

Tenancy Management: Mutual Exchange

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Related policies and documents	Allocation Policy Changing Needs of Tenants Management Transfer		

Scope

This policy applies to tenants, staff, and contractors of Amélie Housing.

Policy Statement

Amélie Housing does not offer a mutual exchange program. This policy explains mutual exchange and alternative options for tenants who would like to apply to transfer from their existing tenancy.

Compliance

This policy assists Amélie Housing in complying with:

Compliance Document	Section/Number	Area
National Community Housing Standards	1.3	Tenancy Management – Changing needs of tenants
National Regulatory Code Evidence Guidelines	1. a	Tenancy Management – Changing needs of tenants Tenancy and Housing Services

Mutual Exchange

What is a mutual exchange?

A mutual exchange is when two tenants decide to swap or exchange their tenancy and move into the other property.

Mutual is another way of describing a housing swap.

Does Amélie Housing offer mutual exchange?

Amélie Housing does not offer a mutual exchange program.

What do I do if I want to move to another Amélie Housing property?

If tenants want to move properties, they may check their eligibility and follow the Changing Needs of Tenants policy.

Complaints and Appeals

If a tenant is not satisfied with a service provided by Amélie Housing or does not agree with its decision, they can ask for a formal review. To do this, the tenant can complete a **review of the decision** form.

Details on how to make a complaint, provide feedback or lodge an appeal are found in Amélie Housing Complaints and Appeals policy.