

Mutual exchange

How to swap your home with another tenant





This leaflet is designed to help you understand the process involved in applying for a mutual exchange of your home.

What is a mutual exchange?

A mutual exchange is when two or more residents agree to swap homes with each other on a permanent basis.

If your home is considered too large for you, mutual exchange is a one way to find a home that is the right size for your current housing needs.

Can I exchange my property?

To be eligible you must:

- have no rent arrears
- move to a property of the correct size for your current needs
- not move into a property with aids and adaptations, for example wet rooms, without being assessed and given a medical recommendation
- not be subject to a Possession Order, have an Antisocial Behaviour Order or have any other serious tenancy issues.



How do I find someone to swap with?

You can find someone to exchange with by registering on www.homeswapper.co.uk or other exchange websites. You can also search for suitable properties in your area.

After registering your details, you'll be contacted by email or text when a suitable home has been found. You can also log on and search the site for a match.

You don't have to exchange with another Sanctuary Housing resident. Exchanges can be made with residents of local authorities or other housing associations across the country.

For all mutual exchanges, a week's rent must be paid in advance and a direct debit set up for future rent payments.



What do I do when I've found an exchange?

Once you've found someone to exchange with, you must each complete and return a mutual exchange application form. The proposed exchange must then be approved in writing by us and any other housing provider involved.

Once you've made your application, we have 42 days to accept or refuse your proposal. If we do refuse, we will let you know why.

During the exchange process, we may send someone out to visit both homes, to ensure that everyone is happy with the exchange. We may also have to carry out gas and electricity checks prior to you moving into the property.

To get a copy of the mutual exchange application form, contact us on **0800 131 3348** (from landlines) or **0300 123 3511** (on mobiles). Alternatively you can fill out the enquiry form on our website www.sanctuary-housing.co.uk.

What if one of the properties is not in a good condition?

Before an exchange takes place, you will receive written confirmation listing the condition of the property and the terms of the exchange.

Read this document carefully. You are confirming that you agree to exchange the property in the condition it is received in. However, any problem with your new home that requires an emergency repair will be fixed as usual.

It's your responsibility to inspect the property before you agree to the move and again before you hand over the keys. You should agree with your exchange partner exactly how they will be leaving the property and who is responsible for any outstanding repairs or rubbish.

This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact us for details.

If you need to speak to a Sanctuary member of staff in your own language, please contact your local office and they will arrange an interpreter for you.



Repairs that are your responsibility and which are not completed or paid for may result in your mutual exchange not taking place.

Illegal mutual exchanges

You should never accept any offer of a payment or bribe to carry out an exchange – this is illegal and could lead to you losing your home. In addition, any exchange undertaken without our consent could also result in this.

0800 131 3348 (landline) 0300 123 3511 (mobile)

contactus@sanctuary-housing.co.uk

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