

Interested?

Please contact our Customer Access Team by phoning
0845 258 5550.

Details of our website and email address are on the back of this leaflet

Interested but want to move to a different area?

HomeSwapper.co.uk is the largest mutual exchange service for Council and Housing Association tenants wanting to swap homes. Find out more at www.HomeSwapper.co.uk.

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

**GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550**

**EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010**

**FAX:
01636 655514**

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

**REPAIRS FREEPHONE:
0800 561 0010**

**MINICOM:
01636 655960**

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk



Applying for a Mutual Exchange

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape

"to deliver excellent Housing Services"

Applying for a Mutual Exchange

What is a Mutual Exchange?

It's when tenants exchange properties. We know we can't always help people who want a transfer from one home to another. You may want to live in a particular area and the mutual exchange scheme gives you the opportunity of doing exactly this by arranging the exchange yourself.

Who can apply?

Anyone who is a secure tenant with us or has a tenancy with a Housing Association or a secure tenancy with another local authority. However, there are some restrictions so please read on to find out if you qualify.

There are no age limits and people living in sheltered accommodation can make arrangements to exchange properties provided they exchange to a similar property.

How to apply?

We leave it up to you to find someone you want to exchange with. As soon as you have done this you must contact our Customer Access Team on **0845 258 5550**. All households wishing to exchange will be asked to fill in a mutual exchange form.

Please note: You are advised that a breach of tenancy must be corrected before your mutual exchange can go ahead, for example, if you owe us any money for rent or rechargeable repairs.

What happens next?

We will acknowledge your application and then we will carry out a number of checks just to make sure the exchange is suitable. We will also inspect your property to make sure everything is in order.

We will contact you with our final decision within 42 days. If there are no problems you will be asked to attend one of our offices to sign the relevant paperwork and arrange for safety checks to your home to be carried out and agree a moving date.

In the meantime you must not make any arrangements to move until you have heard from us that your exchange request has been successful and you have received written permission from us or any other landlord.

You will not be allowed to exchange if:

- We are seeking possession or have begun proceedings against you
- The property you have found is too big/too small for you and/or your family
- The property you have found is tied accommodation or a special type of property
- The property has been specially adapted for a disabled tenant and you are not in need of the adaptations
- You have chosen a property which is regarded as supported housing and you do not qualify for supported housing

If you are in any doubt about these categories then please get a touch with us for further explanation.

