

## MUTUAL EXCHANGE - GUIDANCE NOTES



Before a mutual exchange can be approved, certain conditions have to be met.

These are:

A: You must have a clear rent account and any chargeable repair accounts must be paid.

**However, where there are arrears of less than one month's rent, or more than 1 month but you have kept to a satisfactory payment arrangement for at least 3 months, we may agree that it is in both your interest and our interests to approve the exchange.**

B: You must not have received a Notice of Proceedings for the recovery of your property, or have a Sheriff Court decree for repossession awarded against you.

The exchange must not result in the overcrowding or under-occupation of a house. **However we may consider a request to move to a similar sized property in another area for specific reasons** that ensure that ARK are making best use of housing stock

C: If you have made any alterations or improvements to the property you must have received our written permission to carry out the work. If you do not have our permission you must apply for this (or agree to remove the alteration or improvement) before we will approve the mutual exchange.

D: If you are advised that there is work required, for example repairs or redecoration that are your responsibility under your Tenancy Agreement, this work must be carried out before the exchange can be approved.

E: To comply with our Allocations Policy, mutual exchanges involving specially adapted bungalows or one bed-roomed bungalows will only be approved if the incoming tenant has a specific medical condition or medical priority.

If an exchange is approved, we will agree a date with you for the move to take place. You must not move before this date.

We reserve the right to refuse a request for a mutual exchange. We will explain our reasons for refusing a request and you will have the right to appeal against our decision.

Gas safety and electrical checks are an important part of the mutual exchange process. They will be carried out by one of our Contractors.

The **Electrician** will check the following:

- ⇒ the safety of wiring
- ⇒ any additional lighting and/or switches you have installed
- ⇒ any existing shower installation
- ⇒ any other electrical installation you have added.

The **Gas Engineer** will check:

the safety and integrity of gas pipework and appliances.

**If any of the above are faulty or do not meet the required standard, the exchange will not proceed until the necessary work has been carried out to our satisfaction. This may result in an work that has been carried out by the tenant that has not been previously approved and carried out to the standard ARK would expect to be recharged to the tenant.**

Please remember, in agreeing to the exchange you are accepting the condition of the property you are moving to, including:

- ⇒ the standard of the decoration
- ⇒ any alterations that have been carried out by the other tenant
- ⇒ any damage to the property that has not been reported to the landlord before the exchange goes ahead

If any of these things need to be put right after the exchange, you will be held responsible for any costs that may arise in carrying out the work.

#### Thinking about a mutual exchange?

Here are some things you may want to check out about the property you would like to move to.

- Is there any artex on the walls?
- Has the tenant you wish to exchange with carried out any alterations to their property?
- Are you willing to take on the responsibility of the alterations if they want to leave them?
- Is there a gas or electricity point for your cooker?
- Is there a space for your washing machine, dryer or fridge?
- Is there any damage to doors, walls etc.?
- Is there any damage to sinks, baths or WC's? Are any taps leaking?
- Check who the gas and/or electricity supplier is at your new address, as you will have to arrange to change the supply to your name.
- Are there any pre-payment meters for gas or electricity? If there are, do you want to keep them? If not and you wish to have them fitted you will have to make these arrangements yourself.

**Please speak to your  
Housing Services Officer if  
you have any questions  
about any of the  
information in this guidance**