



Newham London

Mutual exchange

Where two or more council or housing association tenants can swap their properties with each other

What is a mutual exchange?

A mutual exchange is where two or more tenants swap their council or housing association properties with each other. This exchange can be between a tenant of a council or housing association property within the borough of Newham or elsewhere in the UK provided the landlord agrees to the exchange and you have the right to do so under Section 92 of the Housing Act 1985.

Mutual exchange is a self-help scheme, where tenants are expected to find their own exchange partner.

How do I find an exchange partner?

If you are a Newham Council tenant you can register for a mutual exchange on the choice based lettings website www.elcchoicehomes.org.uk. Exchanges on this site normally take place within Newham or with partner boroughs. People also advertise for mutual exchanges in shop windows or by word of mouth. If you would like to look for an exchange either in Newham or further out you can sign up to www.homeswapper.co.uk. This service is free of charge to Newham tenants.

Once your exchange is approved and you find a tenant who is interested in exchanging homes with you, you will each need to fill in an application form and return them both to the lettings agency.

Once both forms are received and registered you will receive a home visit from a Technical Officer and your Neighbourhood Services Manager.

Please remember we have 42 days from receiving your fully completed mutual exchange forms to give you a decision.

Is there any reason why I may not be able to exchange?

You may not be able to go ahead with an exchange if you are trying to move to a property that is much too small or much too large for your household. If you owe rent, council tax or money for a former tenancy you will not be allowed to move until this account is clear. There may also be other legal reasons why your exchange may be refused. If you want more information on this please go to your nearest Local Service Centre or call the Contact Centre on **020 8430 2000**.

What if I don't have access to the internet?

If you have no access or are unable to use the internet you can contact your nearest Local Service Centre or register free at the library. You may also seek assistance from family or friends who may be able to help you register for an exchange. However, you will still need access to the internet to search for exchange partners.

Can I swap with more than one tenant?

You can swap a tenancy in a chain with more than one partner, for example a three-way exchange. You have to make sure that everyone within the chain wants to move and that they are moving into properties that are the right size for their household.

What about housing association tenants?

If you are a housing association tenant you need to contact your landlord. If your landlord is a member of the East London Lettings Company you can register on their website, www.ellchoicehomes.org.uk. If not, you should ask if they have links to any other exchange schemes.

You need to make sure all exchange partners fill in an application form with each of the landlords.

For any further advice or assistance please write to:

The Housing Options and Advice Officers

Bridge House
320 High Street
Stratford
E15 1EP

or telephone: [020 3373 4210](tel:02033734210).

Tel no. 020 8430 2000

www.newham.gov.uk

Monday - Friday
9:00am - 5:00pm

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