



Mutual exchange advice

If you are thinking of moving, this is a list of the things you need to be aware of as well as what you need to do.

- The rights contained in your tenancy agreement may not transfer to the tenancy agreement of the home you are moving to, so it is important that you are clear about this.
- If you are moving into one of our properties, you must provide all the documents requested in the checklist sent with the application form. If you don't then we will not be able to process your application.
- If you are moving into sheltered housing or a bungalow with a lifeline unit, you will need to meet the qualifying criteria for the accommodation as set out in our lettings policy, which can be found on our website.
- You must not accept any money in return for agreeing to exchanging homes as this is illegal.
- If you owe us any money, this must be paid before the assignment documents are signed.
- Be aware that you if you are moving to one of our properties you will need to pay two weeks rent in advance, even if you are in receipt of housing benefit or universal credit.
- Make sure that you have visited and inspected all of the property you want to move to as many times as you need to, and at different times of the day if possible, to make sure that you are happy with the property.
- Let us know if you are concerned about the property that you are looking to move to. If you are moving to one of our properties, you will be invited to inspect the property with us.
- Make sure that you are aware of any parking restrictions or limitations around the property that you want to move to.

- Be aware of the costs involved such as removals and reconnections of services as they all add up.
- If you are one of our tenants, you must allow us access to your home to complete electric and gas (if applicable) safety checks. These will be carried out within the 48-hour period before the sign-up.
- You must not exchange homes until you have our permission, as well as that of any other landlord involved. If you do you will risk making you and your family homeless.
- Be aware that we will not accept any responsibility for any rubbish that is left at the property you move into. It is your responsibility to resolve this matter with the person you are exchanging with.