



Mutual Exchange



Better Homes • Stronger Communities

It may be possible to move by 'swapping' your home with another North Lincolnshire Homes tenant. This is called a Mutual Exchange. You may also swap with a tenant of another housing association or a local authority.

A register of tenants wanting to swap homes is held at our Customer Centre.

Usually two tenants swap homes, but it is not unknown for three or more tenants to be involved.

Applying for a Mutual Exchange

You need to fill in an application form to be registered on the Mutual Exchange Register. You can get one of these from our Customer Centre, from our website www.nlhomes.org.uk, or by calling us on 01724 279900.



You can advertise your exchange proposal in the local press, shops, online or by contacting the local authority of the area you wish to move to.

When you see an exchange you are interested in, contact the other tenant and make arrangements to view each other's home.

We strongly advise that you carry out a thorough inspection before you agree to an exchange. The inspection should include not just the property itself but outbuildings, gardens and fencing.

We advise you to do this because once you agree to an exchange, you are taking responsibility for the other person's tenancy and property. So, if any problems that are a tenant's responsibility - such as damage to the property - come to light after the exchange, you are responsible, even if the person you swapped with caused the problem.

This does not affect repairs that are our responsibility as your landlord; we will complete these as normal.

All parties who have agreed to an exchange must fill in a Mutual Exchange Form and return it to us so we can process your application.



Who can apply for a Mutual Exchange?

- Assured Tenants.
- Tenants who do not have a Court Order or Suspended Possession Order.
- Tenants who have a clear rent account.
- Tenants who are not applying to move to a property which will result in under occupation or over-crowding.

Before an exchange can go ahead, any rent arrears must first be cleared and our written consent given. We will not give consent if either tenant of the proposed exchange is, at the time, the subject of any legal action regarding their tenancy.



Who cannot apply for a Mutual Exchange?

- Starter tenants.
- Tenants of a property that has been substantially adapted for the use of a disabled person and the incoming tenant does not need these adaptations.
- Tenants who have a history of causing nuisance, harassment, anti-social behaviour or other breaches of tenancy.





Completing the exchange

Once we have received your completed Mutual Exchange forms we carry out checks to make sure none of the people wanting to exchange owe money to their landlord, and that everyone applying for the exchange is eligible to do so.

We will then visit your home to check that it is decorated and is clean and tidy, this includes the garden. We also check for any repairs that are your responsibility, as you will have to fix these before we allow the exchange to continue.

It is the outgoing tenant's responsibility to ensure that the property is left in a satisfactory condition for the incoming tenant.

Visit us online
www.nlhomes.org.uk



We will write to you within 42 days of receipt of the applications to exchange to inform you if you can go ahead. You must not move before both landlords give approval. If you swap homes without written consent from your landlord then a court order may be obtained – this could result in either you losing your home or you being made to move back to your original home.

Please contact us to talk about an exchange – we may be able to suggest other tenants who are interested. Our friendly and professional staff are there to help you.



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的消息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

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Customer Centre

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