

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.

You must not move until you have received consent from the council and any other landlord involved in the exchange.

You or your exchange partner can withdraw from the exchange up to the point the legal paperwork is signed.

### 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?

Each tenant will need to return a fully completed mutual exchange application form to the council.

We will review your application once all the parties in the exchange have submitted their forms.

### What happens once I've applied?

Your Housing Officer will contact you to discuss your application and book an appointment for a surveyor to carry out a property inspection of your home.

A separate electrical check of the property will also be needed.

The surveyor and electrician will carry out an inspection of the property to review its condition. You will need to provide access to all rooms.

The surveyor and electrician will:

- Identify any repairs you will need to make good. A follow up inspection may be required
- Identify and raise any repairs for the council to complete. We will usually complete these before you move
- Identify any non-standard alternations or improvements. If these have been carried out to your home, you may need to apply for retrospective consent.

### Should I inspect the property?

It is crucial 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.

## 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.

### 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.

A copy of the Under occupation policy can be found online at [crawley.gov.uk/transfers](http://crawley.gov.uk/transfers)

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.

## HomeSwapper

A website to help tenants find swap partners.

Council tenants can register for free and once we have approved your application, you will be able to access information about tenants from Crawley and across the UK who wish to exchange properties.

## 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.

Common reasons for refusal include:

- Where there has been a breach of the tenancy agreement e.g. rent arrears
- Where the property is larger than is reasonably required or is not suitable for your needs.

### 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](http://crawley.gov.uk/housingofficers)



10. Address of the property you wish to exchange with:

---

---

---

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 or assignment?

Yes  No  Unsure

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

Yes  No

18. If you have answered **yes** to either question 16 or 17, 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://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 [crawley.gov.uk](http://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
<b>Heating and cooling</b>		
	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?	
<b>Electrical</b>		
	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)?	
<b>Plumbing</b>		
	Turn on and off all taps	
	Check for leaks and drips	
	Are there any signs of previous leaks in the bathroom or kitchen?	
<b>Windows</b>		
	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	
<b>Bathroom</b>		
	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	
<b>Bonus room</b>		
	Walls	
	Floors	
	Windows	
	Closet interior	
	Closet doors	
	Electrical	
	Overhead lighting / fans	
<b>Hallways</b>		
	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