

Mutual Exchange Charter

Mutual exchanges make a positive contribution to meeting housing need by making the best use of stock, reducing void costs and increasing housing choices.

This Charter is intended to actively promote mutual exchange to all tenants by working with other landlords to facilitate as many swaps as possible for Tower Hamlets tenants.

As landlords we will encourage every tenant seeking a transfer to join an on-line swapping scheme, offer one-to-one support for those looking for a swap and consider all requests in a flexible and constructive way.

This Charter has 8 main objectives:

- Common Housing Register applicants encouraged to register for a mutual exchange
- Actively promote and publicise exchanges as the 1st option to move
- Provide practical and financial help to those looking to downsize by swapping
- Make the process of swapping as quick and easy as possible
- Take a flexible approach to bedroom need and property size
- Take a flexible approach to outstanding repairs
- Offer swapping tenants a tenancy equivalent to the one they are giving up
- Record and monitor applications and moves to enable us to improve service