



Mutual Exchange Policy Statement

We aim to provide an excellent service to all our customers at all times and provide appropriate support and advice when they are looking to exchange their home.

Exchanging your home is often the easiest and quickest way to move.

Our commitment to you

We **will** determine your application to exchange within 42 days of receiving it.

We **will** respond to any requests for advice or guidance within 48 hours.

We **will** carry out a free electric and gas safety check on your new Swan home.

Key points about Mutual Exchanges

Assured and secure tenants **have** a statutory right to exchange their home.

We can only **refuse** permission for you to exchange for the reasons set out in the Housing Act 1985. (these include arrears and if the new home is too large or has been adapted)

You **cannot** carry out an exchange until everyone has received written permission from their landlord.

You will **not** have the same repair rights as you would had your new home been let by Swan.

Your new home may **not** meet Swan's Lettable Standard.

You should arrange directly with the person(s) you are exchanging with what they/you are leaving behind when you move.

The condition you are willing to accept the property in should be discussed and agreed by you and the person you are exchanging with **before** you move.

We will **not** replace non-standard fittings unless they are dangerous (and then we will recharge you).

We will **not** clear any old fittings or fixtures that the outgoing tenant has left behind.

We will **not** carry out any clearance (including garden) following the exchange.

If you are not happy to accept the property in the condition it is in then you should **not** agree to move!!

What you should remember

You will become responsible for any repairs or damage that were the responsibility of the tenant you are exchanging with.

You are **not** being offered a new tenancy from Swan, but 'swapping' (assigning) your existing tenancy and therefore any repair requests you make after you have moved will be treated by Swan as if they were made by the original tenant.

What you can expect from us

We **will** provide you with advice and support as appropriate.

We **will** carry out any repairs in your new home that are **Swan's** responsibility.

We can carry out other repairs in your new home but we will **charge** you for them.

You would like more details on mutual exchanges you can contact The Lettings Team on 0300 303 2500 or at allocations@swan.org.uk