

Lochaber Housing Association welcomes Your Voice feedback agreement on the following policy changes that are going to our Board of Management on the 26th August 2019.

Mutual Exchanges policy has been updated to reflect changes required following recent mutual exchanges, complaints and challenging requests following conclusion of the process. The purpose of the amendments is to reinforce tenant responsibility and minimise future risk to the Association. The Association will be working with our HHR partners to develop a common Mutual Exchange policy within the Highland Housing Register process that reflects our business requirements. A copy of the policy is enclosed.

Key changes include minimum tenancy period of 12 months with discretionary grounds, exclusion of recently allocated property from mutual exchange and where a tenant has failed to occupy it as their main and principle home. Also, to ensure that all parties are compliant with the Associations requests and to ensure we conclude matters with all parties aware of their obligations.

Where prospective applicants/parties fail to comply with any reasonable request made by the Association, including attendance by all applicants & tenants (including joint) at any required meeting to progress or conclude the Mutual Exchange process, an application can be refused.

The policy further informs a tenant or applicant who is aggrieved by a refusal that they may raise proceedings by summary application to the sheriff court to appeal the Associations decision. The deadline for making an application is 21 days from the day that the Association notified the tenant of the decision to refuse consent. Currently we review such matters through the Corporate Complaints process, this option would also remain.

Assignment Policy, the enclosed policy has been revised along with the policies appendix 1 & 2 by the Associations Solicitors, Harper MacLeod. The enclosed policy and appendices are legally compliant and up to date with cognisance to the Housing (Scotland) Act 2014.

Recovery of Property Policy ensures that all recovery actions seek permission from the Board of Management. The policy ensures that we seek recovery as a last resort and highlights in the appendix the grounds that recovery would be sought, including some guidance on considerations that should be made when taking legal action.