

# Mutual exchanges

## Your guide to exchanging homes

### What is a mutual exchange?

A mutual exchange is where you 'swap' your home with a housing association or council tenant's home.

Exchanging homes isn't as complicated as it might sound, and we will help you all the way through the process.



## I want to exchange, what do I do?

It is up to you to find someone to swap homes with.

You can advertise your home in many ways including on social media sites, such as Facebook, in newspapers and local shops.

You can also register at [www.homeswapper.co.uk](http://www.homeswapper.co.uk) which is a website specifically designed to help you get in touch with people who are looking to swap homes too. You need to pay a fee to register, you just send proof of payment to us and we will refund this.

When you find a home you would like, it is up to you to contact the tenant to see if they will agree to exchange with you.

### Before you swap your home, remember:

- Both you, and the other tenant must be on top of your rent payments and not have broken the terms of your current tenancy agreements.
- You cannot move into a property where you are under-occupying by more than one bedroom.
- If you have pets, make sure that the other tenant's landlord will allow you to have them.
- Agree with the other person what will be left in their current home when you move in, because you will be responsible for it.
- It is a good idea to view the other tenant's property more than once, and at different times of the day or week.
- If your current home has adaptations, you might not be able to get the same adaptations in your new home.
- Make sure you understand the other tenant's tenancy agreement and tenants' handbook, as you will be taking on all of their rights and responsibilities.

## I've found someone to exchange with - what next?

- You both need to contact your landlords and ask for a mutual exchange form.
- Complete the form and return it to us. We'll arrange to visit you to inspect your home, and arrange a viewing of your home with the new tenant.
- After we get a report from the other landlord, we will decide if we are happy for the exchange to go ahead.
- Within 6 weeks of getting your application, we'll write to you to let you know our decision. If we agree to the exchange, we might attach some conditions to the agreement.
- We rarely refuse or delay requests, but if we do we will contact you to explain why, and we will let you know how to solve the problem.
- When you have got permission to go ahead, you need to agree a moving date with us and the other tenant.
- Before you leave, we will visit your home to carry out a general inspection and a gas and electrical check so that we know the home is safe for the new tenant.
- We'll arrange for you and the new tenant to sign the paperwork.

## Repairs to your new home

If you're moving to a new home that is not managed by us, you need to check with the other landlord what your repairs, rights and responsibilities are.

If you're moving into an Staffs Housing home, you are:

- When you take on a Staffs Housing home, we'll give you a list of things you'll be responsible for before you move in. We will be responsible for the day-to-day maintenance of your home.
- Moving in 'as seen'. We are not responsible for any damage, or for the cleanliness, condition or internal decoration of the property left by the previous tenant.
- If we have to repair anything because of damage or neglect by the previous tenant, you will be charged for the work.
- If the previous tenant has left items in the home or garden that you don't want, you'll need to arrange to have them removed.

**Email: [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)**

**Call: 01782 744533**

**[www.staffshousing.org.uk](http://www.staffshousing.org.uk)**

Staffs Housing, 308 London Road, Stoke on Trent, ST4 5AB  
We're open from 9am-5pm Monday to Friday.



Staffs Housing is part of the Honeycomb Group



VAT Reg. No 687901881. A society registered under the Co-operative and Community Benefit Societies Act 2014 - Reg. No 17093R.

Member of the National Housing Federation. RSH Reg. No. LH2162.  
Authorised and regulated by the Financial Conduct Authority (FRN 1000707)