



Queens  
Cross  
Housing  
Association

Mutual Exchange

[qcha.org.uk](http://qcha.org.uk)

A mutual exchange is an option, which allows tenants to move house within the Association stock or to another area and landlord. A mutual exchange may be permitted for any number of reasons. Some reasons may be that:

- The Association are unable to assist a tenant to meet their new housing need because their circumstances do not qualify them to be considered through the Association's allocations policy.
- You can resolve your housing requirements quicker than we can.
- You wish to move to any area where we do not have any houses.

## Agreement

Tenants, who wish to apply for a mutual exchange, must be in full agreement with the other tenant to the proposed exchange before approaching the Association for permission.

## How to Apply

Application forms are available for download from our website or you can collect one from our office. We can also post one out to you. Both parties to the exchange must complete a separate application form and both forms should be returned together to your Housing Officer, who will assess your application.

## Other Landlord

All mutual exchanges must be carried out at no expense to the Association; a house inspection will be carried out in both houses. Any repairs which are reported or changes to the fixtures and fittings will have to be completed by the tenants, prior to any move.

If there is a second landlord involved in the mutual exchange, e.g. another Housing Association or local authority, then they have their own policy and procedures which must be met before permission is granted. The second landlord has the right to refuse any exchanges as well as Queens Cross Housing Association and permission for a mutual exchange cannot be granted without the agreement of both landlords.

The Association will only permit a mutual exchange if it is completely satisfied that any such move would not contravene the Associations Housing Management Policies.

The Association will not unreasonably refuse permission for a mutual exchange of your house. The exchange must be with another house where the tenant is either a tenant of a local authority, a registered social landlord, a water authority or sewerage authority.

## Permission

Reasonable grounds for refusing our permission include the following:-

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct.
- We have obtained an order for your eviction.
- Your house was let to you because of your employment with us.
- Your house was designed or adapted for persons with special needs and if the exchange allowed, there would be no person living in the house who required those designs or adaptations.
- The other house is substantially larger than you and your family need or it is not suitable for the needs of you and your family
- The proposed exchange would lead to overcrowding.

## Consent

These examples do not in any way alter our general right to refuse permission on reasonable grounds. If you are married, or live in the house with a co-habitee, we may need their consent to any proposed changes in the tenancy.

## Helping you find an Exchange

If you have not found a suitable tenant to exchange with we can advertise your request. To help you find an exchange the Association will display your details on our website and also on display boards in our reception areas. You will have to sign your form to allow us to do this and tick the appropriate box indicating you wish your details to be displayed.

## Queens Cross Housing Offices

Main office  
45 Firhill Road  
Glasgow  
G20 7BE

The Courtyard  
2 Westercommon Drive  
Glasgow  
G22 5PG

**Tel:** 0141 945 3003

**Tel:** 0141 336 3444

## Mutual Exchange Housing List

The Association display a list of names and addresses of those people who have registered an interest in a mutual exchange at our reception area.

The display boards are located at 45 Firhill Road and the Courtyard. Both offices are open Monday to Friday 9am – 5pm (excluding Public holidays)

This leaflet is available in other languages on request.

Details of our services can be found on our website

[www.qcha.org.uk/housing/mutual\\_exchange](http://www.qcha.org.uk/housing/mutual_exchange)



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