



# YOUR GUIDE TO **SWAPPING YOUR HOME**

Home swapping, also known as a **mutual exchange**, is when one tenant 'swaps' their home with another tenant. It can be easy to do, but there are a few things to think about.

### Do you qualify?

- Both tenants need to ask their landlord, and both landlords must agree.
- Your rent payments must be up to date.
- You can't have any court orders for breaking the rules of your tenancy.

### Property condition

- Homes are swapped as they look. Check the home carefully before you agree to swap.

### Tenancy rights

- Tenancies with different landlords might have different rules. These can include things like rent, service charges, or how long your tenancy will last for.

### Repairs

- Landlords don't fix damage caused by a tenant. The tenant must fix this before they leave.

### HOW DO I FIND SOMEONE TO SWAP WITH?

- **House Exchange website:** Register for free at [www.houseexchange.org.uk](http://www.houseexchange.org.uk)
- **Social media and word of mouth:** Ask in groups and forums and spread the word to increase your chances.

### BENEFITS OF HOME SWAPPING

<b>Faster move</b>	Avoid long waiting lists.
<b>Better location</b>	Move closer to family, work, or schools.
<b>Better size</b>	Downsize to save costs or find a bigger home if your family has grown.
<b>Save money</b>	Downsizing could lower rent and reduce bills.
<b>Adapted homes</b>	Find wheelchair-accessible or adapted homes if you have additional needs.
<b>More control</b>	You choose where and when to move.



### WHY WE MIGHT NOT AGREE TO A HOME SWAP

All assured and secure residents are legally allowed to swap homes. Check your tenancy agreement to see if either of these apply to you. Sometimes we may have to say no, but we won't be unfair if we do.

#### Reasons we may have to say no:

- You have unpaid rent.
- The new home would be too big or too small for the number of people living there.
- Your current home has adaptations the new tenant doesn't need.
- You have been told to leave your home by a court possession order.
- You have a new tenancy that starts as a short-term agreement, usually on an assured shorthold tenancy (AST).

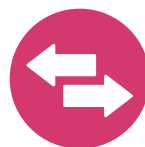
### HOW TO APPLY FOR A HOME SWAP:

1. Find someone to swap, known as your swap partner. You swap homes as they look, so check each other's homes carefully. It's up to you and your swap partner to sort cleaning and rubbish removal.
2. **Apply online:** Complete the application online <https://bit.ly/home-swapping> or scan the QR code
3. **How we decide:** We will check if you qualify and ask your current landlord for a reference.
4. **Look at the property:** Your Neighbourhood Officer and a Surveyor will check for any repairs you need to fix before we agree to the swap.
5. **Safety checks:** We'll arrange a gas and electric safety check. If we find any issues, you'll need to fix them before we agree to the swap.
6. **Decision:** If you qualify, we'll say yes and you can swap your home. You'll need to tell us the date you want to swap homes so we can arrange for you to sign the paperwork. If you don't qualify, we'll send you a letter explaining why.



## ON MOVING DAY

- Home swapping happens on **Mondays**. We'll need to go into your home for a final gas and electric check.
- Arrange with your swap partner how and when you will swap keys. You must check your new home before swapping keys.
- **We are not responsible** for the state of the home when you move into it, such as cleaning or rubbish removal.
- You can book repairs through our Customer Hub by calling **0300 111 0000**, Monday - Friday, 8am - 6pm or email **customerenquiries@wchg.org.uk**



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