Mutual exchange application form

BOTH YOU AND YOUR MUTUAL EXCHANGE PARTNER NEED TO COMPLETE A SEPARATE FORM.
We will approve or refuse the request to exchange within a maximum 42 days. However we will always aim to do this in less time and to complete the exchange process as quickly as possible. Please check the Mutual Exchange section on our website to make sure you are eligible. If you still have questions before you complete this form, please contact your Housing Manager.

Your details

Title Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Mx ☐ Other

First name(s)

Surname

Present address and postcode

Please also give us details of the tenant you would like to exchange homes with

Title (if known) Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Mx ☐ Other

First name(s)

Surname

Present address and postcode

About you

Question 1 - Your details

	You	Joint tenant (for example your partner who will be on the tenancy with you)
Title	Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Mx ☐ Other	Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Mx ☐ Other
Date of birth		
First name(s)		
Surname		
Date of birth		
National Insurance Number		

We can often provide you a quicker service if we have all of all your main contact details

Home phone number		
Work phone number		
Mobile phone number		
Textphone number		
Email address		

Current landlord/tenancy details

Landlord name	
Address and postcode	
Phone number	
Tenancy type	
Tenancy start date	

Do you have a starter, fixed term or flexible tenancy? ☐ ☐

If 'Yes', what date is it due to end?

Question 2 – Anyone who supports you

If you currently have a support worker, family member, friend or carer who helps you and you would like them to help you in future when we contact you, please give us their name and contact details (including their phone number).

Please ask their permission before giving us their details.

Title Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Mx ☐ Other

First name

Surname

Address and postcode

Home phone number

Mobile phone number

Relationship to you (e.g. your son, support worker or friend)

What type of support do they give you?

About your household

Question 3 – Please tell us who will be moving with you

Please list all members of your household who are LIVING WITH YOU NOW and who WILL CONTINUE TO LIVE WITH YOU when you are rehoused.

	First name	Last name	Sex				Date of birth	Their relationship to you
1			Male	☐	Female	☐	/ /	
2			Male	☐	Female	☐	/ /	
3			Male	☐	Female	☐	/ /	
4			Male	☐	Female	☐	/ /	
5			Male	☐	Female	☐	/ /	
6			Male	☐	Female	☐	/ /	
7			Male	☐	Female	☐	/ /	

For all children under 16, who is the child benefit paid to?

Is this the main residence for all children listed? Yes ☐ No ☐

Please list all members of your household who are NOT LIVING WITH YOU NOW and who WILL TO LIVE WITH YOU when you are rehoused.

	First name	Last name	Sex				Date of birth	Their relationship to you
1			Male		Female		/ /	
2			Male		Female		/ /	
3			Male		Female		/ /	
4			Male		Female		/ /	
5			Male		Female		/ /	

For all children under 16, who is the child benefit paid to?

Is this the main residence for all children listed? Yes No

Are you a registered foster carer? Yes No

Do you have any pets to take with you? Yes No

If **'Yes'** please give details. Please note: In some properties we operate a **no pets** policy.

Details of present accommodation

Question 4 – Please tell us about the type of home you live in

Type of property

Flat/Maisonette
House
Bungalow
Sheltered accommodation

Number of bedrooms in the property

Number of bedrooms used

On which floor do you live?

Ground
First
Second
Third or above (please specify)

Is there a lift? Yes No

Have you or a member of your household previously had a tenancy with Home (including Stonham, Nashayman, Home Scotland and Copeland Homes)?

Yes No

If '**Yes**' please give details below of the name, address and dates of tenancy.

Tenancy details

Has your landlord served a notice of proceedings on you? Yes ☐ No ☐

If **'Yes'** when _____ What for _____

Has your landlord obtained a Court Order against you? Yes ☐ No ☐

If **'Yes'** when _____ What for _____

Getting in touch

Question 5 – Preferred contact

How should we contact you? We will usually contact you by phone or letter. Please tell us if you would prefer to be contacted in any additional way. Please tick all the boxes that apply.

	You	Joint tenant		You	Joint tenant
Email	☐	☐	Textphone	☐	☐
Text message	☐	☐	British Sign Language (BSL)	☐	☐
Home visit	☐	☐	Other (please tell us below)	☐	☐

_____

Question 6 – Giving you information

We will usually provide you with information by phone or letter. What additional ways would you like to receive information? Please tick all the boxes that apply.

	You	Joint tenant		You	Joint tenant
Email	☐	☐	Large-print letter	☐	☐
Text message	☐	☐	Audio	☐	☐
Braille	☐	☐	CD	☐	☐
Other (please tell us below)	☐	☐			

_____

Question 7 – The languages you want us to contact you in

We will normally contact you in English by phone or letter. If you would prefer to be contacted in another language, please tell us the language you would like us to use to contact you.

Unfortunately we are not able to translate all of our documents, but will try to make sure that important documents are translated for you. Please tell us the preferred language that you would like us to use to contact you in, if **NOT English**.

	You	Joint tenant
Spoken	_____	_____
Written	_____	_____

Question 8 – Adaptations

Do you require any special adaptations to your property? Yes ☐ No ☐

Walk-in shower	☐	Ramps	☐	24-hour emergency call system	☐
Grab rails	☐	Door-entry system	☐		
Lever taps	☐	Stairlift	☐	Other (please tell us below)	☐

Question 9 – Why do you wish to mutually exchange your home?

Please tick the main reason you wish to exchange

- ☐ Property too small
- ☐ Property too large/under-occupying
- ☐ Property unsuitable because of ill health/disability
- ☐ Cannot afford the rent
- ☐ To move nearer to family/friends
- ☐ To move nearer to work/school
- ☐ To move to accommodation with support
- ☐ Other (please tell us below)

Your housing requirements

When considering an application for mutual exchange we use Home Group's room requirement criteria. Applicants may be entitled to more than the minimum depending on circumstances, the age and gender of any children. This is a guideline only as variations may occur.

Household members	Number of bedrooms
Single person/couple	Bedsit or 1 bedroom
Two adults who are not a couple	2 bedrooms
Couple/single parent with one or two children aged under 10	2 bedrooms
Couple/single parent with up to four children aged under 10	3 bedrooms
Couple/single parent with up to four children, and at least one whom is 10 years or over	2 to 4 bedrooms depending on age and gender of children
Couple/single parent with three adult dependants	4 bedrooms

- 'Adult' refers to anyone aged 16 or over
- Households with a medical requirement for level access will be given priority for ground floor flats and bungalows, where they are available.

Eligibility for spare bedrooms – a separate bedroom is considered necessary for:

- Every adult couple (married/civil partnership or unmarried)
- Any adult aged 16 or over who lives with you
- Any two children of the same sex aged under 16
- Any two children aged under 10
- A child with severe disabilities who is unable to share a bedroom
- Any other child
- An approved foster carer to use for placements (subject to meeting the DWP rules)
- A carer (or team of carers) who does not live with the applicant but provides the applicant or their partner with overnight care.

NOTE: Children whose main residence is elsewhere are not eligible for a bedroom.

Your financial and work status

Question 10 – You and the joint tenant's work status

Please tick the box that you think is most relevant.

	You	Joint tenant
Works full-time	☐	☐
Works part-time	☐	☐
Is self-employed	☐	☐
Is on government-supported training	☐	☐
Is unemployed	☐	☐
Is retired from work	☐	☐
Is in full-time education at school, college or university	☐	☐
Is looking after family or the home	☐	☐
Is permanently sick or disabled	☐	☐
Is doing something else	☐	☐
Prefer not to say	☐	☐

You Name and address of employer

Joint tenant Name and address of employer

Question 11 – Which of the following benefits do you (and your partner if they live with you) receive?

Please tick as many boxes as apply.

	You	Joint tenant
I DO NOT receive any benefits	☐	☐
Universal Credit	☐	☐
Job Seekers Allowance	☐	☐
Income Support	☐	☐
Employment and Support Allowance	☐	☐
Incapacity Benefit	☐	☐
Child Benefit	☐	☐
Child Tax Credit	☐	☐
Working Tax Credit	☐	☐
Carer's Allowance	☐	☐
Personal Independence Payment	☐	☐
Disability Living Allowance	☐	☐
State Pension	☐	☐
Pension Credit	☐	☐
Attendance Allowance	☐	☐
Housing Benefit	☐	☐
Council Tax Reduction	☐	☐
Prefer not to say	☐	☐

Question 12 – Do you have a bank, building society, savings or cheque account?

	You	Joint tenant
Yes	☐	☐
No	☐	☐
Prefer not to say	☐	☐

Declaration

Question 13 – Legal restrictions

Do you or anyone you plan to live with have any legal restrictions, court orders or conditions that affect where you can live? (For example: exclusion zones, license conditions, or other court-ordered restrictions.)

Yes ☐ No ☐

If you selected 'Yes', please briefly explain below. Your Housing Manager will discuss this with you as part of your mutual exchange application.

Question 14 – Immigration status

Did you or any of the persons applying with you come into the UK during the last five years?

Yes ☐ No ☐

Are you or any of the persons applying with you subject to any immigration controls?

Yes ☐ No ☐

Are you or the persons applying with you Asylum Seekers?

Yes ☐ No ☐

Question 15 – Relationship to Home Group

Have you or the joint applicant, currently or in the past 12 months been:

- employed by Home Group? Yes ☐ No ☐
- involved in customer and client activities? Yes ☐ No ☐
- a Board Member of Home Group? Yes ☐ No ☐

Are you or the joint tenant closely connected to anyone who would fall into the categories listed above? Yes ☐ No ☐

If **'Yes'** to any of the above, please give details below:

Office use only: If **'Yes'** to the above, please refer application to your line manager prior to banding.

Informed consent

	You	Joint applicant
First name(s)		
Last name		
Current address		
Postcode		
Date of birth		

By signing this form you are confirming that:

1. You confirm that the details given in this application are true. You understand this if you have knowingly or recklessly given false information, or withheld information in connection with this application it will be invalidated, the mutual exchange will be cancelled and any necessary action will be taken against you.
2. You understand that in order to deliver our services and to manage your relationship with us, we need to collect relevant personal details from you. We may share or request your personal data from third parties (for example previous/current landlord or local government departments) as part of this application process. For more information about how we use your personal information, please view our privacy notice at http://www.homegroup.org.uk/Privacy-Policy

Please ensure that all sections of this form are completed. Partially completed forms will not be accepted. Both applicants must sign if this is a joint application.

You

Signature

Print name _____ Date _____

Joint applicant

Signature

Print name _____ Date _____

If this form has been filled in by someone other than the person(s) making the application.

Please tell us why you are filling in this form for the applicant.

I declare that as far as possible, I have confirmed with the person(s) applying that the answers I have written on this form are correct

Signature

Name _____ Date _____

Relationship to the Applicant(s)

Both you and your exchange partner (or partners, if you're part of a chain of exchanges) will need to fill out a mutual exchange application form each. This form must be completed and then scanned and returned via email to mutualexchangeapplications@homegroup.org.uk. If you can't do this, please call us on 0345 141 4663 so that we can put you in touch with your housing manager. They will be able to advise on an alternate option to get the form to us. You may also need to fill out application forms for any other landlords involved.

More about you

In this section we ask for personal information that you may find sensitive. You can refuse to answer any particular question, but we would be grateful if you could answer as many questions as you can.

Question 16 – How would you describe your ethnic background?

How would you describe your ethnic background?

		You	Joint tenant		You	Joint tenant
White	British	☐	☐	Other (please tell us below)	☐	☐
	Irish	☐	☐			
	Scottish	☐	☐			
Mixed race	White and black Caribbean	☐	☐	White and Asian	☐	☐
	White and black African	☐	☐	Other mixed background (please tell us below)	☐	☐
Asian or Asian British	Indian	☐	☐	Bangladeshi	☐	☐
	Pakistani	☐	☐	Other (please tell us below)	☐	☐
	Asian Scottish	☐	☐			
Black or Black British	Caribbean	☐	☐	Other (please tell us below)	☐	☐
	African	☐	☐			
	Black Scottish	☐	☐			
Chinese or other ethnic group	Chinese	☐	☐	Other (please tell us below)	☐	☐
Gypsy or traveller		☐	☐			
Prefer not to say		☐	☐			

Question 17 – Nationality

	You	Joint tenant
UK national, resident in UK	☐	☐
Estonia	☐	☐
Lithuania	☐	☐
Slovenia	☐	☐
Other European Economic Area (EEA) Country	☐	☐
UK national returning from residence overseas	☐	☐
Hungary	☐	☐
Poland	☐	☐
Bulgaria	☐	☐
Czech republic	☐	☐
Latvia	☐	☐
Slovakia	☐	☐
Romania	☐	☐
Any other Country	☐	☐
Prefer not to say	☐	☐

Question 18 – Religion

What is your religion?

	You	Joint tenant
Christian	☐	☐
Buddhist	☐	☐
Hindu	☐	☐
Jewish	☐	☐
Muslim	☐	☐
Sikh	☐	☐
Prefer not to say	☐	☐
I don't have a religion	☐	☐
Other (please tell us below)	☐	☐

Question 19 – Understanding the needs you or your household have

Do you or anyone living with you have any needs that you would like us to be aware of when we visit you at home or when you call into our office e.g. cultural needs?

Question 20 – Gender Identity & Sexual orientation

Is your gender identity the same as the gender you were assigned at birth?

Yes ☐ No ☐ Prefer not to say ☐

If 'No' please state opposite whether you are a Trans Woman or Trans Man?

	You	Joint tenant
Trans Woman	☐	☐
Trans Man	☐	☐

If No please state your current gender identity" with additional options for "Other", "non binary", "Genderfluid

	You	Joint tenant		You	Joint tenant
Bisexual	☐	☐	Heterosexual (straight)	☐	☐
Gay man	☐	☐	Prefer not to say	☐	☐
Lesbian	☐	☐			

Question 21 – Disabilities

Do you or anyone who will be living with you consider themselves to have a disability? Yes ☐ No ☐

Disability	Household member affected (name please)
Uses a wheelchair	
Has problems getting around but does not usea wheelchair	
Is blind or has sight problems	
Is deaf or has hearing problems	
Cannot speak or has a difficulty with speech	
Has a learning difficulty	
Has mental-health problems	
Long-term health problems	
Prefer not to say	
Has a disability not mentioned above	

If any of the above contributes to the reasons you wish to be re-housed (please provide details below)

Information for applicants

Process

Once we have received an application form, a reference will be requested from the other landlord (if applicable) and we will carry out a home visit. The home visit is to ensure all the details on the form are correct and to check the condition of your property before we can approve your exchange. Mutual exchanges are intended to be a voluntary arrangement between tenants, each accepting the accommodation they are moving into in the condition that its is left in by the outgoing tenant. This includes accepting responsibility for tenant's improvements and or/ alterations.

The home visit will always be at your current address. We will aim to contact you within 7 working days of the home visit to discuss if the exchange can go ahead or whether certain works need to be carried out before you exchange.

Home Group will not accept responsibility for any environmental health issues, repairing damage, waste disrepair or poor decorative condition except where this is clearly the landlord's responsibility and where the fault is not the consequence of abuse or misuse.

Things to consider

- You can exchange with most other Home Group tenants, or a tenant(s) of another social landlord including local authorities.
- Applications can only be made by the tenant(s) as only tenants can exchange.
- No exchange can take place without prior written consent from Home Group and the other landlord (if applicable).
- You may be required to repair any defect which has been caused by alterations damage or neglect.
- You should remember that fixtures and fittings such as kitchen units, electric dimmer switches, shower units and gas fires are part of the property and must be retained in the property, even if you fitted them yourself.
- If you have a garage and/or shed you should agree to leave all keys to the incoming tenant.
- You should also remember to dispose of any unwanted effects or rubbish from the property garages/sheds and gardens.
- You should also be aware that pets are only permitted with permission from Home Group.
- Depending on the type of tenancies you and your exchange partner have, you may lose security of tenure or benefits of your current tenancy by exchanging your home. In some cases, you take on the same terms as the tenant you are exchanging with. If for example you have the right to buy or preserved right to buy, you may lose these rights. In other cases, you will be given a new tenancy which is equivalent of the one you currently have. Whether you swap tenancies or have a new tenancy depends on who you swap with and what type of tenancy they have, as well as the type of tenancy you have. Please contact Home Group or your landlord (if it is not Home Groupfor more information on how this will work.

Viewing the proposed exchange property – what to look for

When viewing the proposed exchange property please consider the following points and confirm with the outgoing tenant what they are leaving including sheds, garage, as part of their tenancy.

- What kind of heating is there?
- Has the garden been maintained?
- The decorative condition of the property – has there been any alterations by the tenant which willbecome your responsibility.
- Is there allocated parking?
- Is there a garage or shed with the property?

- What do they cook with (gas/electric)?
- Will your cooker, fridge-freezer, washing machine etc. fit in these spaces?
- Are there enough electrical sockets?
- Will your furniture fit into the rooms?
- Are there any washing machine or dishwasher points?
- Is the outgoing tenant leaving carpets behind?
- What type of tenancy agreement do they have?
- How much is the rent?
- Are there any service charges for the property?

Reasons for refusal

Permission for an exchange will usually be granted however it may not be given if any of the tenants who wish to exchange:

- Are subject to an order of the court for the possession of their tenancy.
- Face legal action for possession of their tenancy, or have been served with a notice of proceedings of possession and it is still in force.
- Has an application pending before any court for an order in relation to anti-social behaviour, demotion of their tenancy in relation to them or a person living with them.
- Has a property adapted for a person with special needs and nobody in the new tenant's household has special needs.
- Would have a home that is much larger than their household needs.
- Would have a home that is too small for their household needs.
- Is living in a property that is in a building that's not used for housing purposes and was let to the tenant or their predecessor as part of their job.

This list is not exhaustive and is intended to give applicants an indication of the main reasons for refusal. We will consider each application carefully and give full consideration to the applicants' circumstances.

Tenants who have housing related debts to Home Group will be required to repay all money owed before the exchange can take place.

If you disagree with our decision

If you think we have misunderstood anything in your application, please contact us and we will review it with you. If you are still unhappy after we have spoken, you can use our complaints process. You can submit a complaint online at Home Group | Compliments and complaints, or you can contact us and we will explain how it works.

If you have either given or accepted any money in order to exchange, Home Group may take legal action to gain possession of the property.

When undertaking a mutual exchange you take the property you are moving to in its present condition. If there is any damage in the property to which you are moving which is the tenant's responsibility, you should be aware that this will become your responsibility if not remedied.

Translation service

If you need help to complete this form, or need any part of it to be translated or in another format, please contact your local office. Please let us know if you would like an audio or large print version of this document.

Arabic

اذا رغبت بأن تحصل على كامل محتويات هذه الوثيقة او احد أجزاء هذه الوثيقة مترجماً برايل أو على هيئة صوتية أو مطبوعاً بالخط الكبير ، فيرجى الاتصال مع مركز خدمة ال
0345 141 4663.

Chinese

您如果需要将本文件或者其中的一部分进行翻译，
或者需要以盲文、声音、或者大号印刷体的形式显示，
请您联系我们的‘顾客服务中心’，电话号码是 0345 141 4663。

Polish

Jeśli chciał(a)by Pan(i) uzyskać tłumaczenie tego dokumentu lub dowolnej jego części, czy też otrzymać jego wersję alfabetem Braille'a, audio lub dużym drukiem, prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Service Centre) pod numerem tel. 0345 141 4663.

Russian

Если вы хотели бы получить полный или частичный перевод этого документа, или он нужен вам шрифтом Брайля, в аудиоформате или крупным шрифтом, пожалуйста, свяжитесь с нашим Центром клиентского обслуживания по телефону 0345 141 4663.

Tamil

இந்த ஆவணத்தின் எந்த ஒரு பகுதியை மட்டுமோ அல்லது முழு ஆவணத்தையோ, உங்களுக்கு மொழிபெயர்த்தோ, பிரெய்ல் எழுத்து வடிவிலோ, ஒலி வடிவிலோ அல்லது பெரிய எழுத்து பிரசுரித்தல் செய்தோ தரவேண்டுமென நினைத்தால், தயவு செய்து வாடிக்கையாளர் சேவை மையத்தை 0345 141 4663 என்ற எண்ணில் தொடர்பு கொள்ளுங்கள்.

Portuguese

Se desejar que este documento ou qualquer parte do mesmo seja traduzido, ou em Braille, áudio ou letras grandes, entre em contacto com o nosso Centro de Atendimento ao Cliente através do número 0345 141 4663.

Welsh

Os hoffech chi i'r ddogfen hon neu unrhyw ran ohoni gael ei chyfieithu, neu os oes arnoch ei hangen mewn braille, sain, neu brint fawr, cysylltwch â'n Canolfan Gwasanaethau i Gwsmeriaid ar 0345 141 4663.

Urdu

اگرآپ اس دستاویزکا یا اس کےکسی حصےکا ترجمہ چاہتےہیں، یا اگریہ آپ کوبریل، چاہیےتو0345 141 4663 پرہمارےکسٹمرسروس سنٹرسےرابطہ کریں۔

Data Protection:
In order to help us deliver efficient services and to manage your relationship with us, we need to collect relevant personal details from you. We comply with the General Data Protection Regulation and Data Protection Act 2018 when dealing with personal data. This means that your personal data will be processed in accordance with the law.

Please note in some circumstances we may share your personal data with external third parties. For more information on how we process your personal data, including on data security, data retention and lawful processing bases, please access our full privacy notice at: www.homegroup.org.uk/Privacy-Policy

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