

Mutual exchange



A mutual exchange is when you and another tenant (of Hightown, another housing association, or a council) agree to exchange (or swap) your home with the agreement of both landlords.

How do I find someone to exchange with?

You can register your details on HOMESWAPPER by going to www.homeswapper.co.uk. It is free for Hightown residents – simply complete your details and look for a match. If you don't have access to a computer we can do it for you. If you live in the Dacorum area you may also wish to use www.houseexchange.org.uk but there will be a small fee.

You can advertise and find your own 'swap partner'. This can be done by using shop windows and your local paper.

How can I improve my advert?

- It's very important to include good quality photos of both the inside and outside of your property. This increases your chance of a successful swap to 8/10. You can upload up to nine photos on HomeSwapper.
- Ensure your property description is as accurate as possible.
- Use the additional text box to include any other selling points such as parking or a garage and information about your local area such as shops, banks, schools and good public transport links.

What should I do when I find a possible exchange partner?

You should make arrangements to view each other's properties. You should carefully inspect the property



you are interested in moving to as your landlords will ask you to accept it in its current condition.

If both parties agree to move, please complete your application on the HomeSwapper website.

Once the Housing team receive your completed application and you qualify for the exchange, your application will be processed.

Please note: You must not pay or accept money for an exchange as this could cause legal problems in the future and could result in you losing your home.

What happens next?

A Housing Administrator will arrange for a Property Services Inspector to visit you to carry out a property inspection. If there is any tenant responsible for damage you will need to repair this before the exchange can go ahead. A report will be sent to the other landlord and a similar report requested from them on their tenant. Once these reports are received, consent will be given or refused.

If the exchange is agreed Hightown will arrange a date in conjunction with the other landlord as to when the exchange will take place. If refused, you will be given the reasons for this. A decision must be given to you within 42 days.

Please note: You must NOT move until you have got the permission of both landlords and all the

paperwork has been signed.

Will my tenancy rights be affected?

Please contact the Housing team on 01442 292300 to discuss how a mutual exchange might have an impact on your tenancy rights.

If the property I want needs repairing, will it be repaired?

The landlord will probably ask you to accept the property in its current condition. The other tenant's responsibilities will usually become yours when you exchange tenancies, therefore check for any damage/alteration that may be passed to you.

What moving arrangements do I need to make?

You will need to arrange your removals and talk to your exchange partner about the timing of your moves. You should take meter readings and arrange for final accounts to be sent to you at your new address. These meter readings can also be used by your exchange partner to start their accounts. We will not be responsible for forwarding your mail so you must make arrangements for this to be done. Please pass all keys, including window keys, shed/garage keys etc. as well as information about how to work the heating and hot water to the new tenant.

When might Hightown refuse an exchange?

Only Assured, Secure, Fixed Term and Flexible tenants can exchange. Starter tenants and Assured Shorthold tenants cannot exchange.

Hightown or other landlords may not allow tenants to move if:

- They have a current notice of seeking possession, or legal action has been started for possession of the property
- The home would be too big or too small for either one or both of the partners to the exchange
- The home has been built or adapted for people with special needs and the swap would mean the home being occupied by someone without those needs
- There is a legal restriction on the property requiring residents to have a local connection and your exchange partner does not fulfil this

If you have not met the conditions for consent for the exchange to go ahead Hightown could suspend your move. In addition, we will not allow the exchange to proceed until any arrears on the rent account are cleared.

We will not disclose your new address to anyone and we are not legally obliged to. If you wish to keep your new address private, please inform your exchange partner of this.

How to contact us:

If you have any questions, please contact the Housing team on:

Tel: 01442 292300

email: housing.services@hightownha.org.uk



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大字版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی چھپائی یا بریل میں درکار ہے، برائے مہربانی رابطہ کریں 01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।

Hightown Housing Association Ltd. Hightown House, Maylands Avenue, Hemel Hempstead, Herts, HP2 4XH
01442 292300 housing.services@hightownha.org.uk www.hightownha.org.uk
A charitable housing association.