

Mutual Exchanges

A Mutual Exchange is a process whereby tenants of either a Housing Association or a Local Authority wish to move into each other's property. Permission to exchange must be obtained from all relevant landlords before a move takes place. When assessing a request for a mutual exchange, landlords will check that tenants have clear rent and recharge accounts and that their properties are in a satisfactory condition. Landlords will also check that there have been no other breaches of tenancy, that a property will not be significantly under-occupied and that no legal action has been taken in respect of anti-social behaviour.

For homes designed or adapted for a physically disabled person, a check will be carried out to ensure that the incoming tenant requires this type of property.

Application forms can be obtained from our Office at Unit 2, King Lane, Clitheroe or by contacting our Freephone number on **0800 111 4448**.

If you require this information in another format eg: large print, braille, audio, in another language or as an easy read document please call the freephone number below.

Contacting Us

Should you require more information about any of the following matters please ring Ribble Valley Homes on our freephone number **0800 111 4448**

- Paying your rent and service charges
- Reporting repairs at any time
- Anti Social Behaviour
- Rehousing Enquires
- Resident Involvement

Homeless Enquires can be made to Ribble Valley Borough Council on **01200 414567** (Out of Office Hours 01200 444448)

Ribble Valley Borough Council enquires including refuse collection, council tax and housing benefit, please call **01200 425111**



How to apply

Ribble Valley Homes (RVH) welcomes applications for housing from anyone who is over the age of 16.

We have a wide range of affordable properties for rent throughout Ribble Valley. Whilst the majority of our properties are in Clitheroe and Longridge, we also have properties in the surrounding villages.

We operate a waiting list for people who apply to us directly and for existing RVH tenants wishing to transfer to another property. In addition to operating our own waiting list we also participate in the nomination process to other Housing Associations in partnership with Ribble Valley Borough Council.

Please note that there are legal restrictions that prevent us from offering tenancies to some people from abroad who are subject to immigration control.

Application packs containing information about our properties are available from our office at Unit 2, King Lane, Clitheroe or by calling our freephone number on **0800 111 4448**. The pack contains an application form that you must complete and return to us.

What happens when you apply to our waiting list?

On receipt of your application form we will carry out some initial checks on your current and previous tenancies.

If you are not currently a tenant or have not held a previous tenancy, you will be required to provide one character reference from someone who has known you for some time, eg, current or previous employer, health visitor, social worker, community worker etc.

Once all necessary documentation has been provided, a decision regarding your application will be made and you will be notified of the outcome.

Applicants accepted onto our waiting list will be made up to 2 offers of accommodation. Should these offers be refused, we will review your application.

What factors do we take into account when letting a property?

As mentioned earlier, when assessing your application we will carry out a number of checks. We may refuse to house people who:

- Have outstanding rent or mortgage arrears
- Have not conducted previous tenancies in a satisfactory manner
- Have a history of anti-social behaviour or involvement in criminal activity.

If your application is rejected we will explain the reason why and provide details of our appeals procedure.

We have a large variety of properties ranging in size and type. Generally we will let houses and ground floor flats to families and 1st floor flats to single people or couples. A significant number of our properties are let to applicants who are over the age of 55 or who are disabled. All of these properties have the additional services of a Scheme Manager and Emergency Intercom System.

When letting houses, we will calculate the number of bedrooms your circumstances require as follows:-

- A separate bedroom for the adult(s) of the family
- A separate bedroom for children of the opposite sex over the age of 8.

How do we let our homes?

There are a number of ways in which we let our properties, namely:-

- Through our own waiting lists
- Nomination agreements with local authorities
- Mutual exchanges

Waiting List

This waiting list is made up of applicants who have applied directly to us for rehousing, or are existing RVH tenants who wish to transfer to another property.

Applications are assessed on the information given on the application form and points awarded, applications are then dealt with on a highest points order basis.

Existing RVH tenants who want to transfer to another RVH property will have to have held their tenancy for 12 months, have a clear rent account and have conducted their tenancy in a satisfactory manner. Before being accepted onto the waiting list an inspection will be carried out at their current property. An application may be rejected if the property has not been looked after in accordance with the terms and conditions set out in the Tenancy Agreement.

Nominations

In order to assist Ribble Valley Borough Council with the demand placed upon them for rehousing, we rehouse applicants for whom RVBC are statutorily responsible for. If you are homeless or threatened with homelessness you should contact Ribble Valley Borough Council on **01200 414567**.