



What is Mutual Exchange?

It is a way of swapping your home with a tenant of any council or housing association across the country. Most secure and flexible tenants can look for an exchange. Introductory tenants cannot exchange. You need written permission from your landlord before you can move.

Advertising your home

You can advertise your home on www.houseexchange.org.uk, which holds details of tenants from all over the country looking to swap their property. You can also advertise for a swap on www.devonhomechoice.com as well as social media such as Facebook. When advertising it is best to include as many photos and information as possible.

What should I check?



It is important that you inspect the property to check that you are happy with it, because what you see is what you get. Things to consider include:

- Consider the condition of the property. Thoroughly check the property, look behind furniture, under rugs and behind doors. MDH will be responsible for normal repairs but any damage will not be rectified by us. Any non-standard MDH fixtures or fittings will not be maintained, replaced or repaired by us.
- Check for any rubbish or unwanted household items and ensure they will be disposed of correctly and responsibly, as MDH will not remove any unwanted items from the property or gardens.
- Is there good public transport? Is there enough parking?
- Is the property the right size for you? Will your furniture fit?
- Can you take your pets?



Contact Details & Opening Hours

Our offices at [Phoenix House](#) are currently open with restricted hours and visits must be by appointment only. In order to avoid disappointment, please contact 01884 255255 to book before you arrive.

Our phone lines, email and self-service options remain fully accessible. We would urge anyone who can to access our services online. Thank you for your patience and understanding.

Monday, Tuesday, Thursday & Fridays -
9am – 1pm

Wednesdays - CLOSED



01884 255255



htenancy@middevon.gov.uk



www.middevon.gov.uk



Phoenix House, Phoenix Lane,
Tiverton, Devon EX16 6PP



MUTUAL EXCHANGE

Swapping your home

Can I have an extra bedroom?

A mutual exchange will be refused on the grounds of under occupation, MDH need to make best use of our limited supply of housing, we need to ensure properties are allocated to those who fulfil the full occupancy of the property. However, if you require an additional bedroom permanently for medical reasons, you can supply us with medical evidence such as a GP or OT letter which directly supports this requirement. We will review this in line with the Devon Home Choice Policy.

I have found a swap. What's next?

All tenants involved within the swap will all need to complete our MDDC Mutual Exchange application form, whether they are an MDDC tenant or not. Unless all forms have been submitted, we cannot begin to review your request to exchange. Therefore, please make sure all applications are submitted at the same or similar times. You can download a form from our website at www.middevon.gov.uk email htenancy@middevon.gov.uk or call **01884 255255**.

Home Checks

MDH will supply and request a tenancy reference for the outgoing and incoming tenants. We will also arrange to inspect your home. The reasons we do this are to:

- Identify any damage that you will have to put right before you move
- Identify any improvements you have made that will become the responsibility of the new tenants to repair or replace
- Identify any repairs that are our responsibility
- Identify any features/furniture/fixtures you are leaving that the new tenants will have to take responsibility for.

If MDH detect any unauthorised alterations such as new light fittings or bathroom fittings, retrospective permission will be required before we can continue. Where this involves electrics, we will require a minor works certificate.

We will also need access to carry out electrical and gas safety checks.



How long will it take us to make a decision?

We will decide as quickly as possible. By law, we have to make the decision within 42 days of receiving all completed applications. We cannot give timescales as to how long the whole process will take.

Can we refuse permission?

Yes, in certain circumstances we will refuse permission, this includes where:

- Legal action is being taken.
- The property is unsuitable for the household wanting to move.
- You have an introductory or starter tenancy.

For more information on grounds for refusal, visit our website.

<https://www.middevon.gov.uk/residents/mid-devon-housing/moving-home/finding-a-home/mutual-exchange/refusal-for-a-mutual-exchange/>

How will we let you know our decision?

Once all relevant checks, issues rectified and leading paperwork has been completed, and ID obtained for all household members, we will be in a position to propose exchange dates between the exchange party. The external landlord/s must also be in agreement with these dates. We will need to arrange an appointment to sign the legal paperwork with the incoming and/or outgoing tenants. Depending on the exchange method, this will either be done in person or virtually. Once sign up is complete, the house swap must take place on a Friday.

If we refuse your application, we will write to you with the relevant ground for refusal

Can I change my mind?

Yes, either party can change their mind and pull out of the mutual exchange up until the legal paperwork is signed. Once you have signed the paperwork, it is legally binding and you will be expected to move on the date agreed.

What if we move before we get written permission?

If you move without written permission, you risk making you and your family homeless. Both you and the person who moved into your home would become illegal occupants. You would have no right to move back to your current home, as you would have breached the tenancy of that property by giving up possession.

What can I do if the property is not in the condition I expected?

It is your responsibility to inspect the property thoroughly before agreeing to move and ideally again before signing the legal paperwork. You should agree with your exchange partner exactly what state the properties must be left in on the exchange day, as well as who will be responsible for any outstanding repairs or rubbish. MDH cannot enforce that the property is left in the condition as expected and unfortunately we are not able to enforce that any damage, items or rubbish is rectified or collected by the outgoing tenant.

Things to remember

- The move is at your expense. You must pay all the costs of the move.
- The moving day will be a Friday.
- If the property has been adapted, the incoming tenant must require the same adaptation for medical reasons, otherwise the exchange will be refused.
- You accept the property, garden, fencing, shed, any outbuildings and/or garage in its current condition.
- You agree between yourselves who is to be responsible for any damage or rechargeable repairs.
- Check to see that there are gas and/or electric cooker points. MDH will not pay to fit them.
- Any rent arrears must be paid before any exchange can take place.
- You must sign the legal paperwork before you can move.
- Do not pay or accept any money to make a swap happen, if you do we can take legal action and you could lose your home.