

MUTUAL EXCHANGE SERVICE CONSENT FORM

A mutual exchange is also known as a “swap”. It is a housing option for eligible tenants who want to move home. If you have applied for a transfer and are interested in this option, your landlord can help. Your property details and housing needs can be used by your landlord to find a suitable swap in your areas of choice. Using this service to move home can be quicker than waiting for an offer from the Waiting List.

To use this service your consent is needed. If your details match with another tenant’s property, your consent will allow your Patch Manager / Housing Officer to discuss this with you, and with the Patch Manager / Housing Officer of the matching tenant. If both you and the other tenant confirms an interest in swapping, full addresses and preferred contact details will be shared between you and the other tenant. You can then contact each other to arrange viewings to see if you would like to move forward with the swap.

YOUR INFORMATION

By signing this consent form, you understand and agree to the following:

1. What information will be processed?

The details of your property and your housing needs will be used to identify potential swaps. The lawful basis for processing your personal information is consent under the UK General Data Protection Regulation (UK GDPR) Article 6 (1) (a).

2. What information will be shared, who with and when?

Initially, only the estate/**street name of your address, the number of bedrooms in your property, and whether it is ground floor / wheelchair accommodation** will be shared with Patch Managers / Housing Officers and the tenants of properties your details match with.

Your **full address and preferred contact details** will **only be shared with other tenants** once the interest of both tenants is confirmed.

3. How will we store your information and for how long?

The Housing Executive is committed to safeguarding your information and will adhere to all applicable data protection laws (see [Housing Executive Privacy Notice](#)). If you are a tenant of a Housing Association you will need to contact your landlord for their privacy notice. Your information will be stored securely in accordance with UK GDPR and Data Protection policies and procedures. We will continue to provide you with a Mutual Exchange Service until you have been rehoused or have withdrawn your consent.

4. How to withdraw your consent?

You have the right to withdraw your consent to your information being used to provide a Mutual Exchange Service at any time. If you would like to withdraw your consent you can contact any member of staff employed by your landlord by phone, email, post, social media or verbally. If you choose to withdraw consent, we will ensure that your

information will no longer be used to identify potential swaps. You do not need to explain why you are withdrawing consent. If you withdraw your consent there will be no impact on you Transfer Application.

DECLARATION AND CONSENT

I / we declare that I / we have read and understood the details outlined in this consent form. I / we understand that by providing my / our consent, I am / we are allowing my / our landlord to share relevant information with other Patch Managers / Housing Officers and tenants to facilitate a mutual exchange.

I / we acknowledge that my / our landlord will process my / our details for Mutual Exchange in accordance with data protection laws as outlined.

I / we understand that my / our information will be used for the purposes of providing a Mutual Exchange Service for as long as it remains relevant, or until I / we choose to withdraw my consent.

I / we understand that my / our Patch Manager / Housing Officer will only share my / our details with staff members and tenants involved in the mutual exchange process, and that appropriate measures are in place to safeguard my / our details.

I / we retain the right to withdraw my / our consent at any time. I / we can do this by contacting any member of staff employed by my / our landlord, by phone, email, post, social media or verbally.

By ticking and signing below, I / we confirm that I have read and understood the content above and that:

I / we DO consent to my details being used for the Mutual Exchange Service and for my / our information being processed for the purpose of facilitating potential exchanges

I / we DO NOT consent to my / our details being used for the Mutual Exchange Service and my / our information being used for the purpose of facilitating potential exchanges

Your Name(s):			
Your Signature(s):		Date:	