



Great People, Great Homes, Great Location

EXCHANGING YOUR HOME WITH ANOTHER TENANT

"Providing high quality homes & services that put people first"

Open



Fair



Flexible



Achieving



What is a Mutual Exchange?

You can swap your home with any council or housing association tenant in the UK providing you have permission from MHA. The tenant(s) you are swapping with will also need permission to exchange from their landlord.

You must not move until you have written permission from MHA and have signed the forms to formally exchange your tenancy with the other person. If you move without our consent, you will be asked to move back. MHA can go to court and seek possession of your home if you do not obtain our consent.

How Can I find Someone to Swap With?

Register online at **www.homeswapper.co.uk** - It is free for MHA tenants.

You should also 'like' the House Swap Wales Facebook page and then join the group for the area you want to live in - **www.facebook.com/HouseSwapWales**

If you need help with registering with either of these services, MHA can offer help and advice. MHA's

Lettings Team are happy to help you register and can be contacted on **01495 767199**.

Once You've Found Someone to Exchange With

Fill out the relevant form - either attached to this booklet or available by contacting **0345 677 2277** or **01495 761100** (if you are ringing from a mobile).

If you are exchanging with someone who has another landlord, we will send the other landlord a report about your tenancy and request a report from the other landlord about their tenant.

We will arrange to visit you to discuss the move with you and inspect your home. We will also arrange for gas and electrical safety checks.

MHA will normally make a decision as to whether or not the exchange can proceed within 42 days of us receiving your application form.

Remember: You must not move home before MHA has given written consent to the exchange and the necessary paperwork and legal documentation has been signed.

If the Exchange is Approved, What Happens Next?

You will be given a date to sign the paperwork. Everybody, including the tenant(s) you are swapping with, will need to sign at the same time and day.

You will be asked to sign a 'Deed of Assignment'. This means you will take on all rights and responsibilities of the tenancy of the property that you move into.

You will then be told the date of when the exchange will take place by your Neighbourhood Officer. It will be up to you to arrange the removal of furniture etc and the swapping of keys.

Your Request for an Exchange May be Prevented or Delayed if:

You hold a starter or assured shorthold tenancy agreement with MHA.

You owe money to MHA or the person you are exchanging with owes money to their landlord.

Either you or the tenant(s) you are

exchanging with have a history of anti-social behaviour.

You have a Court Order, a Notice of Seeking Possession has been served on you or your tenancy has been demoted due to anti-social behaviour.

You have broken your tenancy conditions. For example, if your home or garden is in a poor condition and you do not put this right within a specified timeframe.

The Property you want to move to is not suitable for the size of your household.

One tenant has paid or pressurised another to encourage them to exchange their home and MHA is aware of this.

Your home has been specifically adapted for a disabled person and anyone occupying after you leave does not require the adaptation(s).

Property Standard Guidance

MHA expects your home to be in a specific condition when you exchange. Before we can give permission, we will need to carry out an inspection of your property and require your property to be at the standard set out below before an exchange can be agreed:

1 General

- The property, garden and any outbuildings should be clean and clear of all rubbish.

2 Doors and Windows

- You should have a minimum of 2 sets of keys for all external doors. These and any extra spare keys will need to be given to the incoming tenant.
- There must be no broken window panes.
- All external doors should be weather tight and secure.
- All windows should be secure, open and close correctly, and where appropriate, a minimum of 2 window keys should be available to give to the incoming tenant(s).

- All rooms should have internal doors that open and close correctly with all parts of the door in working order.
- You may have replaced doors in your home. If you have, MHA cannot maintain any internal doors that we have not installed. Either the incoming tenant must accept responsibility for the repair and maintenance of the doors or alternatively you must reinstate doors similar to those originally provided by MHA.

3 Stairs and Floors

- All stairs should be safe and secure with a minimum of one handrail. All floorboards should be secured and floors should have an even surface.

4 Heating

- All heating equipment and appliances supplied by MHA will be checked for safety by a qualified engineer. If it is found that any faults or problems with the heating system or appliances are not due to everyday wear and tear, you may be charged for the cost of putting this right.
- Where MHA has insulated the

pipes or loft in your home, this must not have been removed.

5 Gas and Electrical Supply and Appliances (where fitted)

- MHA will carry out a gas and electrical safety check and provide a copy of the certificates for the incoming tenant.
- If there is any damage to the gas supply pipes, gas equipment or gas appliances during the move, you **MUST** tell your Neighbourhood Officer immediately. Electrical wiring and related equipment must not have been tampered with in your home.
- If there are any gas or electrical appliances not supplied by MHA, the incoming tenant must accept full responsibility for these. Otherwise you will need to remove any appliances, with the work completed by a qualified person. This must be done if there are safety concerns.
- All light fittings must be restored to the original kind supplied by MHA.

6 Kitchen (if supplied by MHA)

- All original storage cupboards must be intact and drawers or cupboard doors functional.
- Where installed, washing machine connection points and drainage points must not have been removed.
- The kitchen should have a cooker connection point – this may be gas or electric (or both).

7 Kitchen (if supplied by you)

- Any kitchen installed by you must reach the Welsh Housing Quality Standard (WHQS). MHA will not maintain freestanding or fixed appliances and the incoming tenant will be responsible for any non-standard items supplied or installed.
- The stopcock to the property should be functional.

8 Bathroom

- All sanitary ware should be clean, free from lime scale and in good working order.
- Electric showers must have relevant safety certificates and be in good working order.
- All plumbing must be watertight.
- If a ventilation fan is fitted this should be in working order.

9 Loft

- The loft space must be cleared of all items.
- Any fixtures not installed by MHA must be removed by you.

10 Decoration

- Wall and ceiling plaster should be in good condition, and cracks should be made good (this includes where wall fixings have been used for shelves or pictures etc).
- Your home should be in a reasonable to good decorative condition and ideally acceptable to the new tenant(s).

11 External

- All brick built outbuildings supplied by MHA should be functional with doors that are secure and operational.
- Any garage supplied by MHA that belongs to the property must be secure, the garage door operational and all belongings cleared.
- If there is a garage, shed or any other type of structure not supplied by MHA, these must be removed or the incoming tenant must accept maintenance responsibility for these. If either of these actions are not taken or agreed to, then MHA may refuse permission for the mutual exchange to take place.
- If the property has an intercom, this must be working.

12 Gardens

- Gardens must be in a reasonable to good condition. MHA is likely to refuse the exchange if your garden is overgrown and not to the required standard. Alternatively if the garden remains in a poor state the incoming tenant would need to agree to return the garden to

a reasonable condition within a set timescale. Otherwise the exchange will not take place.

- All garden boundary fences that adjoin a public highway/footpath should be in good condition. Hedges should also be cut back and not overhang.

Note: MHA will charge you for any repairs that are needed as a result of damage or neglect. If you are unsure whether or not you will be responsible for a repair, please ask us.

Advice if you are Moving out of an MHA Home

What you should check:

- The tenancy agreement you will be assigned for your new home: you may not retain the same rights and responsibilities.
- Agree with the other person what will be left in the home when you move in. You may want to get this in writing before you move.
- View the property more than once, and at different times of the day or week.
- Check your new home thoroughly before you move in. Look at

everything, including the inside of cupboards, behind furniture and under carpets if possible.

Points to Remember:

- You are unlikely to be able to move into another property where there is more than one spare bedroom not being occupied.
- You have to organise your removals and make sure you contact the gas, electricity and water companies.
- Avoid spending any money, packing or arranging removals before you are absolutely sure that you are moving.
- If you have adaptations for a disabled person in your home you may not be able to get the same adaptations in your new home.

If you are in doubt.....

DO NOT SIGN OVER YOUR TENANCY OR MOVE IN.

If you are unclear about anything in this booklet, or need further advice and information about exchanging your home, please contact your Neighbourhood Officer on **0345 677 2277** or **01495 761100** (if you are ringing from a mobile).

To find out more about Mutual Exchange, visit www.monmouthshirehousing.co.uk and search '*Mutual Exchange*' and click '*I would like to become an MHA tenant*'

Please contact the Corporate Services Team on 01495 761104, if you require this document in PDF, large-print, Welsh, braille or audio format.

Monmouthshire Housing Association

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Scan the QR code to access the MHA website.

