

Information for customers applying for a mutual exchange

A **Mutual Exchange** is the swapping of properties between tenants. The tenants may be with Calico, another Registered Social Landlord, or Local Authority.

At the time an exchange is requested in writing from both parties, Calico and any other landlords involved will assess whether the exchange can proceed. The decision to approve or refuse a request for an exchange can be affected by:

- Any legal action that is pending or has been taken because of rent arrears or anti-social behaviour
- The size of the property and the number of people who will be live in there
- Any special features or adaptations within the property that make it suitable for customers with special needs
- Other factors, including the nature of any other landlords involved.

When an exchange takes place customers swap most tenancy rights and responsibilities with each other.

This includes responsibilities for any repairs, and you should consider whether the property you are considering moving in to has any outstanding repairs for which you would become responsible. Your Neighbourhood Officer will help you understand what other rights or responsibilities you will be affected by.

When you exchange properties, please remember to get all keys to the new property from the other customer. We will not usually change locks at the new property, and you will be required to return all keys should you eventually decide to end your tenancy.

You should also take gas and electricity meter readings for both your current and new properties. Don't forget to arrange your supplies for gas, electric and water with any new providers.

Before you decide to exchange, you may wish to take room measurements to make sure that your furniture and white goods will fit.

We will not alter kitchens or other fixtures and fittings for this purpose. If you decide to make your own alterations, you will need our written permission before you can make any changes.

If you claim Housing Benefit to help you pay your rent, you will need to contact the Local Authority to let them know that your address has changed. You may need to submit a new claim for Housing Benefit.

You should also make sure that you have notified the Department of Work & Pensions and other services, including banks, doctors and any insurance providers about your change of address.

If the exchange involves another Landlord, we will contact them to make sure they agree to the exchange taking place. Your Neighbourhood Officer will keep you informed about how your request for an exchange is progressing.

If there are no immediate reasons why the exchange cannot proceed, your Neighbourhood Officer will usually visit you and other customer to gather more information before we make our final decision. We will tell you whether the exchange can proceed after we have visited you and within 42 days of your request. If we refuse the exchange, we will tell you the reasons for this.

If we agreed to the exchange and you are moving to another Calico home, your Neighbourhood Officer will arrange for you and the other customer to sign the appropriate documents and will explain any changes to your tenancy conditions to you. We will also arrange for gas and electricity safety checks to be done before you move.