

Mutual Exchange



your guide to exchanging homes



We can supply this information in large print, on audio tape or in your language. Please call 01202 264444 to discuss your requirements.

Delivering Better Homes



What is a Mutual Exchange?

A mutual exchange is where you 'swap' your home with another tenant. If you are a Poole Housing Partnership (PHP) tenant you can swap with another PHP tenant, a tenant of another council or a tenant of a Housing Association.

Exchanges are a good way to move without having to wait a long time on the transfer list or a housing waiting list with another council.

To arrange a Mutual Exchange you need to find a tenant who wants to swap with you. Our office at Beech House and the reception at Housing & Community Services, at the Civic Centre, have a list of people who want to exchange. You can also advertise your property for exchange in the local papers.

When you find a property that you think may be suitable, it is up to you to contact the tenant directly. You will both need to complete a mutual exchange form, and we will visit your property before we agree to the mutual exchange.

Think very carefully before you exchange with someone. If you do exchange, you take on all of the rights and responsibilities of the previous tenant.

If you swap with someone from a Housing Association you may not have the Right to Buy your new home.

You can collect a Mutual Exchange form from our office or phone 0800 652 3900.

You cannot exchange if you have a Licence Agreement or an Assured Shorthold Tenancy.

I think I've found someone to exchange with, what do I do next?

1. You both need to fill in and return mutual exchange forms for each landlord. For example, if you plan to exchange with someone living in a Housing Association property you will both need to fill in exchange forms for PHP and you both need to fill in exchange forms for the housing association
2. Make sure you don't owe any money to PHP (and the person you are exchanging with doesn't owe any money to their landlord), and that you are not in breach of your tenancy conditions. This means, for example, that your home and garden are in good order
3. We will arrange to visit you to discuss the move with you and inspect your home. We will also arrange for gas and electrical safety checks
4. If you are exchanging with someone who has another landlord, we will send the other landlord a report about your tenancy and request a report from the other landlord about their tenant. This can take some time, so it may feel like nothing is happening for a while
5. We will normally give you written permission within 6 weeks of the date of your application to exchange. We will keep you informed about progress
6. As soon as we give permission you need to agree a removal date with the other person. Please discuss this with us to make sure we can update our records
7. We will arrange for you and the person you are exchanging with to come into the office and sign the exchange paper work
8. You move house! You have to organise your removals and make sure you contact the gas, electricity and water companies

Will PHP do any repair work once I move into my new property?

- It is important to check your new home thoroughly before you move in. Look at everything, including the inside of cupboards, behind furniture and under carpets if possible
- Once you have moved, you are responsible for the repair or maintenance of any alterations, fixtures or fittings made by the previous tenant and **NOT** by PHP. This often includes:
 - Showers
 - Landscaping, such as patios or decking
 - Fences, walls and gates
 - Timber sheds
 - Kitchen fittings
 - Laminate flooring
 - Doors
 - Wall or floor tiles
- Please check with us if you are unsure
- PHP will re-charge you for any repairs that are needed as a result of damage or neglect
- PHP will carry out repairs in-line with our Repairs Policy, which is outlined in the Repairs Handbook (please call 0800 652 3900 if you need a copy). This outlines which repairs PHP is responsible for, and which repairs residents are responsible for
- If you are unsure whether or not you will be responsible for a repair, please ask us

You should:

- Check the conditions of the tenancy for your new home. If you move to a Housing Association home you may lose your Right to Buy
- Agree with the other person what will be left in the home when you move in. Get this in writing before you move
- View the property more than once, and at different times of the day or week

Remember:

- You will be taking over all the other person's rights and responsibilities regarding the home

Points to remember...

- You cannot move into another property where you are under occupying by more than 1 bedroom
- Mutual Exchanges have a high failure rate. Avoid spending any money or doing any packing before you are absolutely sure that you are moving
- If you have adaptations for a disabled person in your home you might not be able to get the same adaptations in your new home
- If you are in doubt – DO NOT SIGN OVER YOUR TENANCY OR MOVE IN. Come and discuss it with us

We may refuse or delay your request for an exchange if:

- ➔ You or the person you are exchanging with owe money to your landlord
- ➔ You have broken your tenancy conditions. For example, if your home or garden is in a poor condition of repair or decoration
- ➔ The exchange is not suitable for the size of your household
- ➔ Either of your properties are not in an acceptable condition

We will write to you to explain why and advise you of what you need to do.

You must not move until you have written permission from your landlord and have signed the forms to formally exchange your tenancy with the other person.

If you want advice or forms please call the Helpdesk on 0800 652 3900.

