



# Mutual exchange webinar

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# What is mutual exchange?

- A home swap between social housing tenants.
- Useful if you need more (or less) space or need to move for work or family reasons.
- Quicker than normal allocation process.
- Choose a home and location that suits your needs.



# Who can swap?



Social housing tenants with a secure or assured tenancy.



You are not eligible if you have a starter tenancy or demotion order.



Contact us if you're not sure whether you are eligible.

# Where can you swap?



**Any** other council or housing association tenant **anywhere** in the UK who wants to move.



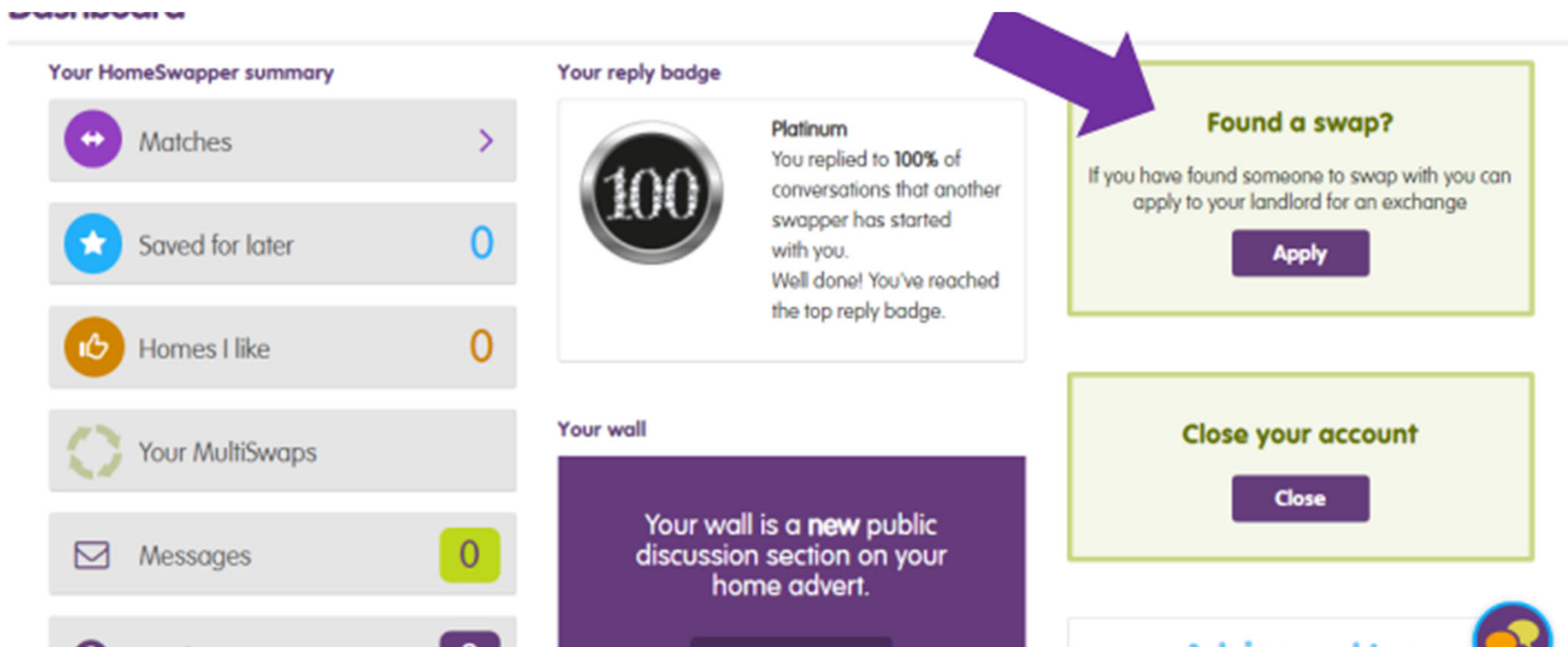
**All** social landlords must allow mutual exchanges.



# HomeSwapper

[www.homeswapper.uk](http://www.homeswapper.uk)

# Mutual exchange process



# What information do we need from you?



Application form - your details



Current landlord details



Your exchange partner landlord details



Your household details



Details of the tenant you wish to exchange with



Signed declaration







Your **SwapTracker** dashboard shows the status of your application for an exchange and any actions you need to take, e.g. your landlord may ask you to upload documents or confirm an inspection date.

Please remember to use **your reference** below whenever contacting your landlord about your application.

Simply click on the icons for more information on anything.

## Information from your landlord

TEXT SPECIFIC TO YOUR ORGANISATION CAN GO HERE

Your reference: MXHAP00059

Status of your application: Form received by landlord

[View my application](#)[Cancel my application](#)

☒ You have found a swap

☒ You have completed an application form

☒ Your landlord has received your application

☐ All applications related to your swap have been received

☐ Your application is being reviewed

☐ Inspections/Meetings are arranged

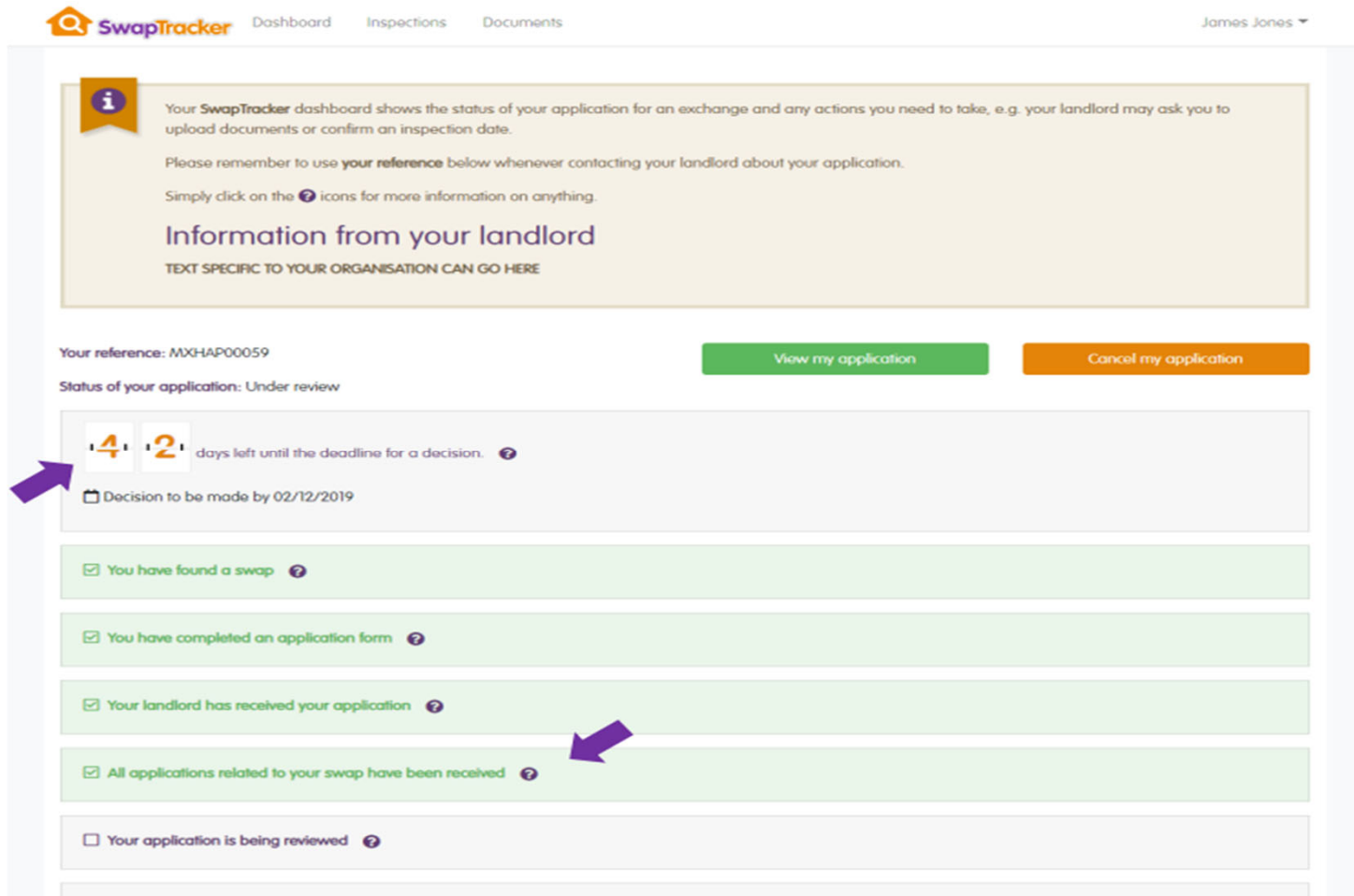


# Documents requested

- Three months bank statements for all accounts in the applicant's name
- Full credit report
- Photo ID for all tenancy holders, household members over 16
- Birth certificates for children aged under 16
- Three months proof of income i.e. tax return, UC entitlement



# What happens next?



The screenshot shows the SwapTracker dashboard for a user named James Jones. The dashboard includes a navigation bar with 'Dashboard', 'Inspections', and 'Documents'. A main message box explains the dashboard's purpose and provides instructions on using the reference and help icons. Below this, the user's reference is 'MXHAP00059', and the application status is 'Under review'. A green button 'View my application' and an orange button 'Cancel my application' are present. A progress bar shows '4' and '2' days left until the deadline for a decision, with a calendar icon indicating the decision date as 02/12/2019. A checklist of tasks is displayed, with the first four items checked and the last one unchecked. Two purple arrows point to the first and fourth items in the checklist.

**SwapTracker** Dashboard Inspections Documents James Jones ▾

**i** Your **SwapTracker** dashboard shows the status of your application for an exchange and any actions you need to take, e.g. your landlord may ask you to upload documents or confirm an inspection date.

Please remember to use **your reference** below whenever contacting your landlord about your application.

Simply click on the **?** icons for more information on anything.

**Information from your landlord**

TEXT SPECIFIC TO YOUR ORGANISATION CAN GO HERE

Your reference: MXHAP00059 [View my application](#) [Cancel my application](#)

Status of your application: Under review

**4** **2** days left until the deadline for a decision. **?**

**?** Decision to be made by 02/12/2019

- ☒ You have found a swap **?**
- ☒ You have completed an application form **?**
- ☒ Your landlord has received your application **?**
- ☒ All applications related to your swap have been received **?**
- ☐ Your application is being reviewed **?**

# Internal checks



Recharges / Finance Team



Outstanding work orders / Repairs Team



Rent Arrears / Income Recovery Team



Tenancy Breaches / Housing Team



Property Inspector will complete an inspection

## Next steps / approval



# If approved ....

- An update will be sent via Swaptracker
- Hightown will contact the incoming landlord with an update.
- The team member will contact the tenant to ascertain whether they have a date in mind that they are looking to move.
- Once all landlords involved have confirmed approval, sign up appointment will be arranged at our head office.

# Reasons for refusal

There are **nine grounds for refusal**.

The main grounds for refusal are:

1. Exchange partner has a possession order against them.
2. The tenant or proposed exchange partner has outstanding possession proceedings against them or a notice of seeking possession is still in force.
3. Under or over-occupying.
4. Property not suitable i.e. adaptations to property.

# Any questions?

- Please type your question in the Q&A box.
- Kim McGuire, our mutual exchange expert, will answer your questions.



Q&A

