

You must not move without first getting our permission to swap or signing the legal documents.

It is illegal to offer money or goods to someone to secure an exchange.

Useful contacts

availableHOMES
0845 080 1089
www.homes.org.uk

Move UK
0845 606 6161
www.moveuk.com

If you feel these service guarantees have not been met, please tell us by contacting your Area Housing Manager. We will consider your views and try to address them as quickly as possible. Where we do make mistakes we will rectify them and do our utmost to ensure they are not repeated.

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

Estuary Housing Association Ltd

Registered and Head Office:

10 Coopers Way
Southend-on-Sea
Essex, SS2 5TE

Tel: (01702) 462246 Fax: (01702) 616716

dhs@estuary.co.uk
www.estuary.co.uk



MUTUAL EXCHANGES



Estuary is a housing association with Charitable Status

Service Guarantee 3

We recognise that your housing needs may change over time and the accommodation that was once suitable for your needs may no longer be practical. We realise that there may come a time when you need to move on and to accommodate this we provide a range of options to assist residents with moving. This leaflet tells you about mutual exchanges and the mutual exchange service that Estuary will provide.

Our leaflet on letting our homes explains our waiting list and transfer procedure.

How to find an exchange

- Advertise in a shop window or newspaper. Check the mutual exchange register in reception at our area housing offices.
- Check the Homemove register also available at our area housing office receptions.
- Ask at your local authority offices to look at their mutual exchange register.

What to do once you have found someone to swap with

Please contact your Estate Management Officer for application forms and a copy of the mutual exchange guidance notes.

Our guarantee

To ensure the mutual exchange service we provide achieves a high standard we will:

- Publicise and display in our reception areas the various opportunities for moving.
- Ensure that appropriate application forms are available at all times to issue upon request.
- Issue literature within 2 working days of your request.
- Ensure that our staff are trained and knowledgeable on the options available and that someone will be available during office opening hours
- Upon receipt of your application we will notify you of any immediate observations which may affect your exchange from proceeding, for example, if we identify whether a property is too large or small for the household you are hoping to exchange with.
- Once we have received your application form we will arrange with you a convenient time to inspect the property you are leaving.
- When we inspect your property we will advise you of any works we require you to undertake as a condition of the exchange.
- We will only exchange information with the other landlord that is relevant to the mutual exchange.

- We will consider both households' request to swap and write to you with our decision in a format of your choice (where this is not written English).
- We will write to inform you once your application is successful. If your application is not successful we will write informing you why your application has been refused.
- Where we refuse an exchange we will advise you how you can appeal should you be unhappy with our decision.
- We will ensure that we have an open and accountable system for responding to any concerns on the way your mutual exchange has been processed.

The mutual exchange process is a legal one and can take up to 42 days before we provide you with a decision.

We cannot accept responsibility or take any action if any party to an exchange changes their mind at any time before moving.

Your responsibility

You should remember that your rent account needs to be up to date and that there are no outstanding repairs (including damage) that are your responsibility. If you do have arrears or have damaged your home, your mutual exchange is likely to be delayed.