

Mutual Exchange

Purpose

Bridge Housing's Mutual Exchange Policy outlines Bridge Housing's approach to tenants who want to find another tenant with whom they can exchange properties.

Mutual exchange provides an option for tenants who wish to move to a location they prefer, or to find accommodation more suited to their needs.

Scope

This policy applies to all Bridge Housing tenants.

Policy overview

Bridge Housing respects the rights of its tenants to exchange their home with another social housing tenant. A mutual exchange can only take place when Bridge Housing and/or another social housing provider have provided approval for the exchange to occur.

Bridge Housing has established reasonable conditions and checks within its mutual exchange policy to support and protect tenants undertaking a mutual exchange. It will therefore ensure that it maintains their privacy and that it acts in accordance with the *Residential Tenancies Act 2010*.

Policy

A tenant seeking to exchange properties must first contact and be approved by Bridge Housing to ensure they are eligible. To be approved tenants must:

- Have rent, water and tenancy debt accounts paid up to date
- Not have substantiated nuisance and annoyance complaints against them
- Maintained their property in line with the Residential Tenancy Agreement

Tenants should contact Bridge Housing first to determine if they are eligible to pursue a mutual exchange.

Once a tenant is deemed eligible they will be responsible for seeking the mutual exchange. Tenants may choose to advertise for an exchange through tenant exchange websites, classified advertisements or by contacting other community housing providers to ask about exchanging with one of their tenants.

Bridge Housing will never share information about individual tenants or their circumstances without their consent.

Approval for a mutual exchange

Tenants seek formal approval for a mutual exchange by completing a Bridge Housing Mutual Exchange Form, which is available at www.bridgehousing.org.au.

Approval process

Once a request is approved and the tenant has identified a suitable property exchange, all requests for mutual exchange will be assessed within 28 days. Bridge Housing will generally approve a mutual exchange if any of the following criteria apply:

- The tenants meet the basic eligibility for the property in terms of size, bedroom complement or modifications required
- The exchanging tenant is eligible for the program under which the exchange property is provided
- Neither party has offered financial or other incentives or used threatening behaviour to encourage the other tenant to exchange
- Exchanging tenants are eligible for certain programs such as transitional fixed term tenancies
- Tenants do not have rent or non-rent debt
- Are not in breach of their Residential Tenancy Agreement

- Have not committed acts of violence, for example, physical attacks or serious verbal threats directed at neighbours or Bridge Housing staff or their agents or any other social housing provider
- Neither property has been identified for sale or re-development
- Have not been convicted of arson or deliberate damage to any property managed by Bridge Housing or any other social housing provider

Documents supporting this policy

- Mutual Exchange Form
- Access Policy
- Starting a Tenancy Policy
- Ending a Tenancy Policy

What happens after Bridge Housing has approved a mutual exchange

Mutual exchanges must be approved by Bridge Housing in writing before either of the tenants move. Moving without approval is a breach of the Residential Tenancy Agreement.

Tenants will be responsible for meeting their own relocation costs. Tenants will need to ensure that their account is up to date prior to their tenancy ending and that they leave their property in an appropriate condition.

Complaints and appeals

This is an appealable policy.

If a tenant is not satisfied with a service provided by Bridge Housing or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete either an **I want to complain** form or an **I want to appeal** form, details of which appear in the Bridge Housing's Complaints and Appeals Policy. This policy, and a helpful information leaflet, is available from Bridge Housing's office or they can be downloaded from our website www.bridgehousing.org.au.

If a tenant is unhappy with the outcome of an appeal to Bridge Housing, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to www.hac.nsw.gov.au.

Related documents

Legislation

- *Residential Tenancies Act 2010*
- *Residential Tenancies Regulation 2010*

Translation Service

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131-450 and ask them to contact on 9699-6055 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 9699-6055。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。 要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 9699-6055. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 9699-6055. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131-450 και ζητήστε τους να επικοινωνήσουν με το 9699-6055 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 9699-6055 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.