



OUR SHARED HOMES

Safety & Trust

Travel differently. Stay like you belong.

How OSH keeps every exchange trusted, verified, and secure

oursharedhomes.com

Trust Is the Foundation

Home exchange means welcoming someone into your home and them trusting you with theirs. Everything about how OSH is built starts from that idea. Here's how we keep the community safe, and what you can do to feel confident in every exchange.

Communicate Before You Commit

Your listing is a chance for a potential exchange partner to get to know you, and for you to get to know them, before anything is confirmed. Safety starts with genuine conversation. Message extensively, ask questions, and get a real feel for who you'd be exchanging with.

Read reviews left by other members and trust your instincts. If something doesn't feel right, you're never obligated to go ahead.

Every OSH member is identity verified before they can message or confirm an exchange, so you're always talking to someone who is genuinely who they say they are.

Verified Identity, Every Member

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.

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, similar to 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.

Digital Agreements

Every confirmed exchange, whatever the type, is backed by a digital agreement between members before anything goes ahead. It sets out dates, house rules, and responsibilities clearly, so both sides know exactly what to expect.

Agree on the terms of your exchange with your exchange partner, then finalise it. Transparency is key.

Member Reviews

After every exchange, both members can leave a review. Honest, first-hand feedback from real exchanges is one of the best ways to know who you're dealing with, and it helps the whole community stay accountable.

Take the time to read a member's reviews before requesting an exchange and leave your own once your stay is complete. It's a small habit that makes a real difference to trust across OSH.

Secure, On-Platform Messaging

All communication between members happens through OSH, not by text, email, or a third-party app. This keeps a clear record of what's been agreed and means personal contact details aren't shared until both members are ready and an exchange is confirmed.

Reporting and Moderation

If something doesn't feel right, before, during, or after an exchange, members can report it directly through OSH. Every report is reviewed by our team, and where needed, we'll take action, from a conversation with the member involved through to removing them from the community.

We'd rather members raise a concern early than stay quiet. Reporting something isn't an overreaction; it's exactly how a trusted community stays trusted.

Community Guidelines

Every member agrees to our Code of Conduct when they join. It sets a clear standard for how members treat each other and each other's homes, honesty in listings, respect for house rules, and genuine, good faith communication throughout.

Credits and Payment Security

Membership payments are processed securely through Stripe, a global leader in online payment security. OSH never stores your card details directly.

OSH Credits are held and tracked securely within the platform. No cash changes hands directly between members, Credits are exchanged or unlocked through OSH, keeping every transaction transparent and recorded.

Questions? We're here to help.

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