

Resident Questions for Housing Area Panel

Reference Number: 3.5

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

Resident Question

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

Officer Response

Officer contact details:	Justine.harris@Brighton-Hove.gov.uk
Officer Response:	<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.
Action:	No further action
Start date:	N/A
End date:	N/A