



Empowering People.
Inspiring Communities.

Mutual Exchanges: A Customer Guide

What is a Mutual Exchange?

You can apply to 'swap' your home with another housing association or a council tenant, provided you follow certain rules and get permission from us and any other landlord. If successful this can be a quicker way of moving than applying for a transfer. Your request will be refused if you have rent arrears or there are other breaches of your tenancy. Also you cannot apply if you haven't passed your probationary tenancy (Assured Shorthold Tenancy).

STEP 1: SEARCHING FOR PARTNERS

You can 'advertise' for exchange partners in local shops or on social media. You can also register for free through www.swapandmove.co.uk – contact us for help with this.

STEP 2: MAKE AN APPLICATION

Once you have found someone to exchange with, you and your exchange partner need to complete application forms with us and any other landlord.

STEP 3: DECISION

Once we have all of the information we need, we will make a decision within 6 weeks. If we cannot give permission for the exchange to go ahead we will write to you with the reasons why. We will send a copy to your exchange partner's landlord. You will be given the opportunity to appeal.

STEP 4: ASSIGNMENT & MOVING HOME

If your application is accepted, we will ask both exchange partners to sign the necessary paperwork, including the 'Deed of Assignment'. You can then make arrangements to swap homes.

IMPORTANT THINGS TO CONSIDER:

- ✓ We will not unreasonably refuse consent for an exchange to take place. Some examples where we would refuse are:
 - You (or your exchange partner) have rent arrears or have committed some other breach of the Tenancy Agreement.
 - If legal action has been started against either of you.
 - The exchange would result in overcrowding or under-occupancy of the property.
 - The property has been adapted for someone who is physically disabled.

- ✓ Before you think about moving you should carefully check the condition of the home of your exchange partner. They should also do the same with your home.

- ✓ By signing a 'Deed of Assignment' you are accepting the terms of your exchange partner's tenancy.

- ✓ Properties are exchanged 'as seen' so you are accepting the condition of their home. This includes the standard of decoration and any alterations made.

EPIC contact details:

email: mailbox@epichousing.co.uk

General Enquiries

01782 252575

07838 906952

Emergency Repair line (out of hours)

0800 694 0434

You can view our full Allocations Policy on our website by visiting www.epichousing.co.uk

A copy of our Assignment, Mutual Exchange & Succession Policy can be provided upon request

This leaflet can be provided in large print or on coloured paper on request.

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