



## **Mutual Exchange Procedure**

Please read the following guidance before initiating a mutual exchange. It is designed to help you prepare for and to facilitate the process of the exchange.

- When you have identified a tenant of another Housing Association or the council, with whom you wish to exchange, you should visit the other house and make all necessary enquiries to enable you to decide whether you wish to proceed with the exchange. The other party should also visit your home.
- Once both parties have decided that they wish to go ahead with the exchange you must inform us in writing of the name, address and phone number of the other tenant, and of their landlord.
- We will then contact the other landlord and arrange for tenancy reports to be provided on each others' tenants.
- We will visit your present home and carry out an inspection to enable any necessary repairs to be put in hand before the exchange goes ahead.
- We will contact the other tenant and arrange to visit them at home to confirm the details provided and answer any questions they may have.
- The tenant liaison committee will then discuss the application for exchange and let you know the decision.
- Once permission is granted you should agree a mutually convenient date with the other tenant, having checked that the other landlord has agreed to the exchange.
- You should bear in mind the time required for any repairs or decorations which have to be carried out before you move.

### **Once you have a date please tell us.**

- We will then prepare an assignment form and ask both parties to arrange to come into our office at the same time to sign the papers.
- Only once both parties have signed the papers can the move can go ahead.

**The following points should be borne in mind when preparing for a mutual exchange:**

- Other than in exceptional circumstances you must have cleared any rent arrears before the tenancy assignment goes ahead.
- Only tenants with secure or assured non-shorthold tenancies are eligible for mutual exchange.
- The assignee (the potential tenant) must also meet the Association's eligibility criteria.
- The potential tenants' tenancy record and rent account history will always be taken into account when considering a request for an exchange. In some circumstances an exchange may be refused if we have reason to believe that they would not be a good tenant.
- We will not agree to a moving date less than two weeks after you first contact us with the request for the exchange.
- We may not agree to your suggested date if we consider that any necessary works cannot be carried out in that time.

**We will make every effort to deal with your request for a mutual exchange as speedily as possible. Please ask for additional information and help at any time in the process.**

Other relevant documents:

- Tenancy Agreement
- Internal Moves Procedure