

# Resident Questions for Housing Area Panel

Reference Number: 3.5

<b>Department</b>	Housing
<b>Date question raised</b>	13/10/2022
<b>Week of Area Panel</b>	12/12/2022
<b>Area in city</b>	East
<b>Star rating applied by residents</b>	3
<b>Name of officer responding</b>	Justine Harris
<b>Officer job title</b>	Head of Tenancy Services

## Resident Question

<b>Title of Question</b>	Mutual Exchange scheme
<b>Issue:</b>	Tenants who want to do a mutual exchange are waiting a long time for this to happen.
<b>Background:</b>	A Woodingdean tenant has found a suitable property for a mutual exchange but has been waiting a long time for the exchange to happen.
<b>Action requested by residents:</b>	<ul style="list-style-type: none"> <li>• How long are the Council currently taking to carry out mutual exchanges?</li> <li>• What is the time frame in which mutual exchanges are meant to be happening, once the exchange has been agreed?</li> </ul>

## Officer Response

<b>Officer contact details:</b>	Justine.harris@Brighton-Hove.gov.uk
<b>Officer Response:</b>	<p>Mutual Exchange requests submitted in October '22 are currently being worked on. The Rehousing Team have caught up with backlog that developed over the pandemic.</p> <p>The legislation governing mutual exchanges (MEX) gives the housing provider 42 days to reach a decision and notify the applicants once the Mutual Exchange application has been submitted. The Council meets this target, giving a decision within the 42-day period.</p> <p>There is no defined timescale in which an agreed exchange then needs to be completed as there are so many variables that impact upon the readiness of all applicants in the chain to move, particularly when there are multiple households and housing providers involved in the chain. The Rehousing Team continue to work very closely with all</p>

	the applicants and other providers to ensure the exchanges go ahead in as timely a way as possible.
<b>Action:</b>	No further action
<b>Start date:</b>	N/A
<b>End date:</b>	N/A