

## Swapping Your Home- Mutual Exchange

January 2016

### Introduction

If you would like to move, one option is to swap your home with another of our tenants or with the tenant of another public landlord. This is called a mutual exchange. This resident summary lets you know how you can swap your home.

This summary applies to assured, secure and affordable rent tenants with Southern Housing Group Ltd.

No other residents can swap their homes using this process.

### How to swap your home

You may only swap with someone who holds a similar tenancy with either a housing association or with a local authority.

You can find someone to swap with in a number of ways:

- Advertise in 'Moving Options', a supplement to our resident's newsletter, Open Door. Complete the form in the next issue or call the Service Centre to leave your details.
- Put your details on your local authority mutual exchange register. Ask at your local council offices for details of their scheme;
- Advertise locally, for example in shop windows;
- If your home is adapted for disabled people, then you can register with Disabled Data Link at <http://web.ukonline.co.uk/ddlg.uk/index.htm>;

- Register with Homeswapper, a national online mutual exchange scheme, covering swaps between Southern Housing Group residents as well as those with another housing association or local authority tenants. This is free of charge to residents. For more details go to [www.homeswapper.co.uk](http://www.homeswapper.co.uk);
- If you have already signed up and are paying a fee, resign stating that you are a resident of Southern Housing Group and the service will be given free;
- If you do not have access to the internet, Homeswapper can send you details of suitable exchange partners via your mobile phone.

### When you have found someone to swap with

Once you have found someone to swap with, you have to apply for our approval. We, and any other landlord involved, must agree to the swap in writing. We will usually agree to the swap unless:

- the property you want to move to is too big or too small;
- you are subject to legal action
- you owe us rent;
- the property is part of a sheltered scheme and you are too young;
- the property has been specially adapted and you do not need those adaptations;

- the property has planning conditions which prevent the swap.
- You do not have the 'Right to Rent'

Sometimes these issues can be resolved by you agreeing to do something, like paying off your arrears. But some issues cannot be resolved and will prevent the swap from proceeding.

The person you want to swap with must also meet these requirements.

It is illegal to give money to or receive money from an exchange partner in order to carry out a mutual exchange. We will refuse to allow an exchange to proceed if we have evidence that money has been paid by one exchange partner to the other.

## The Right to Rent

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To establish as to whether an applicant has either the Right to Rent, time limited Right to Rent or no Right to rent, we will ask to see your Passport, ID card, Visa or another form of evidence, prior to the exchange being completed.

We will need to see the original and are required to take a copy of the document(s) which we must store and retain for at least one year after your tenancy has ended.

When carrying out these checks, if you have no Right to Rent, the Mutual Exchange will not go ahead.

## What happens if your applications successful?

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If you're successful, you will be able to move into your new home. You will have to keep to the terms and conditions of that home, so it is very important to read your exchange partner's

tenancy agreement before you agree to the swap.

You take the property 'as seen' – and that means you need to make sure just what state it is in. When you swap, we don't do the repairs or decorating we do when we re-let our vacant property.

You will also be responsible for any damage, neglect or alterations made by the original tenant.

## Further information

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If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website [www.shgroup.org.uk](http://www.shgroup.org.uk). Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

## Feedback and Complaints

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If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to [service.centre@shgroup.org.uk](mailto:service.centre@shgroup.org.uk) marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

<b>Arabic</b>	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة <b>Service Centre</b> .
<b>Bengali</b>	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ গুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
<b>French</b>	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
<b>Somali</b>	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xiriir Xarunta Adeegga.
<b>Spanish</b>	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
<b>Turkish</b>	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.