

## Information relating to mutual exchanges

### Completing your application form

Please make sure that you complete your application for consent to exchange correctly and that you include the name and address of the person you are wanting to exchange with and the details of their landlord. If this information is not filled in correctly it may delay your application.

### Things to know

- Once New Progress Housing Association receives your application for consent to exchange we have 42 days in which to consider your application.
- If you are in rent arrears YOU MUST CLEAR your arrears before any consent to exchange will be given. If you want to discuss this further then please contact your local Estate Manager.
- If you have breached any other condition of your tenancy (for example been responsible for damage to any fixtures or fittings, or carried out works for which you have not gained consent) then these must be put right before any consent to exchange is given.
- If the Association has obtained a Court Order against you for rent arrears or anti social behaviour then we will withhold consent for you to exchange until you fully comply with the Court Order. Similarly if the Association has obtained an injunction or anti social behaviour order (ASBO) against you for anti social behaviour then consent will be withheld. In these instances you should contact your local Estate Manager for further details.
- You must NOT move until you get written permission from New Progress Housing Association first. If you do move and consent is later refused you will be asked to move back.
- You will be responsible for any internal decorations to the property you are exchanging into. New Progress Housing Association will not carry out any internal decorations following a mutual exchange.
- Occasionally, New Progress Housing Association cannot consent to an exchange because of problems with the other party. In some instances other landlords may refuse consent. In these cases we will not be able to tell you the reasons why because this information is confidential between the other party and ourselves, or the other landlord.
- Please do not offer financial rewards to the other party to move.
- If New Progress Housing Association has evidence that a mutual exchange has been undertaken because of false information, then legal action may be taken against that tenant which could result in them losing their home.
- Please make sure that you are completely happy with the property you are asking to exchange into and the area in which the property is situated before you move.
- If the other party has given you information which has persuaded you to move, for example about future improvements or repairs etc, then

please check these details with us before you move. We cannot be responsible for information that has been supplied to you by third parties.

### **Your rights**

- When you undertake a mutual exchange your rights as a tenant MAY be affected. This particularly applies if another landlord is involved. It is really important that you understand whether this will apply to you. Your local Estate Manager will explain to you how your rights MAY be affected. Please consider the implications if you are affected so that you have all the facts before you decide to exchange.

### **Independent advice**

- If you want independent advice about undertaking a mutual exchange then you can get this from a Housing Advice Centre, Citizens Advice Bureau or a local solicitor (a solicitor may charge you).

### **And finally....**

- If we approve your application to exchange we will tell you in writing and arrange a date for all parties to sign the relevant paperwork. Your local Estate Manager will arrange this for you.