

## Mutual Exchange

### Purpose

This policy explains how Bridge Housing will manage requests for mutual exchange.

### Scope

This policy applies to all social housing tenancies managed by Bridge Housing Limited and all its related entities (we, our us).

### Policy overview

Mutual exchange is where two social housing tenants choose to swap properties. It provides an option for tenants who wish to move to a location they prefer, or to find accommodation more suited to their needs.

Tenants are responsible for negotiating the mutual exchange and the swap can only take place when we and/or another social housing provider approve the exchange.

We have established reasonable conditions and checks within this policy to support and protect tenants undertaking a mutual exchange. We ensure that we maintain tenant privacy and act in accordance with the [NSW Residential Tenancies Act 2010](#) and [Residential Tenancy Regulations 2019](#).

### Eligibility

Tenants should contact us to determine if they are eligible to pursue a mutual exchange. To be eligible tenants must:

- Have rent, water and tenancy debt accounts paid up to date
- Have no substantiated nuisance and annoyance complaints against them
- Maintained their property in line with the Residential Tenancy Agreement

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.

## Approval process

Tenants must seek formal approval for a mutual exchange by completing our Mutual Exchange Form. Once a request is approved to proceed and the tenant has identified a suitable property exchange, the request for mutual exchange will be assessed within 28 days. We 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 in line with our [Allocation Policy](#)
- 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
- Neither tenant has committed acts of violence, for example, physical attacks or serious verbal threats directed at neighbours or our staff, or their agents or any other social housing provider
- Neither property has been identified for sale or re-development
- Neither tenant has not been convicted of arson or deliberate damage to any property managed by us or any other social housing provider

## Approved requests for mutual exchange

Tenants must seek formal approval before either of the tenants move. If a request to move is approved, we will confirm the decision in writing and make arrangements to sign new residential tenancy agreement with both tenants. 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.

## Appeals and Review of Decision

Tenants can appeal decisions made under this policy.

If a tenant is not satisfied with a service we have provided or does not agree with a decision we have made, they can ask for a formal review. Our [Compliments, Complaints and Appeals Policy](#) outlines the many ways for tenants to make an appeal. This policy, and a helpful information brochure, is available from our office or they can be downloaded from our website <http://www.bridgehousing.org.au>.

If a tenant is unhappy with the outcome of the appeal, 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](http://www.hac.nsw.gov.au).

## Related Documents and Resources

| Type        | Title  |
|-------------|--|
| Legislation | <a href="#">Residential Tenancies Act 2010</a>             |
| Legislation | <a href="#">Residential Tenancies Regulations 2019</a>     |
| Policy      | <a href="#">Allocation Policy</a>                          |
| Policy      | <a href="#">Starting a Tenancy</a>                         |
| Policy      | <a href="#">Ending a Tenancy</a>                           |
| Policy      | <a href="#">Compliments, Complaints and Appeals Policy</a> |
| Form        | <a href="#">Compliments, Complaints and Appeals form</a>   |

### English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 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 8324 0800。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 8324 0800. 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 8324 0800. 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 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 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 8324 0800 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.

### Arabic

إذا احتجت إلى مُساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بمَكْتَب على رقم 8324 0800 بدون تكلفة عليك. ويُمْكِنك أيضا الحضور إلى مَكْتَب Bridge Housing وطلب المُساعدة بلُغَتك.