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| **Activity** | **Discussion Summary/ Notes** | **Actions** | **Person Responsible** | **Deadline** |
| Intro | Tenants advised last HIW outcome for today’s chosen topic was Mutual Exchange, as it’s an area that has been flagged for improvement.  The council wants tenant input to shape changes. | Session plans to be updated on the website | Annie Hall - Tenant Partnership Officer | November 2025 |
| Service Update  Charlotte Bailey | Tenants were advised that Void turnover has increased from 15 – 18 days. John Turton has successfully facilitated the council becoming DAHA accredited. Update on ASB AND Neighbourhood nuisance to be treated as separate with agency called ‘Resolve’. There will be evidence collated of – how many cases, and what, e.g. harassment, staff abuse and new and open cases monitored.  Change in HIW structure relayed- theme to remain in same location each quarter, then change. Introduction of Digital HIW’s. Thursday PM & Saturday AM have best engagement.  A one year report of HIW Actions and Outcomes is in progress. | Actions and outcomes to be published on WCC website.  Jo Elliott to send copies of cases to Sandra Salter | Annie Hall - Tenant Partnership Officer  Jo Elliott | November 2025  ASAP |
| Main Activity: Matrix Activity: Mutual Exchange | Tenants explored understanding, expectations and experiences of Mutual Exchange using a quadrant and encouraged to think about both tenant experience and council process. (headings below)  -Why would tenants enter into a Mutual Exchange?  -What are the benefits?  -Expectations vs. Realities  Council Responsibilities  Quadrant was reviewed as a group - patterns and key phrases were identified. |  |  |  |
| Feedback & Suggestions | Why would tenants enter into a Mutual Exchange? - It was agreed that reasons are usually; downsizing, change of circumstance, health, relocation for either; work, school, family.  What are the benefits? - Tenants felt Mutual Exchange was; faster with more choice as wider selection geographically (out of area). It was posited that due to wider selection, prospective tenants could find housing more suitable for them and / or could be closer to family / support network.  The fact the process is tenant led was considered a benefit and the option to view property ahead of moving, meant better informed choice and more control  Expectations vs. Realities - It was discussed that Home Improvements are carried out with council’s authorization but tenants often DIY without authorization, so condition may be different to what is expected and council not responsible for Void process as usual.  Tenants felt that whilst a home could appear in good condition - reality is that some Tenants may ‘hide’ defects at time of viewing and not disclose at any point.  There is expectation that the council would support with Mutual Exchange but reality is that it is Tenant Led  Council Responsibilities - Ideas to improve process and success of Mutal Exchange were; New Tenant Visits  Considering criteria, e.g. If there are two more adaptions then council could say no to Mutual Exchange. Other criteria suggested included; rent arrears (could be incentive to settle), bedroom need (to be assessed), is Tenant under notice / ASB?  The Group discussed that properties in Mutual Exchage aren’t subject to usual Void process, but council could facilitate some aspects, i.e gas and electric providers / switches, any gas safety / boiler checks – to ensure process is swift and there is heating and hot water straight away. A time limit of e.g. 42 days could be implemented – for any opposition to be made and if not, then Mutual Exchange goes ahead.  Council could conduct survey with Tenants who participated in Mutual Exchange and ‘follow the journey’ – References could be generated, requested, checked/sent. Sign up pack could be given (currently this is a gap)  Discussion about promoting Mutual Exchange and knowing the detail, about moves in and out of area and introduction of ‘Swap tracker’. Ways to promote = event / flyers & posters, e.g. ‘Love Winnall’ / noticeboards in communities / newspaper. Potentially a campaign / summit. | New Tenant Visits to be discussed for those moving into council properties  Discuss and implement criteria for Mutual Exchange – potential to include:   * consideration of adaptations. * Rent arrears * Bedroom above need * Under Notice? * ASB   Find system to log gas and electric providers used by Tenants.  Design Survey for council Tenants who have been through Mutual Exchange process  Plan sign up packs  Get breakdown of figures of who is moving in / out of area  Discuss options of swap tracker & campaign / summit with Projects Team and Tenancy Team | Tenancy Team  Tenant Partnership Team  Tenancy  Projects Team / Tenancy Team / Tenant Partnership Team | November 2025  November 2025  ASAP  Ongoing |
| Topic for Next Sessions | All Tenants voted and chose Allocations & Lettings | Design Workshop and liaise with facilitators  Liaise with Housing Allocations and Tenancy teams | Tenant Partnership Team | December 2025 |