

Mutual Exchange Policy Statement

If you hold an assured or secure tenancy you can apply to exchange your home with another assured or secure tenant.

It is usually the quickest way to move and can enable you to move somewhere that you wouldn't be able to do through One Housing or your local council.

Swapping your home gives you more control over where you can move.

How do I find someone to exchange with:

- The two most popular sites to register for a swap are www.homeswapper.co.uk and www.houseexchange.org.uk. Both sites are free for One Housing tenants.
- Once you have found someone to swap with you must complete an application form and submit it to us. You must have written permission before you can swap your home with someone else.

What are the reasons my application could be refused?

- If we have started legal action against you.
- One of the properties is too big or too small for you or the other household.
- One of the properties has been adapted and the person moving into that property does not need that adaptation.

What are the rules:

- We have 42 days to assess your application and either grant permission or explain why we are not withholding permission.
- You are taking the property on as it is, so make sure you are happy with the condition it is in before you agree to swap.
- If you are moving to another landlord, we will have to exchange references with them on how you have conducted your tenancy before permission can be granted.
- If there is permit parking, the permit may not be able to be transferrable so always check with the local authority or landlord who is responsible for issuing the permits before you move.
- You must have a clear rent account before you can move.

Key things to remember when swapping your home:

- We will only do repairs that are landlord's responsibility, if the outgoing tenant has damaged the property, you may become liable for the damage. Check what are tenant and landlord repair responsibilities on www.onehousing.co.uk
- If you cause damage to the property you are leaving, you may be recharged.
- You can arrange a multiple swap if you find someone's home you like but they don't like yours, make sure you tick for multiple swaps on the site you are registered on.
- Always include photos when you are trying to find someone to swap with, make sure you present your home in its best light!
- You cannot swap your home if you have an assured shorthold or starter tenancy.
- You may lose some tenancy rights depending on where you are moving to, so always check with the landlord of the property you are moving to.

If you have any questions about mutual exchanges you can email us at ask@onehousing.co.uk or call us on 0300 123 9966