_\_\_\_\_

Have Problems Other Than Rent Been Experienced With This Tenant? Has There Been Any History Of Anti-Social Behaviour, Or Any Other Relevant Breach Of Tenancy? YES/ NO  
 If 'YES' Please Give Details: \_\_\_\_\_

Any other comments you may wish to make that could assist us in assessing the suitability of this applicant: - \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_  
 AUTHORITY \_\_\_\_\_ CASSILTOUN REF \_\_\_\_\_

CONTACT INFORMATION \_\_\_\_\_

CHA/MEX/

Date as postmark

Dear

**MUTUAL EXCHANGE**

Further to your recent application to exchange tenancies, I write to confirm I will house visit your tenancy on \_\_\_\_ (date and time) \_\_\_\_ to discuss this matter further.

If the above date or time is not suitable, please contact me immediately to arrange an alternative.

**If you wish a further explanation of the details contained in this letter or require a copy on large print, Braille, or an alternative language please let me know and I will arrange to have this done.**

Yours sincerely

**Clare MacLean/John Williams  
Area Housing Manager**

**STAFF CHECKLIST – MUTUAL EXCHANGE**

**Address 1:** \_\_\_\_\_

**Address 2:** \_\_\_\_\_

	<b>Date</b>
Date applications received	.....
Acknowledgement sent	Yes / No .....
If another Landlord is involved have you requested a tenancy reference?	Yes/No .....
Confirmation of reasons for exchange	Yes / No .....
Are household sizes compatible with accommodation?	Yes / No
If 'no', provide comments .....	
.....	
.....	
Are any properties medically adapted?	Yes / No
If 'yes', is this suitable to exchanging tenant	
.....	
.....	
.....	
Have you checked rent account?	Yes / No .....
Any comments .....	
.....	
.....	
Have you checked for any outstanding tenant charges?	Yes / No .....
Any comments .....	
.....	
.....	
Have you checked house files for any breach of tenancy?	Yes / No .....
Any comments .....	
.....	
.....	
Have you arranged house visit?	Yes / No .....

		<b>Date</b>
Has tenancy inspection sheet been completed and signed by tenant and staff?	Yes / No	.....
Has tenant been advised (within 2 days) of any repairs, redecoration, etc, they should carry out?	Yes / No	.....
Where appropriate, has follow up inspection been arranged?	Yes / No	.....
Where appropriate, have tenants been advised of Right to Compensation?	Yes / No	.....
Have tenants been notified of costs for gas, electrical and joiner safety inspection?	Yes / No	.....
Have tenants been advised of the Association's Policy and costs involved for disconnections/reconnections of cookers?	Yes / No	.....
Has mutual exchange been approved?	Yes / No	.....
Date tenants notified of this decision		.....
If exchange is not approved, has tenant been given right of appeal?	Yes / No	.....
If exchange has been approved, what date will exchange take place?		.....
Has tenant been advised what date and time the gas and electrical safety checks will be carried out?	Yes / No	.....
Has tenant paid for all gas, electrical and joiner safety checks?	Yes / No	
Have you organised all safety checks?	Yes / No	
Gas ..... Electric ..... Joiner .....		
If appropriate, have you notified housing benefit section of exchange?	Yes / No	.....
If appropriate, have tenants been advised of rent payments?	Yes / No	.....
Have you arranged to sign up new tenancies?	Yes / No	.....
Has all relevant paperwork for tenancy end been carried out?	Yes / No	
Operations Team .....		