



# mutual exchange

## interested in swapping your home?

### What is Mutual Exchange?

Mutual Exchange is a scheme which enables social housing tenants in a rented property to swap their home with another social housing tenant. This is called the **House Exchange scheme**.

If you are a tenant of MSV you can swap homes provided you are eligible for a mutual exchange and all parties wish to swap.

MSV tenants are entitled to **free** membership of the House Exchange scheme which matches social housing tenants who are interested in swapping homes.

### Have you found another tenant you wish to exchange homes with?

If you have already found another tenant you wish to exchange with you will need to contact your Neighbourhood Officer who will guide you through the process. You must have the consent of all Landlords involved before an exchange can take place.

#### Contact your Neighbourhood Officer

Find out who your Neighbourhood Officer is:

 **Search for Your Neighbourhood Officer at [msvhousing.co.uk](https://msvhousing.co.uk)**

Or contact us in another way, see details below

### Start your search today

#### Visit the House Exchange website

Simply register on the House Exchange website and you will receive possible matches by email or text message



**[houseexchange.org.uk](https://houseexchange.org.uk)**

#### You will need these details to create your account:

- Name and contact details
- Current address and property information (select MSV Housing as your landlord)
- An idea of where you want to live (in the UK)
- Try and add photos and plenty of details to your property advert to make it stand out

### Our Mutual Exchange Policy

Find our full policy on our website



**Search for Mutual Exchange at [msvhousing.co.uk](https://msvhousing.co.uk)**



### For more information:



Email: **[enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)**



Use the online portal at **[msvhousing.co.uk](https://msvhousing.co.uk)**



Call: **0161 226 4211**



Call your **Neighbourhood Officer**

# Frequently Asked Questions



## Am I eligible to swap my home?

Some things which may mean you are not eligible are:-

- Still in 12-month probationary period of your tenancy
- You have an Assured Shorthold Tenancy
- You have rent arrears
- You have caused anti-social behaviour

This list is not exhaustive so please check with your Neighbourhood Officer (see previous page).

## How do I find someone to swap with?

If you are an MSV tenant you can register for free with Home Exchange - see the first page of this leaflet.

There are also various social media platforms which advertise Homeswaps, such as Facebook. Please ensure these are legitimate before joining any groups.

You can also join Homeswapper but you would need to pay for this yourself as MSV do not use this service.

## What happens after I've registered on Home Exchange?

The information entered will come to our Lettings Team who will check and verify the information. You will then be able to look for matches on your House Exchange account.

It is the responsibility of tenants to view each other's properties and agree if they want to go ahead with an exchange.

If there is anything wrong or you do not qualify we will email you with the details and reasons for this.

## How long does it take to get a decision?

MSV Housing will aim to make a decision within 42 days of receiving all application forms if an exchange can go ahead.

## How do MSV make a decision?

MSV Housing needs to carry out various checks on all tenants wishing to exchange and this includes checks with the exchanging social housing landlord.

## What happens next?

Once we have carried out the checks we will arrange to inspect your property and the other tenant's property will be inspected by their landlord (or MSV if they are an MSV tenant)

If there is any tenant damage to the property we will write to you and ask that you repair this damage before the exchange can go ahead.

## When will I know the date we exchange?

Once all checks have been carried out we will write to you with the final decision if the exchange can go ahead we will liaise with all parties to agree a date for the exchange and signing of the legal documents.

## What happens on the day of exchange?

We will arrange for a gas and electric check of the MSV property and provide certification to the incoming tenant, along with an Energy Performance Certificate (EPC).

It is the responsibility of the tenant to arrange removals and exchange of keys with the other tenant.

No monies should be paid between parties for a mutual exchange.

## Can I change my mind?

You can change your mind at any time during the 42 days up to the signing of the Licence to assign. After signing the documents it is legally binding and you cannot change your mind.

If you change your mind during this time you must let the other tenant know and inform MSV Housing that you no longer wish to go ahead with the exchange.



**Mosscares St Vincents Housing Group Head Office, 7th Floor, Trafford House, Chester Road, Stretford, Manchester M32 0RS**

If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الاتصال بنا.



telephone  
**0161 226 4211**



email  
**enquiry@msvhousing.co.uk**



visit  
**msvhousing.co.uk**

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir

Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.

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اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔