



Women's  
Pioneer Housing  
Est 1920

# MUTUAL EXCHANGE



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TENANT INFORMATION GUIDE

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# Mutual Exchange

## Swapping your home with another tenant

We know it may take some considerable time for you to be rehoused by WPH or another social landlord. If your housing needs are not urgent, it may take many years before we are able to prioritise you for a transfer.

Another way to move is by swapping your home for another social housing tenant. This is called a mutual exchange.

You can swap your home with a tenant from any other social landlord – a council tenant or another housing association.



**We have to check that the person interested in your property is suitable e.g. their household will not cause overcrowding, and that you have the right to exchange your home.**

You must have an assured or secure tenancy, have been a tenant for at least 12 months, and not be in breach of your tenancy. There are agreed checks that social housing landlords have to complete and a timescale we have to follow.

You can find out more through our policy or below, in this guide.

If you are interested in finding a mutual exchange, you can sign up HomeSwapper, the national home-swapping website. WPH is a member and pays an annual subscription fee so that all our social housing tenants can benefit from this service. If you need help logging on, please contact our customer services team.

# Mutual Exchange

## What to Expect in a Mutual Exchange

### Step One:

Ask our customer services team for a mutual exchange form. You should aim to complete this and return it to us within 14 days.

Once we receive the form, we will:

- Check your rent account to make sure everything is up to date
- Contact the other person's landlord (if you are swapping with someone who is not a WPH tenant) to ensure there are no tenancy breaches.
- Ensure your property and the property you are moving to are suitable for you and the person you are exchanging with.
- Check the person interested in your property is suitable via our eligibility criteria.
- Check if we need any further information.

### Step Two:

Your Housing Officer will visit you. This should take place within 28 days of you submitting the form.

We will check that:

- Your property has been maintained. If there are repairs that are your responsibility, we will ask that these are completed before we agree the exchange.
- Any repairs that are WPH's responsibility are scheduled and arranged. This may include a further visit by the surveyor
- The property has not been adapted or altered without our approval



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### Step Three:

We will carry out any repairs and inspect your home to make sure you have completed any repairs that are your responsibility. We will also liaise with the other landlord to confirm the mutual exchange can/cannot go ahead and any reasons for our decision.

Following this, we will:

- Update you within 35 days of your request if there are any concerns regarding the mutual exchange.
- Confirm whether the mutual exchange can go ahead within 42 days and let the other landlord know about this decision.
- Provide a date for the exchange and provisionally agree this.

If a mutual exchange cannot go ahead, we will provide you with reasons for this decision.

### Step Four:

On the date of the mutual exchange, you will be responsible for moving all your belongings to your new home and leaving your home in a clean and tidy condition. The person you are exchanging with will also be responsible for moving all their belongings and leaving your new home in a clean and tidy condition.

We will arrange for a gas and electricity check to take place in the WPH home on the moving date.

Once you have exchanged you will no longer have access to your old home. You will need to make sure you have asked for your post to be redirected and have paid any utility bills up to the date of your departure. We recommend that you take a meter reading of your WPH home and your new home.