



South  
Derbyshire  
District Council

# Mutual Exchange



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



GOLD  
Award



This leaflet provides some general guidance on Mutual Exchanges. If you have any queries or questions specific to your own situation you should speak to your own landlord who should be able to help you.

## What is a Mutual Exchange?

A mutual exchange involves two social housing tenants swapping or exchanging homes.

## Who can exchange properties?

Tenants of either a Council or Registered Social Landlord (Housing Association) have a right to exchange, providing the landlords agree.

## Are there any conditions?

The following conditions must be met:

- You must have permission from your landlord prior to exchanging properties
- You are not an introductory tenant
- You do not have a County Court Judgement for rent arrears on your property, or a Notice of Intention to Seek Possession.
- Your present property is in an acceptable state of repair and decoration as required within your tenancy agreement
- Any anti-social behaviour may affect your application
- An exchange should not leave either household substantially over or under crowded

- A property which has been adapted for disability or special needs, maybe refused if the new tenant no longer requires the facilities.
- If the property is designated for certain age groups, such as over 40s or 60s accommodation

### **How do I go on the register?**

There are lists in most Council and housing association offices of tenants wishing to move, either within the area or to other areas. South Derbyshire District Council has now partnered with Homeswapper, the largest mutual exchange service in the country. This service is free to tenants of South Derbyshire District Council: To register please go to: [www.homeswapper.co.uk](http://www.homeswapper.co.uk).

### **Can I contact people directly?**

You can search for homes at [www.homeswapper.co.uk](http://www.homeswapper.co.uk) without registering and search results include maps to help you work out locations of properties. In addition, if you register with Homeswapper, they will automatically search every night for potential new swaps that meet your requirements and notify you by email weekly (if you have email) or text message fortnightly (if you have a mobile phone).

## Where to access Homeswapper?

Homeswapper is an Internet site where you access your account and potential swaps. Free Internet access to view your accounts is available in the following locations:

### Kiosk Information points

- Green Bank Leisure Centre
- Swadlincote Health Centre
- Melbourne Leisure Centre
- Old Post Centre, Newhall
- Hatton Post Office

### Local Libraries

- Etwall
- Melbourne
- Woodville
- Swadlincote

## What happens next?

If you have found someone who has agreed to swap properties with you, you should ask your landlords to approve the exchange. You will be required to complete an application form and a property inspection will be carried out. Once agreed your Housing Officer will arrange for gas and electric safety checks and provide a date and time to complete the necessary legal paperwork for completion. **It is very important that you do not move until you have your**

landlord's approval in writing and you have signed the assignment documents.

If your request is refused, you have the right to appeal against the decision by contacting the Housing Operations Manager at South Derbyshire District Council, Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.





## Obtaining alternative versions of this document

If you would like this document in another language, or if you require the services of an interpreter, please contact us. This information is also available in large print, Braille or audio format upon request.

**Phone: 01283 595795 email: customer.services@south-derbys.gov.uk**

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku lub potrzebują Państwo usług tłumacza, prosimy o kontakt. Informacje te są również dostępne na życzenie w wydaniu dużym drukiem, w alfabecie brajla lub w wersji audio.

如果你需要这份文件的中文翻译，或者需要传译员的帮助，请联系我们。这些数据也备有大字体印本、盲人点字和录音带，欢迎索取。

ほかの言語でこの文書をご希望の場合、もしくは通訳サービスをご希望の場合はこちらまでご連絡ください。

またこの情報は、ご希望により大きなプリント、点字版、また音声形式でも承っております。

यदि आपको ये दस्तावेज किसी दूसरी भाषा में चाहिए, या किसी दुभाषिये की सेवाओं की जरूरत है तो हमें सम्पर्क करने की कृपया करें। ये जानकारी मांग करने पर बड़े अक्षरों, ब्रेल या आडिओ कॅस्प में भी उपलब्ध कराई जा सकती है।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾ ਕਰੋ ਜੀ ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕਰਨ ਤੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡਿਉ ਦੇ ਰੂਪ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਕਰਵਾਈ ਜਾ ਸਕਦੀ ਹੈ।

اگر آپ یہ ڈاکیومنٹ کسی اور زبان میں چاہتے ہیں، یا اگر آپ کو کسی ترجمان کی خدمات درکار ہوں، تو براہ کرم ہم سے رابطہ کریں۔ درخواست کرنے پر یہ معلومات بڑے پرنٹ، بریل یا آڈیو فارمیٹ میں بھی دستیاب ہیں۔



## Mutual Exchange

South Derbyshire District Council  
Housing Services  
Civic Offices, Civic Way,  
Swadlincote, Derbyshire DE11 0AH

Phone: 01283 595795

Website: [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk)