

MUTUAL EXCHANGE OF TENANCIES

FOR TENANTS CONSIDERING A MUTUAL EXCHANGE

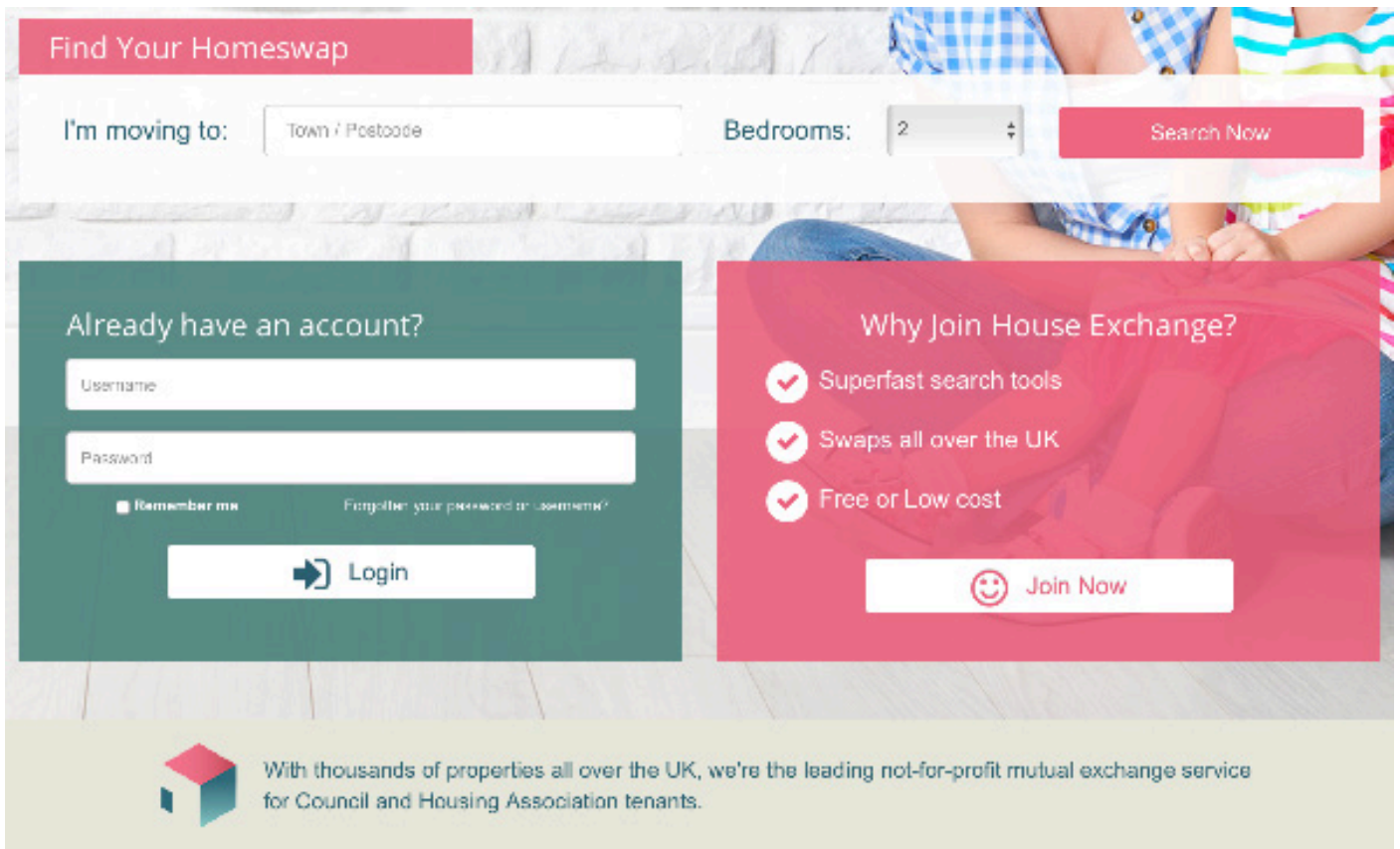


DEVELOPING HOMES AND CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK

Freebridge
COMMUNITY HOUSING

HOW TO FIND A PROPERTY TO EXCHANGE

We use the House Exchange website to help people to find someone else to swap their home with. To use House Exchange, just visit www.houseexchange.org.uk. Go to the 'Join now' section and register your details.

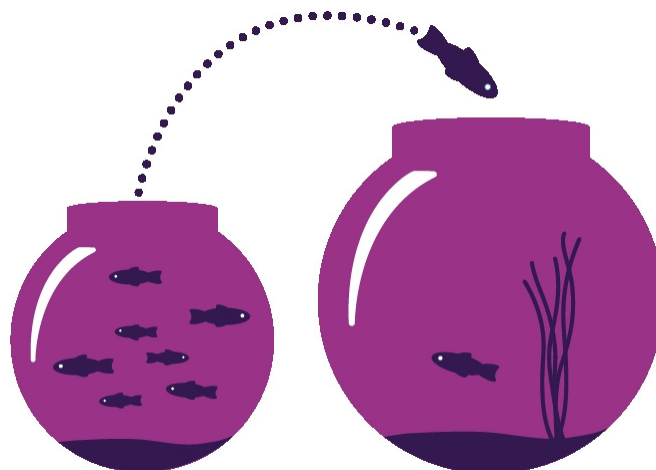


Once you have registered, your details will be approved and we will send your login details by email or post. When you receive your login, you can start to search for your new home.

If you need any help using the service or you have any questions, then please give the Lettings Team a call on 03332 404 444 or pop into our Juniper House office.



How about using Facebook as a way to keep in contact throughout your mutual exchange?



WANT TO KNOW MORE ABOUT MUTUAL EXCHANGE? FREQUENTLY ASKED QUESTIONS:

Can I apply for a mutual exchange?

You can apply for a mutual exchange if your tenancy agreement states this.

If your property has had any adaptations made to it, the tenant you apply to swap with must have a proven medical need for these adaptations.

For a Mutual Exchange to proceed all tenants must be keeping to all the terms and conditions of their Tenancy Agreement – this will include a clear rent account.

Will anything be affected if I apply for a mutual exchange?

Your security and length of tenancy could be affected if you exchange.

Your right to buy or right to acquire could be affected if you exchange.

Your entitlement to some benefits could be affected if you exchange.

Will I need to pay anything to complete my mutual exchange?

You must provide payment in full for electric and gas checks before the exchange can proceed (approx. cost Electric £105 and Gas £55.00). Payments can be made by cheque or card at our reception, or over the phone.

Could anything stop my mutual exchange from going ahead?

In certain circumstances we can refuse to proceed with a Mutual Exchange of Tenancies.

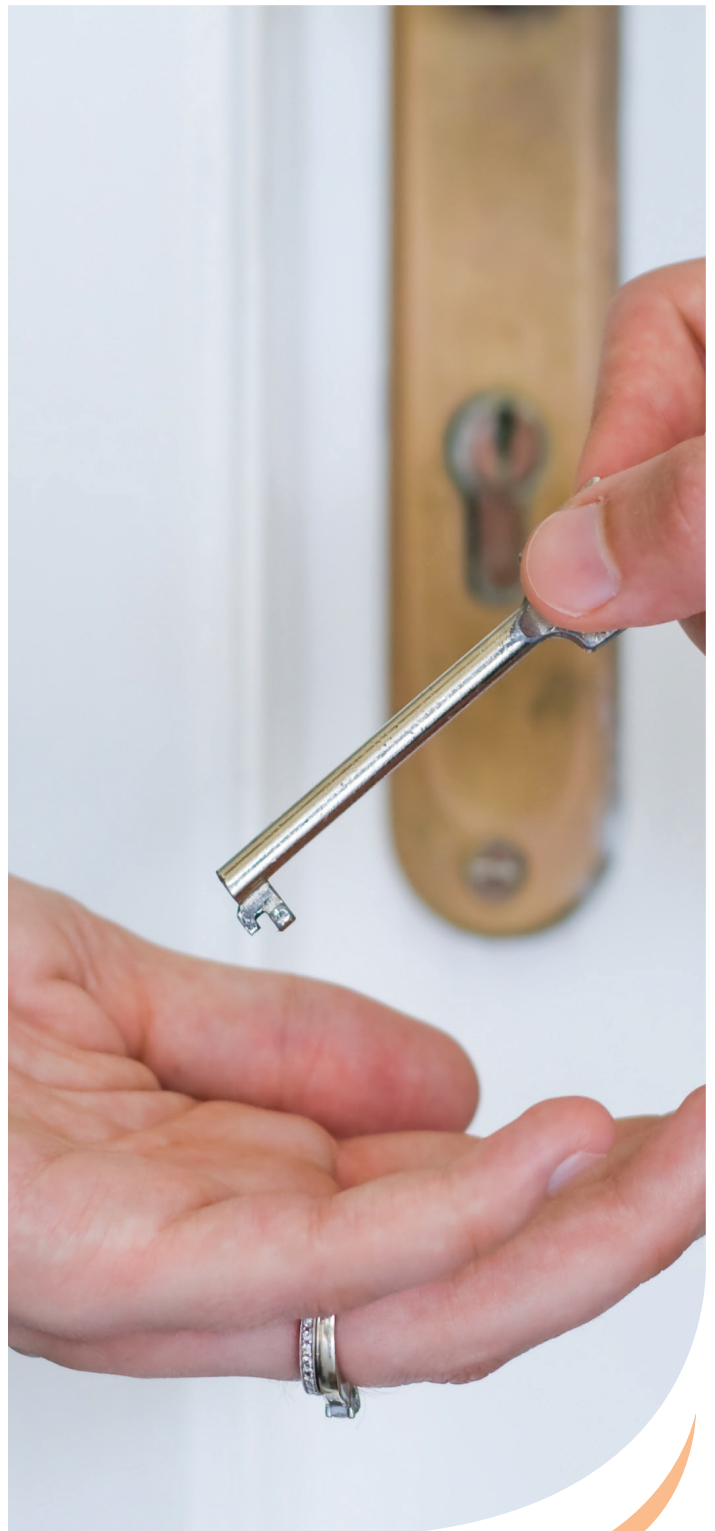
An inspection of the condition and state of repair of your property will be carried out by our staff before any Mutual Exchange can proceed. An inspection appointment will be made by the Lettings team after Gas and Electric payments have been received from all applicants for the exchange.

Any application for a Mutual Exchange can be withdrawn by either party at any time.

Permission Information

Written permission has to be given by us (and any other landlord/s involved in the exchange) for a Mutual Exchange to proceed and legal paperwork must be signed.

Any Mutual Exchange of Tenancies which takes place without the consent and approval of Freebridge Community Housing, and without the completion of the legal paperwork required to affect the exchange of Tenancy Agreement obligations and rights, will be considered to be invalid.



APPLICATION DETAILS

Your Name:

Your Address:

Do you claim Universal Credit? Yes No



If you claim Universal Credit, the assessment of your housing element will be assessed upon your circumstances on the last day of your 'Monthly Assessment Period' (MAP) and any changes i.e. new address, will be backdated to the beginning of the MAP in which the change occurred. This may mean that you will receive less housing costs than the rent charged for that period.

Please talk to us before you complete this form so we can advise the best date for your tenancy to end, based upon maximising your entitlement to the housing element of Universal Credit.

Telephone Numbers (Home and/or Mobile):

Email address:

PRESENT ACCOMMODATION TYPE (please tick which applies to your home):

House Bungalow Flat Ground Floor Flat First Floor

Bedsit Maisonette Apartment Flat Second Floor

Number of Bedrooms in your home:

Do you have a separate dining room? Yes No

What type of Tenancy do you have?

When did it start?

PLEASE GIVE DETAILS BELOW OF ALL MEMBERS OF YOUR HOUSEHOLD WHO LIVE IN YOUR HOME AT PRESENT, AND WHO WILL MOVE WITH YOU TO THE NEW ACCOMMODATION:

Surname	First Name	Relationship to Applicant	Date of Birth

Tell us what pets you have:


NAME AND ADDRESS OF THE OTHER TENANT(S) YOU WISH TO EXCHANGE TENANCIES WITH:

Their Name:

Their Address:

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Do they claim Universal Credit? Yes No



If you claim Universal Credit, the assessment of your housing element will be assessed upon your circumstances on the last day of your 'Monthly Assessment Period' (MAP) and any changes i.e. new address, will be backdated to the beginning of the MAP in which the change occurred. This may mean that you will receive less housing costs than the rent charged for that period.

Please talk to us before you complete this form so we can advise the best date for your tenancy to end, based upon maximising your entitlement to the housing element of Universal Credit.

Telephone Numbers (Home and/or Mobile):

Email address:

What type of Tenancy do they have?

When did it start?

PLEASE GIVE DETAILS BELOW OF ALL MEMBERS OF THEIR HOUSEHOLD WHO LIVE IN THEIR HOME AT PRESENT, AND WHO WILL MOVE WITH THEM TO THE NEW ACCOMMODATION:

Surname	First Name(s)	Relationship to Applicant	Date of Birth

What pets do they have?

NAME AND ADDRESS OF THEIR PRESENT LANDLORD (i.e. Housing Association or Council)

Name:

Address:

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Contact number:

**DOES YOUR PRESENT HOME CONTAIN ANY ADAPTATIONS WHICH HAVE BEEN CARRIED OUT IN RELATION TO ANY DISABILITY/ILLNESS ETC. FOR A MEMBER OF YOUR HOUSEHOLD?
(Please tick):**

YES

NO

Details:

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For some Mutual Exchanges to happen, a new Tenancy Agreement must be signed which could affect the amount of Housing Benefit/Universal Credit you can claim. Please provide a contact number that we can speak to you on about this before we proceed with the application.

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DECLARATION

PLEASE READ THIS PAGE CAREFULLY. YOU MUST SIGN TO SAY YOU AGREE WITH ALL THE INFORMATION BEFORE THE MUTUAL EXCHANGE CAN TAKE PLACE. INFORMATION IN THIS APPLICATION MUST BE ACCURATE AND COMPLETE.

- If any of the information provided changes you must tell us straight away.
- You agree that we have permission to request a written reference about the tenancy you hold with your current landlord.
- Information provided will be held in accordance with the Data Protection Act.
- Freebridge Community Housing can make any enquiries about the Mutual Exchange application. This could include asking local authorities, housing associations, other landlords, Police and the Probation Service.
- I understand that Freebridge may need to complete a video inspection along with still photographs. The video will be kept for a period of 2 working days to allow Freebridge to complete a thorough inspection and checks. After this time, the video will be deleted. The photographs will be stored on the property record.
- If this exchange is offered because of false information given on the application, legal action may be taken and the tenancy ended.
- The property to exchange with has been viewed and it is understood that the property is accepted in its present condition, including the standard of cleanliness, decoration and repair.
- As a current Freebridge tenant your property will be inspected for the condition and state of repair. Any original fixtures / fittings will need to be replaced before permission is given to exchange.
- Freebridge will not accept responsibility for any damage caused in the process of moving, or for removing any rubbish left by the outgoing tenant. Freebridge are not responsible for any poor DIY work completed by tenants. This will be tenants responsibility to correct and Freebridge will not make repairs to this without charging.
- Outstanding rent will be paid in full prior to an exchange going ahead. The rent account must be clear 10 days before the exchange and at the date of exchange.
- Properties cannot be exchanged without the express written permission of Freebridge Community Housing and the landlord/s of the tenant/s to be exchanged with.
- Legal paperwork must be completed and signed before the exchange can go ahead.

TENANT SIGNATURE:

Joint Tenant Signature: X

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X

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X

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Date:

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Thank you for taking time to complete this Application Form – we will be in touch shortly in order to start the process of considering your application, and to discuss matters with you further.

DATA PROTECTION PRIVACY STATEMENT

Freebridge Data Protection Privacy Statement: We take your privacy seriously and you can find out more about your privacy rights and how we collect, use, share and secure your personal identifiable information (“personal information”) by referring to our Privacy Notice which can be found on our website (<http://www.freebridge.org.uk/documents/Privacy-Notice-Tenants.pdf>) or by requesting a hard copy from us.

How we use your personal information will depend on the services we provide to you. However, we obtain your personal information so we may conduct our normal business operations as a registered social housing provider.

The Privacy Notice provides information about how we use your personal information with effect from 25th May 2018 and updates any previous information we have provided about using your personal information.

If we make any significant changes affecting how we use your personal information, we will make changes to the Privacy Notice, and we will contact you to inform you of these changes.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the law to the processing and protection of your personal identifiable information. Should you have any questions about how we use your personal identifiable information, our DPO can be reached by writing to us and addressing your letter to:

Data Protection Officer, Freebridge Community Housing, Juniper House, Austin Street, Kings Lynn, Norfolk PE30 1DZ; or Email us at DataProtectionOfficer@freebridge.org.uk

FOR OFFICE USE

Income Advisor Name:

Will either party be affected by the LHA rate cap? Yes No

If yes, who?

Name(s):

Addresse(s):

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Is either party claiming Universal Credit? Yes No

Email to Universal Credit Advisor date:

Record details of action taken:-

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Record full details of any refusals:-

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IF YOU NEED ANY HELP TO UNDERSTAND THIS PUBLICATION, PLEASE GET IN TOUCH

Freebridge Community Housing
Juniper House
Austin Street
King's Lynn
Norfolk PE30 1DZ

Email: enquiries@freebridge.org.uk
Main Switchboard Telephone: 03332 404 444.

Office Opening Hours:
8:45am - 5.15pm (Mon-Thurs)
8:45am - 4.45pm (Fri)
Bank Holidays, Saturday and Sunday Closed

Out of Office Hours:
The main telephone number (03332 404 444)
will divert to our 24 hour emergency service.