

Include proof of ID with your application

Frequently asked questions

What is a mutual exchange?

A swap of accommodation between two or more social housing tenants.

It's essential that you find out what type of tenancy you'll be granted as part of the exchange as this may affect your future rights.

You'll receive a decision within 42 days from the day we receive the application forms.

Remember you must not offer or accept any financial rewards as part of the exchange. If this happens the exchange will not proceed and the Council will take further action.

I am self-isolating or showing symptoms of COVID-19, can I still move?

It is not appropriate to move home if you are self-isolating or you or a member of your household is showing signs of COVID-19.

If you are shielding or are a vulnerable person you need to balance the risk of moving with your need to move. You should check the latest government advice and may want to get some medical advice before deciding to proceed.

See [gov.uk/coronavirus](https://www.gov.uk/coronavirus) for the latest information.

Am I eligible?

You must hold a secure tenancy (including a Flexible tenancy) with the council or hold a qualifying tenancy with another social landlord. Introductory tenants cannot exchange their home

There are some other conditions. You must:

- Have no rent arrears
- Be moving to a property suitable for your needs
- Not be subject to legal action by your landlord

How do I apply?

All parties need to return a fully completed mutual exchange application form.

What happens once I've applied?

Your Housing Officer will contact you to discuss your application and book in an electrical check of your property.

During the electrical check the engineer will

- Identify any electrical repairs that are your responsibility to make good. If the council needs to make these good, you will be recharged.
- Identify and raise any electrical repairs for the council to make good.

Why should I inspect the property?

The council will not be carrying out a property inspection as part of the process. Therefore, it is crucial that you inspect the property as by proceeding with the exchange you are agreeing to take it on as seen and vacated by the existing tenant.

You should ask about any improvements they have made and check with your housing officer whether you will be responsible for maintaining these.

You can use the property checklist below for some guidance.

We would strongly advise that you carry out a further viewing of the property prior to signing the legal documents.

When visiting the property, remember to practice social distancing at all times and follow government advice on viewings which can be found online at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Approval



What happens once my application is approved?

Your Housing Officer will write to you to confirm this. Any other landlord involved will also need to consent to the exchange.

Arrangements will be made for the legal paperwork to be signed remotely.

Is there any financial help available?

Moving home can be costly and you should factor this in when planning your exchange.

If you are moving to a home with fewer bedrooms than you have now, you may be eligible for a downsize incentive payment. There are other conditions that will need to be met, and every tenant involved will need to move to a home that is a 'perfect fit'. No one must have a spare room as defined by benefits legislation.

You must not offer or accept any financial rewards as part of the exchange. If this happens the exchange will not proceed and the council will take further action and you could lose your home.

Rejection



My application has been declined, what can I do?

Sometimes a mutual exchange cannot proceed. If your application is declined your Housing Officer will contact you to explain why. If the issues can be resolved we will work with you to put this right.

I still have some questions, where can I get help?

If you wish to discuss your application or need advice prior to submitting a form, contact your Housing Officer on **01293 438000** or crawley.gov.uk/housingofficers

10. Address of the property you wish to exchange to?

Postcode:

11. Why would you like to move?

12. If you are not a Crawley Borough Council tenant, please confirm your landlord details below:

Landlord name:

Address:

Telephone number:

Email address:

13. Do you receive Housing Benefit (HB)?

Yes No

14. Do you receive Universal Credit (UC) housing costs?

Yes No

15. If you receive UC, when is your monthly payment date?

16. Did you obtain your current tenancy through succession?

Yes No

17. Has your tenancy previously been held in joint names?

Yes No

18. If you have answered **yes** to either question 15 or 16, please provide details below:

Declaration and informed consent

- I declare that the information provided on this form is true and correct. I understand that if I have knowingly or recklessly given false information, or withheld information in connection to this application, my home may be repossessed.
- I give permission for Crawley Borough Council to provide information about me as part of a reference in relation to this mutual exchange.
- I understand that it may be necessary for Crawley Borough Council to request information from a previous or current landlord and hereby authorise and agree to Crawley Borough Council contacting my landlord in order to obtain such information as it may feel necessary.

Signed (tenant):

Signed (tenant):

Print name:

Print name:

Date:

Date:

Please cut along the dotted line and return the completed form to:

Crawley Borough Council, Tenancy Services, Town Hall, The Boulevard, Crawley RH10 1UZ.

Alternatively, you can e-mail the form to your housing officer. Visit [crawley.gov.uk/housingofficers](http://www.crawley.gov.uk/housingofficers)

The information collected in this form will be used to process your application for a mutual exchange. For more information about the use of your information and your rights please visit the access to information pages at www.crawley.gov.uk

Property inspection checklist

This is for guidance only. You will be taking the property as seen and vacated by the existing tenant.

Definition: CBC = Crawley Borough Council

	Task / item	Condition / details / notes
Heating and cooling		
	What type of boiler and heating programmer is installed?	
	Check all vents / radiators for wear and tear (rust or scuff marks will be considered as decoration)	
	Radiators – are there any visible leaks or signs of previous leaks?	
Electrical		
	Turn on and off all switches and fixtures	
	Check the amount of power points in each room, will this suit you? CBC will not install extra sockets	
	Are there any non-standard electrical items (lighting)?	
Plumbing		
	Turn on and off all taps	
	Check for leaks and drips	
	Are there any signs of previous leaks in the bathroom or kitchen?	
Windows		
	Inspect all glass for breaks and cracks	
	Open and close all windows	
	Check for air leaks by holding a match or lighter	
	Check that screens are in good condition	
	Check hardware, locks and hinges	

Doors	
	Check that all doors open easily and properly – is there any damage?
	Ensure latches catch
	Open doors to check for proper stopper alignment
	Check all door locks for functionality
	Check for gaps under doors at thresholds
Bedrooms	
	Walls – cracks, holes, mould, signs of damp?
	Floors – are the current floor coverings in good condition? CBC will not replace this
	Windows in good order?
	Built-in wardrobe interior (if applicable)
	Built-in wardrobe doors (if applicable)
	Electrical – check fixtures and fittings, are there enough plug sockets available for your needs? CBC will not install more sockets
	Overhead lighting / fans working?
	Doors – is the internal door to the room in place? What is the condition of the door and frame?
Kitchen	
	Inspect kitchen cupboards, fixtures and finishes, is the space in the kitchen adequate? CBC will not look to install further cupboards
	Inspect countertops for cracks and scratches
	Check kitchen cupboards for sturdy shelving and hinges
	Check drawers for smooth opening and closing
	Check any council standard appliances in this room (boiler, immersion heater)
	Walls – cracks, holes, mould, signs of damp?

	Floors – what is the condition of the flooring, scuffs marks	
	Windows	
Bathroom		
	Allow showers / tub fixtures to run	
	Check for proper flow and temperature	
	Allow water to "puddle" to check for proper drainage	
	Check basins for chips / cracks	
	Flush toilets	
	Check that toilets are properly set for safety and leaks	
	Check cabinets, closets, and floors for moisture	
	Walls – cracks, holes, mould, signs of damp?	
	Floors – what is the condition of the flooring, scuffs marks	
Bonus room		
	Walls	
	Floors	
	Windows	
	Closet interior	
	Closet doors	
	Electrical	
	Overhead lighting / fans	
Hallways		
	Walls	
	Floors	
	Windows	
	Electrical	
	Overhead lighting / fans	

Exterior, porches and decks	
	Check siding / brick for appearance condition and even coverage
	Check gutters, downspouts, and drainage areas
	Check paths, porch, and patio floors for cracks
	Ensure sturdiness of all railings
	Check for loose / exposed nails and screws
	Check sturdiness of porches and decks
Attic and basement	
	Check for moisture / mould
	Inspect walls, floors, and ceilings for water damage
	Inspect for signs of infestation
	If there are items in the loft – who will be responsible for removing these?
Garage and additional structures (eg sheds, other external buildings)	
	Inspect doors
	Ensure that any remote door openers are available
	Ask about any lock codes
	Check floors for cracks and proper drainage
Miscellaneous	
	All smoke / CO2 detectors
	Any security systems
	Intercoms / door entry systems