

# Mutual Exchanges



a guide to property exchange



**A mutual exchange happens when a tenant swaps their property with another tenant. This can only be carried out with the approval of Aspire Housing and the other landlord (if applicable).**



## **Who can I exchange with?**

You can exchange with another tenant of Aspire Housing or with a tenant of any other social landlord, such as housing associations or local authorities.

Starter Tenants (those on a 12 month tenancy) do not have the right to Mutual Exchange.

## **What do I have to do?**

You have to find another tenant with whom you wish to swap, who is also eligible to carry out a Mutual Exchange.

You can do this by advertising in a local newspaper or shop. Forms are available from our offices. You can also use our online exchange board at [www.aspirehousing.co.uk](http://www.aspirehousing.co.uk)

## **What happens next?**

Once you have found someone to exchange with, you should make your request by completing an application form. We must approve the exchange before you swap. If the tenant you wish to swap with has a different landlord, you will also need to obtain their approval.

## How long will it take?

We will usually visit each tenant before giving a decision.

We will advise applicants of a decision within the statutory time limit of 42 days.



## Conditions



Each property must be suitable for the needs of the household wishing to move



Rent payments should be up to date



Applicants should not have been served with a Notice Seeking Possession

## Will an exchange affect my rights?

It is important you check with us before looking to exchange your property that your rights as a tenant are not going to be affected. This will depend on the type of tenancy you hold and/or the type of tenancy held by the person you wish to exchange with.

We recommend that you seek independent legal advice and/or ensure that you are clear about the situation before you go ahead with the Mutual Exchange.

*the key to a  
successful exchange*



This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

## How to contact us



By telephoning  
01782 635200

By minicom  
01782 854993

By fax  
01782 715498

By writing to  
Aspire Housing  
Kingsley  
The Brampton  
Newcastle under Lyme  
Staffordshire  
ST5 0QW

By visiting our offices  
By emailing us  
enquiries@aspirehousing.co.uk  
Via our website  
www.aspirehousing.co.uk

**word|for|word**

APPROVED BY ASPIRE HOUSING CUSTOMERS