

KHG Consumer Standards Event



Hello!



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13 Years with MRI
Expertise: HomeSwapper & SwapTracker

Today's Agenda

1. Understanding the Compliance for mutual exchange
2. Streamlining internal processes
3. Features to utilize
4. Benefitting the resident
5. Providing full transparency



Understanding the Compliance

For mutual exchange



Tenancy Standards

Mutual Exchange Regulations

Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.

Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.

Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.



Other Requirements to Consider

Regulations that effect mutual exchange as a landlord services

Registered must develop and deliver services to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants

Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions

Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services



Understanding the Compliance

Actions needed to Comply with Social Housing Regulations



Service

Must provide a service that is, easily accessible, with the greatest practicable number of matches and free for the residents without fees

1



Publicise

Providers must publicise the availability of this mutual exchange service

2



Manage

Address under and over-occupation in homes and efficiently utilise housing stock in a way that aligns with the properties features and residents needs

3



Support

Must provide support in accessing the mutual exchange service and support tenants to maintain their tenancy and prevent unnecessary evictions

4



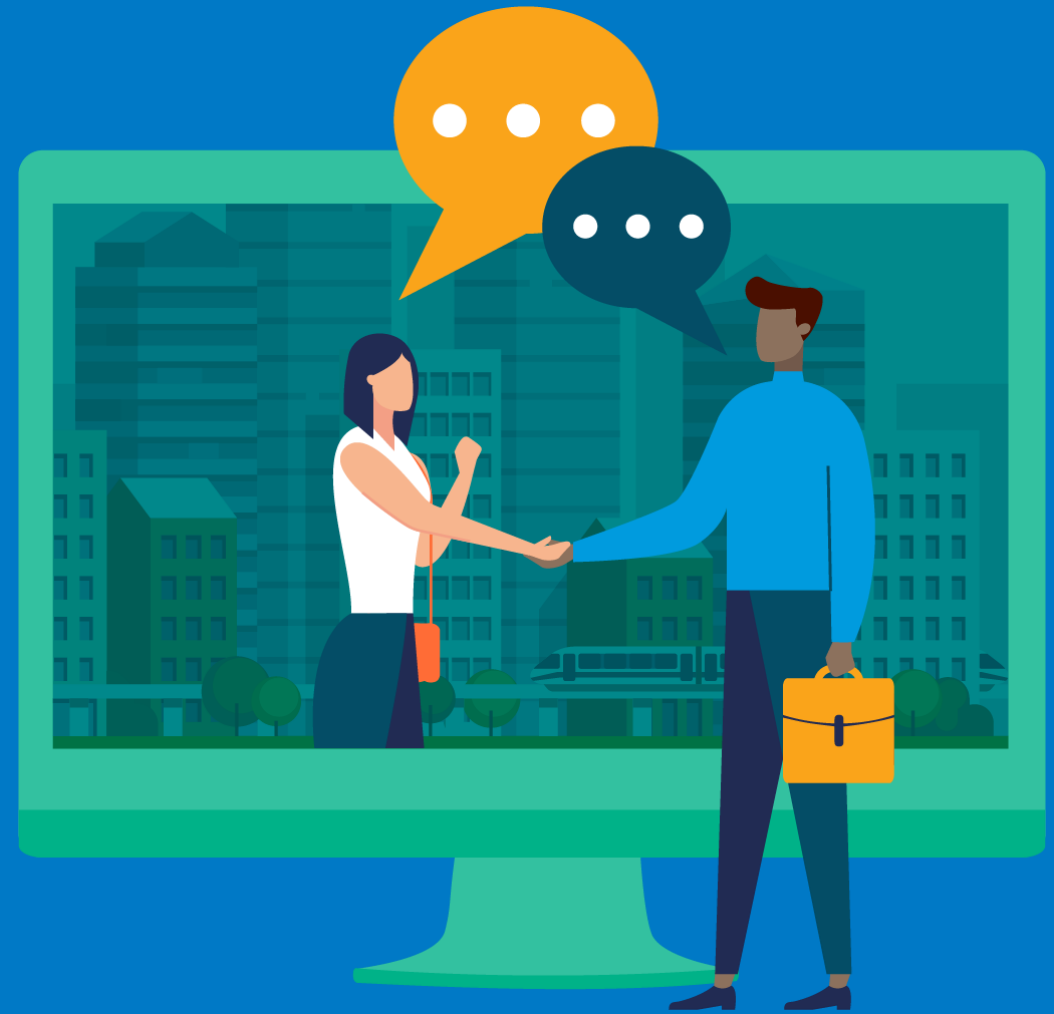
Inform

Must provide residents with relevant information for Mutual Exchange and communicate progress, next steps and outcomes

5

1&2: Service /Publicise

Streamlining The Internal Process



Service

HomeSwapper is The UK's largest Mutual Exchange service



2007

Launched



478k+

Active Residents



21.9k+

Recorded Swaps
in 2023



46M+

Matches



2 in 1

Landlord &
Tenant portals



homeswapper

from MRI Software



Service

HomeSwapper Region User Statistics - Kent

17,584

Live Accounts
in Kent

60,416

Kent tenants who have
had an account

23,267

Tenants who want to
move to Kent

1,231

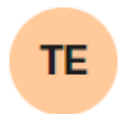
Kent Tenants Swapped
in the last 12 months




Service

HomeSwapper Clients





Ted

1 review  GB



2 Feb 2023

a wise move

took about a year all said and done.

i had to pay off my rent arrears, then i had off all my bills, then i had to put myself in credit with the rent for 5 weeks, then i had do the same with the bills, then i had juggle those, then i had to have an electrical check, then a landlord check, then paper work, then a paper work check. i opened my home swapper account in late 2021 and swapped successfully in may 2023.

i was told that I was unusually fast. i was paying about £1600 per month with bills and now i am paying £750 per month including bills WITH a right to buy whenever i want.

Date of experience: 02 February 2023

3: Manage

Features to Utilise



Manage

HomeSwapper Matching Tool

- Make the best use of your Housing Stock
- Match the right homes with the right people and requirements
- Affordability
- Occupancy
- Benefits

RightSize [Export data](#)

[Back to search results](#)

Woodrow London SE18 5DF
3 bedroom Semi-detached house
£564.50 per Month

Under-occupied by 1

25 matches found

Hawthorn Close London NW7 3SX
2 bedroom Semi-detached house
£614.00 per Month

Overcrowded by 1

Treadway Street London E2 6QW
2 bedroom Terraced house
£160.00 per Week

Overcrowded by 1

Lordship Lane London N17 7QP
2 bedroom Terraced house
£535.00 per Month

Overcrowded by 1

Warwick Close Barnet EN4 9SF
2 bedroom Semi-detached house
£125.00 per Week

Overcrowded by 1

Suggest all

Suggest swap

Suggest swap

Suggest swap

Suggest swap



Manage

HomeSwapper Multi Swap Tool

- Link applications
- Create a chain of swaps
- More options for Residents

The screenshot displays the 'Manage' interface for a swap application. At the top, it shows the property address: 22 Romney Way, Worcester, Worcestershire, WR5 2DW, and the name Mr Bobby Swaps. The application reference number is MXHAP00140. The status is 'Received', and it is currently 'Unassigned'. The main contact email is nigelcarter@housingpartners.co.uk. There are buttons for 'View Application Form', 'View Application History', and 'Download application bundle'. A section titled 'Waiting for tenant to verify their details' includes a button for 'Edit / Re-send application invite'. Below this is a 'Reference request' section with a 'Create reference request' button. At the bottom, there is an 'Incoming tenant' section with fields for 'Tenant name' (Mrs Nigella Jones) and 'Email'. A table at the bottom shows the progress of various actions:

Actions	Completed	Remaining	View	Add now
Checks	0	6		+
Inspections/meetings	0	0		+



Manage

HomeSwapper Multi Swap Tool

- Link applications
- Create a chain of swaps
- More options for Residents

The screenshot displays the 'Manage' interface for a 4-way swap chain. At the top, there is a navigation bar with a '< Back to previous' link, a 'Delete' button, and a 'Print' button. Below this, the 'Exchange:' section shows '4 way (Worcs) - Swaps, Romney Way, WR5 2DW' with an 'Edit' button. The main content area features four numbered cards (1, 2, 3, 4) connected by arrows, indicating a sequence of swaps. Card 1 is 'Received' on 13/04/2021, owned by Mr Bobby Swaps, located at 22 Romney Way, Worcester, WR5 2DW. Card 2 is 'Received' on 13/04/2021, owned by Mr John Jenkins and Mrs Mo Jenkins, located at 56 Bradley Court, Worcester, WR5 3GH. Card 3 is 'Received', owned by Mary Smith, located at 2 Grove Road, WR5 2AB. Card 4 is 'Form incomplete' on 13/10/2021, owned by Nigella Jones, located at St. Marks Court, Worcester, WR5 3EG. Each card has a 'View' button. Green plus signs are placed between the cards, and red minus signs are in the top right of cards 2, 3, and 4. A 'View' button is also present at the bottom of card 4.



Manage

HomeSwapper Void Tool

- Improve void costs
- Reduce empty properties by advertising them on HomeSwapper
- Advertise to a large existing and potential residents base without any additional fees
- Housing providers who actively use HomeSwapper to advertise voids report major savings

Dashboard My details ▾ Matches ▾ My swaps ▾ Messages 42 Notifications 99+ Logged in as Scott Test Log out

Find a match

Matches ▾ MultiSwaps ▾ All homes ▾ Looking for a home like yours ▾

Worcester, within 20 miles search a new location No. of beds 1 3 Rent Any Month

+ show options

Serious about swapping No swap required Only homes with photos Council homes only 100% matches only Reset Search

View as list View on map Sort by Distance Results per page 25 Update

Worcester, within 20.0 miles. Direct swaps (matches) only. 11/11/2020 at 12:51. Showing 1 - 19 of 19

Available now! No Swap required.

Bath Road, Worcester, WR5 3EG
2 bedroom Flat or studio
£150 per week
** This is a test advert **

view map

See contact info Don't like Save

Crabbe Street, Stourbridge, DY9 8UP
1 bedroom Flat or studio
£290 per month
Very cosy, ground floor flat. front and back garden, quiet street. Next to bus stop and 10-15 min walk from train station. 2-5 minutes walk from nearest

Looking for...
1-3 bedroom Flat or studio, Bungalow, Semi-detached house, Maisonette, Terraced

93% match

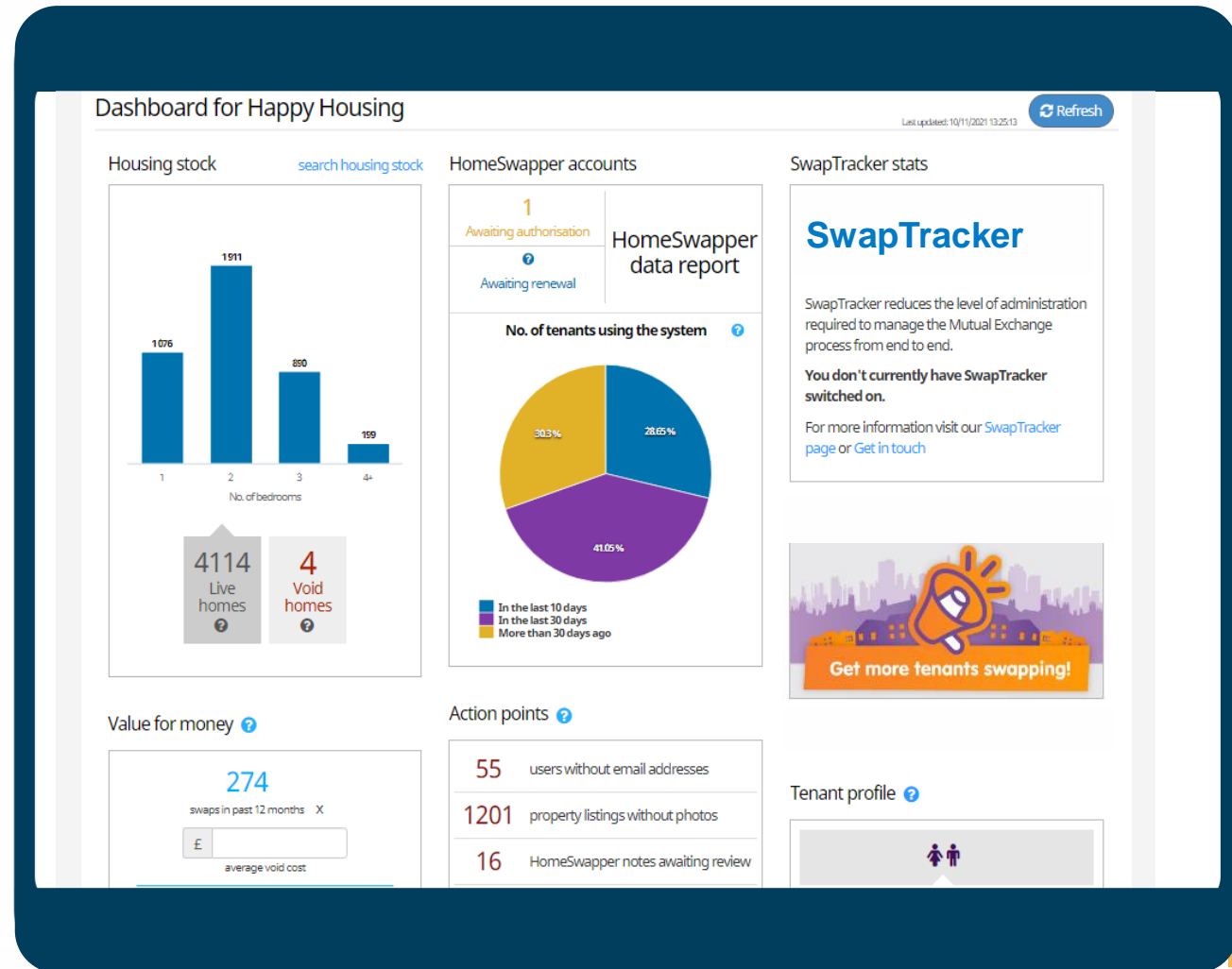


Manage

HomeSwapper Dashboard

Reporting

- Housing Stock
- HomeSwapper Accounts
- SwapTracker Stats
- Value for Money Calculator
- Action points
- Home Occupation Summary
- Tenant Profile
- Tenant Testimonials



4: Support

Benefits for the Residents



Support

HomeSwapper Resident Benefits

- Mobile app for residents
- Housing officers can manage tenant accounts
- Intuitive easy to use
- Resident guides
- Paper version of matches available
- Dedicated support line
- Integrated with Google Translate
- Resident Autonomy with Self-service



5: Inform

Providing full transparency



Inform

Provide full transparency and streamline internal process with HomeSwapper & Support Module SwapTracker



Full Online View

- Resident view
- Mobile Apps
- Landlord view
- E-signing
- All in one place

1



Compliance

- Staying tenant compliant
- No reminder
- Resident complaints

2



No Audit Trails

- Lack of Audits
- Transparency
- Resident calls
- No real time updates

3



Multi Swaps

- No easy way to multi swap
- Multi Swaps with other providers is difficult

4



Green Initiative

- Carbon footprint
- Printing
- Paper forms
- Meet greener initiative target

5

There's an increase in the amount of transformational work that housing officers need to do, and so many complex caseloads to work through. Ensuring there's a platform to empower customers to find exchange partners and have a bit of social mobility to help them move. It's a great platform for that.

***Lizzie Balmer, Housing Operations Manager
Watford Community Housing***



Fully Compliant

With HomeSwapper



Service

HomeSwapper is The UK's largest Mutual Exchange service and free for residents to use if license purchased by provider

1



Publicise

Our website landlord database gets updated to show new users it's free and existing users get emailed informing them they no longer need to pay

2



Manage

HomeSwapper enables self-service for your residents and with Right Match, Void and Multi Swap tools it's easy to efficiently manage housing stock

3



Support

Along-side your usual communications, we provide residents with the benefits to easily use, understand and access HomeSwapper

4



Inform

With support module SwapTracker cut down on unnecessary calls and keep residents in the loop in real time

5

Any Questions?

Questions or Feedback

