



OUR SHARED HOMES

How It Works

Travel differently. Stay like you belong.

A complete guide to exchanging, hosting, and travelling with OSH

oursharedhomes.com

What's Inside

- Getting started, four simple steps
- The five ways to exchange
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Getting Started

Getting started with OSH is simple. Here's how it works, from your first visit to your first exchange.

Step 1. Create your account

It's free to create an account and list your home. There's nothing to pay upfront, your membership is due when you arrange your first exchange. It is an annual membership that auto-renews and can be cancelled anytime in your dashboard settings.

Step 2. Verify your identity

Verification helps keep the OSH community safe. Before you can list your home, you'll be asked to confirm your identity.

Not every home exchange platform makes identity verification compulsory. We do, because trust isn't something we're willing to leave to chance.

We verify every member through Entrust, formerly known as Onfido. Entrust is one of the world's leading identity verification companies, trusted by major banks, airlines, and government agencies globally to confirm people are who they say they are.

Here's how it works. First, you'll take a photo of the front and back of your government issued ID, like a passport or driver's licence. Entrust's technology checks the document for signs it's genuine, like how a bank teller checks an ID at the counter, just faster and more precise. Next, a quick selfie is matched against your ID photo to confirm it's really you.

None of this is stored by OSH. It's held securely by Entrust, used only to confirm your identity, and never shared with or accessed by our team.

We believe every member deserves to know that the person on the other side of an exchange is genuinely who they say they are. That's not a nice to have, it's the foundation everything else is built on.

Step 3. Request or host a stay

Browse homes, connect with members, and find the exchange that suits your travel style. Whether you're arranging a Swap Together, a Flexi Swap, a Host Stay, or an OSH Credits Stay, everything happens through the platform, messaging, requests, and agreements all in one place.

Step 4. Confirm your exchange

Agree on the terms of your exchange with your exchange partner, then finalise it. Transparency is key. Once you both confirm, your membership activates and your annual fee is charged, and from there you're free to keep exchanging all year round.

The Five Ways to Exchange

OSH is built around flexibility. However you like to travel, there's a way to stay. Here are the five ways members exchange homes and stays.

Swap Together

Both members travel and stay in each other's homes at the same time. A true home for home exchange, no Credits change hands.

Flexi Swap

A home exchange with more flexibility on timing. Members agree to stay in each other's homes, but not necessarily on the same dates. No Credits change hands, the exchange is still reciprocal, just on your own timeline.

Host Stay

A member hosts another without swapping homes, a genuine act of community hospitality. The guest exchanges 1 OSH Credit per night with the host, who earns 1 Credit per night in return, a simple, fixed rate.

OSH Credits Stay

Stay in someone's home and exchange Credits with them. No swap required. The host sets their rate between 2 and 5 Credits per night (base 3) and can then use those Credits on another stay elsewhere, at the same time or a different time.

OSH Outdoors

Coming soon.

Stay on someone's land with your van or tent, or use their boat mooring. Exchange in kind, or pay using OSH Credits, fixed at 1 Credit a night. Hosts can also offer their space for free.

A reminder on language: OSH Credits are always exchanged or unlocked, never spent or redeemed. Credits reflect community exchange, not a transaction.

OSH Credits, Explained

OSH Credits are how members exchange stays that aren't a direct swap. Credits, exchanged between members as part of a trusted community, giving you more travel flexibility.

How you receive Credits

Action	Credits
Welcome Credits, Full Membership	15 Credits, on ID verification and your listing going live
Welcome Credits, OSH Outdoors	10 Credits, on ID verification and your listing going live
Referring a new member	10 Credits, when they complete ID verification and activate their listing
Joining via referral	5 Credits, on top of your welcome Credits, on the same activation

How Credits work by exchange type

Exchange type	Credits
Swap Together	No Credits, a direct exchange
Flexi Swap	No Credits, a direct exchange
Host Stay	1 Credit per night, fixed
OSH Credits Stay	2 to 5 Credits per night, host sets the rate (base 3)
OSH Outdoors	1 Credit per night flat, or free if the host chooses (coming soon)

Topping up your Credits

If you'd like more Credits than you've earned through exchange and referrals, you can top up once a year. Full Membership members can top up 15 Credits for AU\$99 a year. A top up can be purchased once a year. Top ups are capped at once a year on purpose. We want to keep some control over how many Credits enter the system, so Credits stay in the system stay relatively low and hold real value, rather than losing meaning through inflation.

Credits have no cash value and cannot be redeemed for money. They exist to keep exchange fair and community led, not transactional.

Preparing Your Home

A great exchange starts with a home that's ready to welcome someone. A little preparation goes a long way toward a smooth, comfortable stay for everyone, but it shouldn't be stressful!

Before you list

- Take bright, honest photos that show your home as it really is, natural light works best
- Write a warm, accurate description, include anything a guest would want to know before arriving
- List the amenities and house rules clearly, quiet hours, pets, parking, anything that matters
- Set your availability calendar so requests only come through for dates that suit you

Before your guest arrives

- Give the home a clean and fresh linens, treat it the way you'd want to arrive somewhere
- Clear a drawer, wardrobe space, or shelf so your guest has somewhere to settle in
- Leave clear instructions for anything unfamiliar, appliances, heating and cooling, wifi, bins
- Put together a short welcome note, check-in details, your favourite local spots, and how to reach you if needed
- Secure or put away anything personal, sentimental, or fragile you'd rather your guest didn't use
- Confirm arrival and departure times and how keys or access will be handled

While you're away

- Arrange for mail, deliveries, and any regular home maintenance to be covered (ie plants to water)
- Leave a way for your guest to reach you, or a local contact, for anything urgent
- Agree on rubbish and recycling collection days if these aren't obvious

Every confirmed exchange includes a agreement between both parties, so expectations on cleaning, house rules, and responsibilities are clear before the stay begins.

Insurance, What to Know

OSH does not provide insurance to members. Arranging appropriate cover is the responsibility of each member, host and guest alike.

If you're hosting

- Let your home and contents insurer know your property will be used for home exchange
- Check the details, standard home insurance doesn't always automatically cover home exchange, some insurers require a specific endorsement. However, it is worth noting to your insurance that no money is being exchanged between house swappers. It is not a financial transaction, more like having a friend stay at your home!

If you're travelling

- Hold appropriate travel insurance for the length of your stay
- Make sure your travel insurance covers personal liability while staying in someone else's home

This is general guidance only, not advice. OSH doesn't verify member insurance and can't confirm any particular policy is adequate for home exchange. Please check the details of your own cover before you host or travel.

Questions? We're here to help.

support@oursharedhomes.com

Sally x