

# Mutual Exchange

---

All secure tenants can apply to swap their tenancy with another holder of an assured or secure tenancy anywhere in England and Wales. Read on to find out more!



## What is a Mutual Exchange?

A mutual exchange is where tenants swap tenancies. Each tenant signs a deed of assignment and assigns their tenancy to another. This can happen in a chain involving several households.



## How can I find someone to swap with?

You can register on the Home Swapper website [www.homeswapper.co.uk](http://www.homeswapper.co.uk) where you can create an advert for your property and look at other people's adverts.

Every Winchester City Council tenant can have full access to this site for **free** and you can search for a mutual exchange partner anywhere in England and Wales. People are much more successful on the website if they put photos of their house on their advert and include lots of details about their property.

When you register on Home Swapper, the website will provide you with a list of 'matches'. These are people who you may want to swap with. You can contact someone with a property you like by sending messages to them personally through the website, posting public comments on their advert or by using any contact details that they've decided to share on their advert.

If you both feel happy to, we suggest that after initial contact, you arrange to view each other's properties.

## What to find out when viewing properties:

- Has the current tenant made any changes themselves? (e.g. ceramic tiles, a conservatory). It is likely you will be responsible for any non standard fittings and alterations made by the previous tenant.
- Does the house have any adaptations such as wet rooms and stair lifts? (If there are major adaptations, the landlord may not permit the move unless you need these adaptations.)
- Are there any personal possessions they intend to leave in the property?
- Do they intend to do anything with the garden?
- Size of rooms (to help your decision-making on what furniture to take).
- Number of bedrooms (remember that anyone in receipt of Housing Benefit will lose a portion if they have a 'spare' bedroom according to government guidelines).
- Cost of utility bills
- Availability of parking

## What to do when I have found someone to swap with?

- Contact us and we will send you the forms you need to complete, or complete an online form found on our Transfers and Exchanges webpage.
- Ensure every household moving **in or out** of one of our properties fills in a form.
- Remember that if a tenancy is a joint tenancy, both tenants must sign the form.

## What happens to our application?

We will liaise with you and the incoming tenant to check the suitability of the move. During this period, a surveyor will visit your home to produce a property report for the incoming tenant. We will let you



know the outcome of your application within 6 weeks.

## When can I move?

When you have every landlords' approval, everyone will work together to agree a suitable date to assign the tenancies and move. This normally happens two weeks after tenants receive approval.

Take care when you make arrangements with other tenants. If you are promised that property improvements will be made before you exchange we advise that you check this has happened before you sign the paperwork. If the tenant tells you that the the Council will make the improvements, please feel free to check this information with us.

## How to Contact Us

### Winchester City Council,

City Offices, Colebrook Street, Winchester, Hampshire SO23 9LJ

Tel: 01962 840 222

Email: [housing@winchester.gov.uk](mailto:housing@winchester.gov.uk)

Website: [www.winchester.gov.uk](http://www.winchester.gov.uk)

### Opening Hours:

Monday to Thursday: 9am to 5pm

Fridays: 9am to 4.30pm



If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information, for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by **telephone 01962 840 222** or by **email [customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)**



CUSTOMER  
SERVICE  
EXCELLENCE



UK



The Government Standard