

Mutual Exchange

Customer Information

What is a Mutual Exchange

If you rent from a council or a housing association and you want to move, you may be able to swap your home with another tenant. This is called a mutual exchange.

You can exchange with someone who rents from a council or housing association anywhere in the UK if you live in a self-contained home.

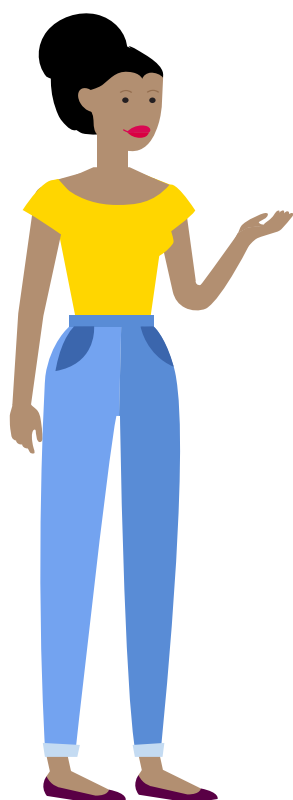
You can exchange with someone who has the same landlord or a different one. It's important that both you and the person you want to exchange with get permission from your landlord before exchanging your home.

If you've had problems with your tenancy, such as rent arrears, you will have to put them right before an exchange will be approved.

Where to look for an exchange

Eildon tenants can access the [Homeswapper website](#) free of charge. HomeSwapper is a national database of people looking to swap houses. It uses the details the tenant supplies to automatically match them to other tenants who may have a home they would be interested in. Just fill in details about your current home and the kind of home you're looking for. You can swap for a smaller or larger home if you need it.

If you find a match, contact the current tenant and arrange times that suit you both to view each others' homes.



What to check before agreeing to an exchange

At the viewing, you should get a chance to look around and ask questions. Check:

- how much the rent is
- the average cost of bills
- if there are any repair issues that need fixed
- if the location suits your needs – for example, if there's enough public transport or parking nearby
- what fixtures and fittings are included – for example, carpets, curtains or light fittings

If you're looking at homes elsewhere in the UK, you should also check what type of tenancy you would get. Your rights will be different depending on the tenancy type. If you're staying in Scotland, you'll usually get a Scottish secure tenancy with the same rights.

You cannot offer someone money to get them to agree to an exchange.

If you agree on an exchange

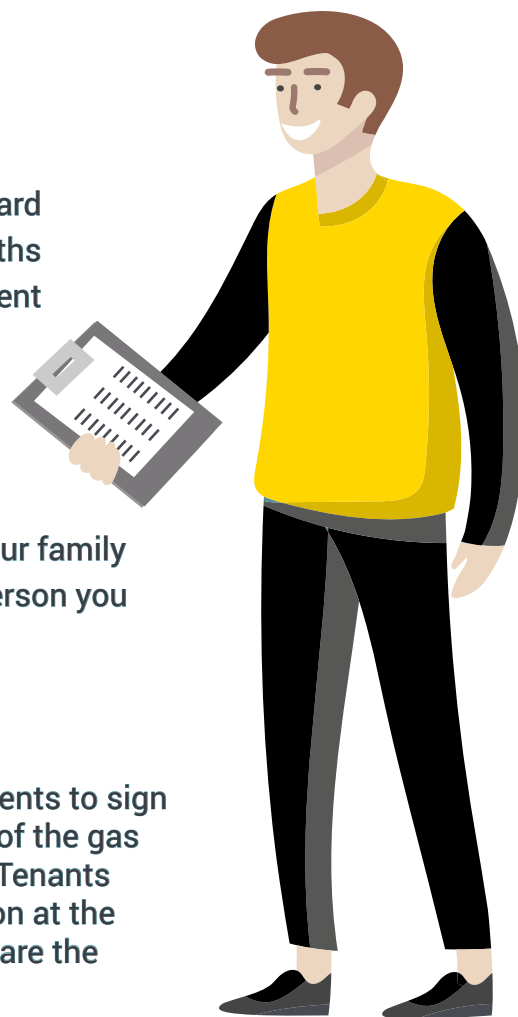
You and the person you want to exchange with must complete an [Exchange Application Form](#) to request our permission to exchange. We will let you know within one month if your request has been approved or refused. If we refuse your request, we will let you know why.

Before giving permission, we will inspect your home to check:

- any repair issues that need fixed
- any damage or alterations you've made
- any other issues with your tenancy

We may refuse your request to exchange if

- the condition of your home is not of an acceptable standard
- you've lived at your current address for less than 12 months
- either you or the person you want to exchange with has rent arrears or any other housing related debt
- you or the person you want to exchange with has seriously breached their tenancy agreement in the last 12 months
- we've started eviction action against you
- the home you want to move to is too small or large for your family
- your home has adaptations that are not needed by the person you want to exchange with



When an exchange is approved

You can agree a date for the exchange, and make arrangements to sign a new Tenancy Agreement. We will carry out safety checks of the gas and electrical installations before the new tenant moves in. Tenants exchanging must accept the property in its physical condition at the time of the exchange. We will not carry out any repairs that are the responsibility of the tenant.



Caring, Committed, Connected, Creative

EILDON HOUSING ASSOCIATION – HOW TO CONTACT US



The Weaving Shed, Ettrick Mill,
Dunsdale Road, Selkirk TD7 5EB



www.eildon.org.uk



Customer Service: 03000 200 217



www.facebook.com/EildonHousing



enquiries@eildon.org.uk



Follow us on Twitter – @EildonHousing