

# SWAPPING HOMES

How to swap homes  
with another tenant



Information for customers who rent their home

This booklet, called SWAPPING HOMES, is available in your language. Please ask at your local office. We can provide an interpreter for you on request.

يدعى هذا الكتيب تبادل المنازل، وهو متوفر بلغتك. يرجى طلبه من مكتبك المحلي. يمكننا أن نوفر مترجم من أجلك عند الطلب.

সোয়াপিং হাউস নামের এই পুস্তিকাটি আপনার ভাষায় পাওয়া যায়। অনুগ্রহ করে আপনার স্থানীয় অফিসে এর জন্যে জিজ্ঞাসা করুন। অনুরোধের মাধ্যমে আপনার জন্যে দোভাষীর ব্যবস্থা আমরা করতে পারবো।

本小冊子名爲《交換房屋》，可以翻譯爲中文，供你索取。請向就近辦事處查詢。我們可以按要求爲你提供傳譯員。

Αυτό το βιβλιαράκι, που ονομάζεται ΑΝΤΑΛΛΑΓΗ ΚΑΤΟΙΚΙΩΝ, διατίθεται στη γλώσσα σας. Παρακαλούμε ρωτήστε στο γραφείο της περιοχής σας. Μπορούμε να σας παρέχουμε διερμηνέα κατόπι αιτήσεως.

આ પુસ્તિકાને સ્વોપીંગ હોમ્સ કહેવામાં આવે છે, જે તમારી ભાષામાં મળી રહે છે. કૃપા કરી તમારી સ્થાનિક ઓફિસમાં વિનંતી કરો. વિનંતી કરવાથી અમે તમારા માટે ઈન્ટરપ્રિટર પૂરા પાડી શકીએ.

यह आपस में घर बदलना नामक पुस्तिका आपकी भाषा में उपलब्ध है। कृपया अपनस्थानीय दफ्तर संपत्ता करें। हम आप द्वारा माष्टाजानपर दुभाषिया मुहैया कर सकतएहैं।

ਇਹ ਆਪਸ ਵਿੱਚ ਘਰ ਵਟਾਉਣਾ ਨਾਮੀ ਕਿਤਾਬਚਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਦਫ਼ਤਰ ਤੋਂ ਪਤਾ ਕਰੋ। ਤੁਹਾਡੇ ਵੱਲੋਂ ਮੰਗੋ ਜਾਣ 'ਤੇ ਅਸੀਂ ਦੁਭਾਸ਼ੀਆ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Buugyarahan, la yiraahdo KALA BEDDALASHAADA GURYAHA, waxaa lagu helaa luqaddaada. Fadlan ka codso xafiiska deegaankaaga. Waxaan ku nidaamin karnaa turjibaan markaad soo codsato.

EVLERİN TAKASI adlı bu kitapçığı kendi dilinizde edinebilirsiniz. Lütfen yerel ofisinizden isteyiniz. İsteğiniz üzerine size tercüman bulabiliriz.

گھر کے ادلا بدلی کرنے کا عمل، کے نام کا یہ کتابچہ آپ کی زبان میں دستیاب ہے۔ براہ کرم اپنے مقامی دفتر سے دریافت کریں۔ ہم درخواست کیے جانے پر آپ کے لیے کوئی ترجمان فراہم کر سکتے ہیں۔

Cuốn sách ĐỔI NHÀ có bản dịch bằng tiếng Việt. Xin quý vị hãy liên hệ với văn phòng tại nơi quý vị ở. Chúng tôi có thể cung cấp phiên dịch cho quý vị theo yêu cầu.

We can provide copies in Braille or in large print or as an audio cassette

# Swapping homes

This is one of a series of Places for People information booklets that we hope will be useful to you. There is a complete list inside the back cover.

You can pick up copies of the other booklets from your local area office.

The booklets are also available to download from our website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)

Most tenants have the right to swap homes with another tenant. At Places for People we will help you to do this if you decide you want to. But before going into an exchange, there are things you need to consider carefully. This booklet explains what you need to do if you want an exchange, and lists the things you need to think about.

## Who can apply?

In a mutual exchange, two or more tenants exchange their homes and take on the terms of each other's tenancy.

Both secure and assured tenants have the right to exchange homes. Assured shorthold tenants and some tenants occupying purpose-built units do not have the right to a mutual exchange, although we may allow it in some circumstances. There may also be certain limitations for supported housing and Seaside and Country Homes tenants.

Your local Places for People office will be able to tell you whether you have the right to exchange your home.

### Exchange partners

You can exchange homes with any tenant of a local authority, a housing association or trust, the Housing Corporation or Tai Cymru. To find an exchange partner, you can advertise in a newspaper or on the swap board at your local office, or visit your local council's housing department.

### Your rights as a tenant

There is a good chance your rights will be affected if you exchange your property. When you exchange, you take over the rights and terms of tenancy of the person you exchange with. These may be very different from the rights you have now.

So it is important that you ask at your local office before making any decision.

### Types of tenancy

If you are exchanging with another Places for People tenant or a tenant with the same type of landlord, such as a housing association, and you both have the same type of tenancy, you will normally keep similar rights. But you will need to check that you have the same type of tenancy agreement.

There are two main types of tenancy agreement – assured and secure. Secure tenancy agreements may offer more rights and lower rents than assured tenancy agreements. You should never consider exchanging with someone who only has a licence agreement or shorthold assured tenancy.

If you are exchanging with the tenant of a different landlord, some rights and conditions may be different. For example, you may lose (or gain) the Right to Buy your home. The rules for your landlord increasing the rent may also be different.

## Arranging an exchange

If you would like to swap your home, please fill in the form on page 5 and return it to your local office.

When you have found another tenant and you are both happy with each other's property, write to us and ask permission to exchange.

We will send an application form to you, which you should fill in and send back.

A housing officer will also call to see you.

We will need to check some details before agreeing to the exchange. These include:

- the size of the household you wish to exchange with
- that your rent account is clear and there is no possession order on your home
- that your home is in good condition

If the above checks are satisfactory and both landlords agree to the exchange, we will write to let you know.

Both you and the other tenant will need to sign documents. These are agreements to pass your tenancies to each other and to accept the terms and conditions of the other tenancy.

They are important documents and must be signed before you arrange to move.

## Things to consider

Before going into a house exchange, there are several things you should think about.

- it's sensible to arrange to look round the property more than once and in daylight
- if you are moving to another Places for People property, remember that we do not do any internal redecoration when a house exchange takes place
- you should find out whether the other tenant intends to take with them any fittings they have put in, such as kitchen units, fireplaces or heaters. If they do, we may not accept responsibility for replacing these items, and we will not do any redecoration that may be needed when they have been removed. We will not put right any damage caused by the tenant,

or put back to their original state any non-standard alterations that have been done

- our conditions of exchange will also apply to the tenant you are planning to exchange homes with, and we may visit their property. Both tenants are responsible for making sure they are leaving their properties in a safe condition
- you will not be entitled to compensation for any improvements you have made to your property

## Want to swap?

If you would like to swap your home, please fill in this form and return it to your local office:

Name.....

Present address.....  
.....

Telephone number.....

### My present property is a: (please tick)

1  2  3  4  5 bedroom

House  Bedsit  Flat (on floor .....)  
 Maisonette

Is there a lift?  Yes  No

Is it classed as housing for older people?  Yes  No

### I would like a:

1  2  3  4  5 bedroom

House  Bedsit  Flat (on floor .....)  
 Maisonette

With a lift?  Yes  No

Would you like housing for older people?  Yes  No

Street name and area.....  
.....

## Booklets available include:

### Anti-social behaviour

Tackling it together

### Customer service

What you can expect from us

### Gas safety

Keeping your home safe

### Harassment

How we can help

### Homes for rent

How we let our homes

### Housing benefit

How to get help to pay your rent

### Know your rights

A tenant's guide

### Living with a disability

Adapting your home

### Managing your money

What to do if you can't pay your bills

### Moving home

Things to remember

### Paying your rent

How to manage your rent account

### Personal records

Your right to information

### Repairs to your home

What to do if you need a repair

### Suggestions and complaints

How to make a suggestion, complaint or compliment

### Swapping homes

How to swap homes with another tenant

### Tenancy support service

Helping you to manage your home

### Service Standards for

### Homeowners

What you can expect from us

### Homeowners Handbook

An essential guide to your home

## Freephone contact numbers

### Our Contact Centre

is open 24 hours  
(all calls are free  
from a landline)

### Places for People Homes

0800 432 0002

### Places for People Individual Support

0800 432 0003

You can pick up copies of our booklets from your local office, download them from our website: [www.placesforpeople.co.uk](http://www.placesforpeople.co.uk) or to receive them by post, telephone the Contact Centre on the numbers above.

### Minicom

0800 432 0008

### Homeowners line

0800 432 0009

If you ring these numbers and English is not your first language, we can use the Language Line Service to communicate with you.

Please write to us at:  
Places for People  
18 South Rings Business Park  
Craven Drive, Bamber Bridge,  
Preston, PR5 6BZ



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[www.placesforpeople.co.uk](http://www.placesforpeople.co.uk)