Policy title	**Mutual Exchange Policy**
Summary	This Policy details MSV's approach to supporting customer choice through the means of mutual exchange; it sets out the legislative and regulatory framework in which decisions are made in respect of mutual exchange applications and provides clarity on customer rights and responsibilities.
Scope	The Mutual Exchange Policy applies to the Neighbourhood and Later Living teams, along with General Needs and Later Living customers.
Author & Job Role	Ross Tomlinson, Head of Neighbourhoods
Directorate	Customers
Document Status	Approved
Document Reference	CUSTOMERS/Neighbourhoods/MEX/2.0
Latest Date of Approval	November 2022
Dates: **Draft** **Approved** **Ratified** **Effective from** **Review by**	 25 July 2026 7 September 2026 7 September 2026 2 November 2026 July 2028
Impact Assessments: **Date EIA completed** **Date other IAs completed**	 25 July 2026
Consultation	Leadership Team – Neighbourhoods & Later Living Involved Customer Group

Contents Page

1. **Introduction/Policy Purpose**

2. **Scope**

3. **Definitions**

4. **Roles & Responsibilities**

5. **Monitoring, Review & Evaluation**

6. **Related Documents**

7. **Version History**

8. **Delivering the Policy**

9. **Appendices**

10. **Impact Assessment**

1. Introduction/Policy Purpose

1.1 MSV proactively encourages rehousing via mutual exchange where the tenancy agreement permits; it is our aim to support choice and empowerment in respect of our tenants' housing options.

1.2 Tenant needs, wishes and household composition often change throughout a tenure; which means that a home is no longer suitable or a best fit to ensure that customers can live well. We recognise that a mutual exchange is often the quickest route to rehousing and maximises tenant choice and control.

1.3 This Policy details MSV's approach to supporting tenant choice through the means of mutual exchange; it sets out the legislative and regulatory framework in which decisions are made in respect of mutual exchange applications and provides clarity on customer rights and responsibilities.

1.4 The purpose of this policy is to ensure that MSV:

- Detail tenant responsibilities in relation to mutual exchange.
- Are supportive, providing clear information to tenants on how to apply.
- Are open and transparent in informing tenants of any effects in relation to legal rights and/or benefit entitlement.
- Provide a consistent service, making decisions in line with policy, regulation and legislation.
- Be proactive in supporting tenant choice, ensuring the service is accessible.
- Communicate any reasons for refusal in a clear and transparent way.

1.6 The policy has been developed with consideration to:

- Equality Act (2010)
- Family Law Act (1996)
- Housing Act (1985, 1988, 1996 and 2004)
- Housing and Regeneration Act (2008)
- Localism Act (2011)
- Matrimonial Causes Act (1973)
- Regulator of Social Housing (Tenancy Standard)

2. Scope

2.1 This Policy details how MSV will manage and respond to mutual exchange applications.

2.2 The Policy details the circumstances where MSV accepts a mutual exchange request.

2.3 The Policy details the reasons where MSV will not accept a mutual exchange request.

2.4 This Policy applies to General Needs and Later Living teams and customers.

3. Definitions

3.1 Mutual exchanges occur when two tenants of social landlords swap homes by legally assigning their tenancies to each other. The permission of the landlord of both tenants is required. The landlord of a secure tenant cannot refuse permission unless the grounds set out in Schedule 3 to the Housing Act 1985 are met. In some instances, multiple tenants swap with each other to create three-way, four-way etc... swaps.

3.2 Secure Tenancies

3.2.1 Secure tenants have the statutory right to assign their tenancies by way of mutual exchange as set out in Section 92 of the Housing Act (1985) as amended by further Housing Acts.

3.3 Assured Tenancies (Protected Rights)

3.3.1 Assured tenants who have Protected Rights, following a transfer agreement between MSV and the local authority, have the statutory right to assign their tenancies by way of mutual exchange, as set out in their tenancy agreement and any relevant transfer agreement.

3.4 Assured Tenancies (Non-Shorthold)

3.4.1 Assured tenants (non-shorthold) do not have the statutory right to assign their tenancies by way of mutual exchange, but the tenancy agreement usually sets out the contractual right to do so.

3.5 Localism Act Exchanges

3.5.1 Mutual exchange usually happens where each tenant assigns their tenancy to the other, with the tenants taking over the tenancy status (Secure or Assured) and its rent. S158 of the Localism Act (2011) provides protection for 'lifetime' tenants (Assured non-shorthold) and Secure), who held their tenancy before 1 April 2012 and want to exchange with tenants on a flexible tenancy (Local Authority tenancy type or fixed-term social rent tenancy with more than 2-years remaining). This happens by each tenant surrendering their tenancy and the landlord grants a new tenancy, so the existing 'lifetime' tenant still has a 'lifetime' tenancy. These will be referred to as *Localism Exchanges* in this Policy.

The protection is for the qualifying 'lifetime' tenant only, it does not apply where a 'lifetime' tenant exchanges with a fixed-term tenant whose home has an affordable rent. The protection applies only to the tenancy status and does not extend to other elements of the tenancy such as Rent Act protection, or the Right to Buy for those exchanging to another landlord.

3.6 **No Right to Exchange**

3.6.1 Customers who match any of the below do not have the right to exchange:

- Assured Shorthold Tenancy (periodic)
- Intermediate Rent
- Leaseholder
- License to Occupy
- Market Rent
- Shared Owner
- Starter Tenancy (first 12-months)
- Starter Tenancy (extended by 6-months)
- Temporary Tenancy / Agreement (Decant)
- Use and Occupation Agreement

4. Roles & Responsibilities

4.1 The Allocations & Housing Options Assistant/Team are responsible for verifying customers on the Home Swapper website.

4.2 The Neighbourhood / Later Living / Supported Housing Officers are responsible for obtaining the information required to decide whether a Mutual Exchange can take place.

4.3 The Landlord of the other tenant is responsible for providing information regarding the incoming tenant.

4.4 The Income & Financial Resilience team are responsible for supporting Neighbourhoods and customers by carrying out eligibility calculations.

4.5 Property Care Inspectors are responsible for conducting a property inspection and providing relevant information to the Neighbourhood / Later Living / Supported Housing Officers.

4.6 Neighbourhood / Later Living / Supported Housing Team Leaders are responsible for providing guidance and advice to Officers in relation to Mutual Exchange applications.

4.7 The Regional Neighbourhood / Later Living / Supported Housing Managers are responsible for the overall decision as to whether the Mutual Exchange can take place.

4.8 All MSV colleagues ensure all attempted contacts with a customer are recorded and relevant documents are available on the housing document management system.

4.9 Regional Neighbourhood / Later Living / Supported Housing Managers are responsible for implementing the policy.

4.10 Head of Neighbourhoods is responsible for reviewing the policy and updating it with any changes in legislation.

5. Monitoring, Review & Evaluation

5.1 MSV will monitor the effectiveness of the Policy by:

- Complaints received in relation to Mutual Exchanges.
- Reporting on compliance with the Tenancy Standard.
- Reporting on number of Mutual Exchanges each Quarter.

6. Related Documents

6.1 Allocations Policy

6.2 ASB Policy

6.3 Complaints Policy

6.4 Income & Financial Resilience Policy

6.5 Rent Arrears Policy

6.6 Succession Policy

6.7 Tenure Policy

6.8 Tenancy Fraud Policy

6.9 Tenancy Visits Policy

7. Version History

Version	Date	Author	Reason
1	November 2022	Shaheen Yousaf	First Version (MSV)
2	25 July 2026	Ross Tomlinson	Policy Review

8. Delivering the Policy

8.1 Mutual exchanges occur when two tenants of social landlords swap homes by legally assigning their tenancies to each other. The permission of the landlord of both tenants is required. The landlord of a secure tenant cannot refuse permission unless the grounds set out in Schedule 3 to the Housing Act 1985 are met. In some instances, multiple tenants swap with each other to create three-way, four-way etc... swaps.

8.2 MSV offer a mutual exchange service ensuring relevant customers, whether according to a statutory right or according to this policy can easily access details of the greatest practical number of mutual exchange matches available. This service is provided without payment of a fee by the customer.

8.3 There are many ways for customers to find a home and prospective tenants to Mutually Exchange with. MSV supports customers who are interested in

exchanging their homes by providing free access to Home Swapper. Customers register online to access this service.

8.4 MSV publicises any Mutual Exchange events that are being held for customers to attend and obtain information on the service and process.

8.5 Customers can apply to exchange with tenants of social landlords living anywhere in the UK.

8.6 **Grounds (reasons) for refusal of a Mutual Exchange application**

8.6.1 MSV will not unreasonably withhold permission for customers to exchange; the grounds for refusal of a Mutual Exchange depend on the tenancy type and whether the potential exchange is a Localism Exchange. There are three sets of grounds for refusal which are:

8.7 **Schedule 3, the Housing Act (1985 as amended 2004)**

8.7.1 This applies to Secure tenants and Assured tenants where the tenancy agreement says that we will only refuse permission on Schedule 3 grounds.

8.7.2 MSV applies Section 92 of the Act which allows landlords to give conditional approval where rent lawfully due has not been paid or another obligation of the tenancy agreement has been broken or not performed. This is where approval may be given but the exchange cannot go ahead until the tenant has done certain things such as but not limited to:

- Paying any outstanding rent to MSV.
- Clearing an untidy garden or home.
- Carrying out a customer-responsibility repair.

8.7.3 In these instances, we cannot use any grounds outside of these to refuse a Mutual Exchange application.

8.7.4 See **Appendix 2** for this set of Grounds for Refusal.

8.8 **Schedule 14, the Localism Act (2011)**

8.8.1 This applies only to Localism Exchanges – this is a ‘lifetime’ tenancy starting before 1 April 2012 and exchanging with a Fixed-Term social rent tenant.

8.8.2 Under these grounds, a Mutual Exchange application can be refused due to a breach of tenancy conditions. MSV is not required to have served a Notice or commenced any legal action for this to apply.

8.8.3 Under these grounds, MSV cannot apply any conditions to an approval.

8.8.4 In these instances, only these grounds can be used to refuse an application.

8.8.5 See **Appendix 3** for this set of Grounds for Refusal.

8.9 **MSV Policy Grounds**

8.9.1 This applies to Assured or Fixed-Term tenants where the tenancy agreement says that there is a right to exchange, but there is no direct reference to Schedule 3 of the Housing Act 1985 and therefore no contractual right.

8.9.2 Fixed-Term tenants do not ordinarily have a statutory or contractual right to exchange; MSV may consider two Fixed-Term tenants seeking to exchange with each other, subject to MSV Policy grounds for refusal.

8.9.3 See **Appendix 4** for this set of Grounds for Refusal.

8.10 MSV only refuse a Mutual Exchange application due to rent arrears if the following apply:

- MSV Policy Grounds.
- An appropriate legal Notice has been served.
- A relevant court order has been obtained.

8.10.1 Notices of Seeking Possession (s8, Housing Act 1988 or s83 Housing Act 1985) are valid for 12-months from the date that they are served. Where a customer clears any rent arrears after receiving a Notice, MSV approves the Mutual Exchange providing that no other Grounds for Refusal apply.

8.10.2 If MSV have obtained a Possession or Suspended Possession order for rent arrears and then the customer clears the arrears; we approve the Mutual Exchange providing that no other Grounds for Refusal apply.

8.10.3 Where none of these apply, MSV usually attach a condition of the approval that any rent arrears due to MSV are paid by a specific date prior to the exchange taking place.

8.11 MSV only refuse a Mutual Exchange application due to other tenancy breaches, including but not limited to anti-social behaviour, no-access; customer-responsibility repairs; condition of the garden/home; if the following apply:

- Under Schedule 3, Housing Act (1985) Grounds, MSV has obtained a Possession or Suspended Possession order; has commenced legal proceedings or served a Notice of proceedings relating to a tenancy breach.

- Under Schedule 14, Localism Act (2011) Grounds, MSV reasonably determines that any condition of either tenancy has been broken or not performed.

- MSV Policy Grounds.

8.12 MSV undertakes a number of checks, ensuring that a customer is eligible to exchange their home and if so, under which Grounds permission may be withheld.

8.13 **Decision on Application**

8.13.1 Customers must be advised, in writing, of a decision within 42-days of their Mutual Exchange application, otherwise MSV cannot usually rely on the statutory grounds for refusal.

8.13.2 The 42-days begins once applications from all parties are received, at which point the customer will receive a letter acknowledging the application and detailing the 42-day timeframe in which the decision will be made.

8.13.3 Where MSV does not provide the customer with a written decision within 42-days, the customer cannot assume that consent has been given and must not proceed with the exchange. A formal complaint about our failure to make a decision should be raised.

8.13.4 Customers must allow MSV access to undertake any safety inspections including gas and electric checks. MSV usually cancels the exchange if access is not given on two occasions during the process, unless there are extenuating circumstances.

8.13.5 Customers must provide all necessary information and documentation to MSV to progress the Mutual Exchange application. If the information is not provided within 10-working days of the request / attempted contact, MSV usually cancels the exchange and the customers must re-apply.

8.13.6 MSV makes all reasonable efforts to speak with the customer(s) prior to communication a decision in writing. The decision will be that the exchange is: refused, approved or approved with reasonable conditions.

8.13.7 Where an application is refused, MSV communicates the specific reason that the exchange cannot go ahead.

8.14 MSV may waiver its right to refuse a Mutual Exchange application. This is considered on a case-by-case basis; usually only in circumstances where an MSV customer has accrued rent arrears and approving the exchange alleviates the situation by preventing further arrears and, for example, resolving under-occupancy charges.

8.15 If one landlord refuses to allow the Mutual Exchange to go ahead, it will be the responsibility of the customer to raise this with the refusing landlord. The Mutual Exchange should only go ahead with the agreement of both landlords; if both tenancies are not assigned, neither of them can be.

8.16 Where the circumstances of either party change after the 42-days commence and before a decision is made, the Mutual Exchange may no longer be suitable under any of the grounds set out in this Policy. Where this is the case, MSV will make reasonable efforts to contact the affected customer(s) within 48-hours to make them aware of the situation.

8.17 If a Mutual Exchange takes place without MSV's knowledge or written consent or before the agreed exchange date, the occupants are classed as unauthorised occupiers. The occupants will be advised to return to their own homes within 7-days to avoid a Notice to Quit being served on them both/all. If they return within the-7 days, the Mutual Exchange application can continue to be considered.

8.18 **Appeal Process**

8.18.1 If a customer has statutory or contractual right to exchange and is unhappy with a decision made under this Policy, they have the right to ask for it to be reviewed. They can do this by contacting MSV within 14-days of the decision being made, setting out the reason for the appeal and providing any relevant evidence, for example medical or financial.

8.18.2 The relevant Manager reviews the decision and responds within 14-days.

8.19 **Tenancy Fraud**

8.19.1 We undertake robust verification checks to ensure that the information and documentation provided in any exchange application is accurate and valid.

9. Appendices

9.1 Appendix 1 – Legal Right to Exchange Explanatory Table

9.2 Appendix 2 – Schedule 3, Housing Act (1985) Grounds for Refusal

9.3 Appendix 3 – Schedule 14, Localism Act (2011) Grounds for Refusal

9.4 Appendix 4 – MSV Policy Grounds for Refusal

9.5 Appendix 5 – Equality Impact Assessment

10. Impact Assessment

10.1 An equality impact assessment has been carried-out and is listed as Appendix 5 in this document.

Appendix 1 – Legal Right to Exchange Explanatory Table

Before Exchange		After Exchange			
Applicant 1	**Applicant 2**	**Applicant 1**	**Applicant 2**	**Exchange Type**	**Grounds Applicable**
Secure / Assured tenant	Secure / Assured tenant	Secure / Assured tenant	Secure / Assured tenant	Assignment	Schedule 3, Housing Act (1985)
Secure / Assured tenant (Commenced before 1 April 2012)	Fixed-Term social rent tenant (More than 2-years remaining)	Secure / Assured tenant	Fixed-Term social rent tenant	Surrender and Re-grant	Schedule 14, Localism Act (2011)
Secure / Assured tenant	Fixed-Term Affordable Rent tenant	Fixed-Term Affordable Rent tenant	Secure / Assured tenant	Assignment	MSV Policy Grounds

Appendix 2 – Schedule 3, Housing Act (1985) Grounds for Refusal

Ground	Reason for Refusal
1	The tenant or the proposed assignee is subject to an Outright Possession Order or a Suspended Possession Order
2	A Notice Seeking Possession is in force against the tenant or the proposed assignee under Grounds 1 - 6 of Schedule 2 of the 1985 Act (and similar or/and equivalent grounds under Schedule 2 of the Housing Act 1988) or possession proceedings have begun against either party on one or more of those grounds
2A	In respect of the tenant or the proposed assignee or a person who is residing with either of them - If a specified type of injunction (e.g. Anti-Social Behaviour Injunction), Demotion Order, an Anti-Social Behaviour Order or a Possession Order (included suspended Order) granted on the grounds of nuisance conduct is in force or if court action to obtain such an order is pending in respect of the tenant or the proposed assignee or a person residing with either of them
2B	If the property is subject to a closure Notice or closure order under the Anti-social Behaviour, Crime and Policing Act 2014
3	The accommodation is substantially larger than is reasonably required by the proposed assignee (under-occupation)
4	The size of the accommodation is not reasonably suitable for the needs of the assignee
5	The dwelling forms part of, or is within the curtilage of, a building which is held mainly for non-housing purposes or is situated in a cemetery and was let to the tenant or his predecessor in connection with their employment with the landlord, or with a local authority, a New Town Development Corporation, housing action trust, Development Board for Rural Wales, or the governors of a grant-aided school
6	The landlord is a charity and the proposed assignee's occupation would conflict with the objects of the charity (conflict with charitable aim)
7	The dwelling is designed to make it suitable for a physically disabled person and if the exchange took place, no such person would be living in the dwelling
8	Landlord is a specialist housing provider - The landlord is a housing association or housing trust which provides accommodation only for persons whose circumstances, (other than merely financial circumstances), make it especially difficult for them to satisfy their housing needs and if the exchange took place there would be no such person living in the dwelling
9	Accommodation in group designated for special needs, e.g. sheltered or supported housing - The dwelling is one of a group that is let to persons with special needs, and a social service or special facility is provided close by in order to assist the tenants - if the exchange took place there would be no person with special needs living in the dwelling
10	Management Agreement- The dwelling is the subject of a management agreement where the manager is a housing association of which at least half the members are tenants subject to the agreement, at least half the tenants of the dwellings are members of the association, and also that the proposed assignee is not such a member nor is willing to become one

Appendix 3 – Schedule 14, Localism Act (2011) Grounds for Refusal

Ground	Reason for Refusal
1	Any rent lawfully due from a tenant under one of the existing tenancies has not been paid
2	An obligation under one of the existing tenancies has been broken or not performed
3	*Refer to Schedule 3, Ground 1*
4	*Refer to Schedule 3, Ground 2 for Secure tenants*
5	*Refer to Schedule 3, Ground 2 for Assured tenants*
6	*Refer to Schedule 3, Ground 2A*
7	*Refer to Schedule 3, Ground 3*
8	*Refer to Schedule 3, Ground 4*
9	*Refer to Schedule 3, Ground 5 (employment may also be with a development corporation or an urban development corporation)*
10	*Refer to Schedule 3, Ground 6*
11	*Refer to Schedule 3, Ground 7*
12	*Refer to Schedule 3, Ground 8*
13	*Refer to Schedule 3, Ground 9*
14	*Refer to Schedule 3, Ground 10*

Appendix 4 – MSV Policy Grounds for Refusal

These conditions / Grounds for Refusal apply to any Mutual Exchange where customers do not have a statutory right to exchange and/or the contractual right does not reference Schedule 3, Housing Act (1985) or Schedule 14, Localism Act (2011).

1. All Grounds for Refusal detailed in Schedule 3, Housing Act (1985) and Schedule 14, Localism Act (2011), including any rent due to MSV and/or any breaches of tenancy conditions.

2. The incoming tenant does not have the Right to Rent.

3. The exchange will result in under-occupation for the incoming household. We will assess this in-line with our Allocations Policy.

4. The exchange will result in the incoming household being overcrowded. We will assess this in-line with our Allocations Policy.

5. Adaptations are needed for the home to be suitable for the incoming household. Any adaptations and funding must be approved / confirmed before the exchange can take place. Minor adaptations will not ordinarily stop an exchange from proceeding.

6. MSV has not received a satisfactory reference for the incoming household.

7. MSV has not received the necessary information/documentation within 10-working days of requesting it from the MSV customer(s).

8. MSV has not been able to gain access to undertake any safety inspections, including gas and electric checks, on two occasions.

9. The tenancy is not affordable to the incoming household.

10. The incoming household has pets not permitted under MSV's Pet Policy.

11. MSV can reasonably confirm that money has been exchanged between the exchanging parties to facilitate or encourage the application and exchange.

12. The incoming household are confirmed as engaging in criminal activity / anti-social behaviour which deems the exchange unsuitable.

13. Where any conditions of planning agreements, covenants, head leases, Section 106 agreements that relate to the home would prohibit the incoming household from moving to the property, for example where the housing is only to be provided for people with a local connection.

14. If the home is deemed unsuitable by the Compliance Team due to any of the incoming household being unable to evacuate in the event of an emergency.

15. Exceptional circumstances where it would not be reasonable to consent to the exchange such as where there are significant safeguarding concerns or members of the public are put at risk. These decisions must be approved by the relevant Head of Service / Director.

Appendix 5 - EQUALITY IMPACT ASSESSMENT (EIA)

Name of Policy	Mutual Exchange Policy	
Date of Assessment	25 July 2026	
Name & Role of Assessors	Ross Tomlinson, Head of Neighbourhoods	
What are the desired outcomes of the policy?	➢ Detail customer responsibilities in relation to mutual exchange. ➢ Are supportive, providing clear information to customers on how to apply. ➢ Are open and transparent in informing customers of any effects in relation to legal rights and/or benefit entitlement. ➢ Provide a consistent service, making decisions in line with policy, regulation and legislation. ➢ Be proactive in supporting customer choice, ensuring the service is accessible. ➢ Communicate any reasons for refusal in a clear, empathetic, understandable and kind way.	
Who are the main stakeholders in relation to the function?	This policy applies to the Neighbourhood, Supported and Later Living teams, and MSV's General Needs, Supported and Later Living customers.	
Who will be consulted and what types of consultation will be carried out?	Leadership Team – Neighbourhoods Customer Scrutiny Group	
Summarise any evidence considered		
Could the function have a differential impact on:		**What evidence exists to support your analysis?**
	Yes / No	
Race/Ethnicity Consider language and cultural factors	Yes	English is not the first language for some customers, which may lead to communication barriers in relation to applying for exchanges and understanding the complexities of this Policy.
Gender reassignment Consider people proposing to or have undergone a process of having their sex reassigned.	No	N/A

Disability Consider physical, visual, aural impairment, mental, learning difficulties	Yes	Customers with physical health needs may require adaptations and/or live in adapted / specialist accommodation, making it harder for them to find a suitable exchange partner.
Age Consider Elderly or young people	Yes	Customers may live in age-restricted accommodation, making it harder for them to find a suitable exchange partner.
Sexuality Either know or perceived	No	N/A
Gender	No	N/A
Religion or belief Consider religious or cultural observance including non-belief, practices of worship	No	
Other protected or vulnerable characteristics: • marriage or civil partnerships • pregnancy or maternity?	No	
If the answer is NO to <u>all</u> questions and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle. **If the answer is YES to any of the questions please complete the rest of the form.**		
In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?	<u>Race / Ethnicity:</u> We offer translation services where appropriate. Where English is not a customer's first language, we will ensure that the information is accessible and provide support where required. <u>Disability:</u> MSV works with a range of internal teams (Wellbeing / Financial Resilience) and external partners – Mental Health, Social Services to ensure a 360-degree view of customers and that any care and support needs are identified. A customer requiring an adaptation will not be excluded from exchanging, but we will need to ensure that the relevant agreement / funding is approved first, and that the home meets the needs of the customer / prospective customer. There may be other more appropriate routes to rehousing which we will support customers in accessing where this is the case. <u>Age:</u> We will provide support and guidance to anybody living in age-restricted accommodation in relation to this Policy. There may be other more appropriate routes to rehousing which we will support customers in accessing where this is the case.	

In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?	We adopt a problem solving approach, with the aim to support as many customers as possible to have choice and control in relation to their housing options. We will ensure that customers can access our services, they are supported in doing so and that they are aware of the options available to them.
Which Action Plans have these solutions/strategies been transferred into?	Allocations Policy & Procedure Neighbourhood Strategy Regulator of Social Housing – Tenancy Standard
Who will be responsible for monitoring these Action Plans?	Ross Tomlinson, Head of Neighbourhoods

Ratified by: Committee/ Board / Delegated Approval **Date:**
(Highlight as appropriate)