

HomeSwapper

The mutual exchange solution for tenants and landlords

Mutual Exchange



Information leaflet

For Council and Housing Association
Tenants wanting to swap homes

www.HomeSwapper.co.uk

What is HomeSwapper?

HomeSwapper is the largest internet based mutual exchange service for council and housing association tenants wanting to swap homes.

Tenants in social housing use HomeSwapper to exchange homes. HomeSwapper is quick and easy to use with powerful and effective matching. Hundreds of families swap each month through HomeSwapper.

If you are a Secure Tenant of Tamworth Borough Council you will be able to register with HomeSwapper free of charge.

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1. How will HomeSwapper help?

HomeSwapper delivers swaps! If you register, every night HomeSwapper will check for potential new swaps for you; we call them "matches". **2 out of 3 people get a match within 24 hours of joining.** This is because HomeSwapper is the UK's largest database of people looking to swap. Plus to make sure you don't miss matches HomeSwapper send regular "match alerts" by email or text message. If you don't have access to the internet or a mobile then HomeSwapper will send you regular updates by post to your home address.

Also, HomeSwapper members' details may appear on "Mutual Exchange Lists". Councils and Housing Associations around the country request "Mutual Exchange Lists" to display in their offices. Your own details would appear on the lists of the areas you want to move to.

2. Can anyone apply to HomeSwapper?

Depending on the type of tenancy you have with your landlord, you may be unable to mutual exchange therefore please contact your landlord to confirm before applying.

At Tamworth Borough Council only secure tenants can apply to HomeSwapper for a mutual exchange. To find out whether or not you are a secure tenant please call the Housing Department on 01827 709491.

3. How do I register?

If you have access to the internet then go to the website www.HomeSwapper.co.uk, at the welcome page click on "Join" to complete the online registration form. Once you have completed the registration process, you will have your username and password and you will need this to gain full access to some of the website.

You can also access the internet for free at our offices during the opening hours 8.45am to 5.10pm Monday to Friday at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ.

If you prefer you can register by obtaining a `HomeSwapper Registration Form` from Customers Services Team at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ, Telephone number 01827 709709.

4. Will I have to pay?

The service is free to tenants of Tamworth Borough Council who have partnered with HomeSwapper.

Other social landlords may charge a small fee for this service so if you are not a tenant of Tamworth Borough Council please contact your landlord to find out.

5. How do I find out about possible swaps?

If you have access to the internet you can search on the website www.HomeSwapper.co.uk for homes you like and want to swap. In addition, if you are registered, as people register their home's details, these are compared to your requirements and if they match they will be automatically added to the "My Matches" section of your "My Pages" area. HomeSwapper will also inform you regularly of new matches either by email or text message. But if you don't have email or a mobile, HomeSwapper will send by post regular matches to your home address.

At Tamworth Borough Council you can also find out about possible swaps by viewing the `HomeSwapper Mutual Exchange List` available at Reception Area, Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ.

6. When I register with HomeSwapper, who can see my details?

Once you have registered your details will be available to registered users. For administrative purposes your full details are available to HomeSwapper staff. Landlords who participate in the HomeSwapper service are also able to view details of applicants.

7. Is HomeSwapper available in other languages?

Yes, on the website the key features of properties are available in a number of community languages.

The information on this leaflet may be available in other selected languages. If you require this, or would like the information in large print or braille, please contact the Customer Services Team on 01827 709709 or email enquiries@tamworth.gov.uk.

8. What should I do if my circumstances change?

If you have access to the internet you can amend your registration details on the website www.HomeSwapper.co.uk.

You can also access the internet for free at our offices during the opening hours 8.45am to 5.10pm Monday to Friday at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ.

If you do have access to the internet please login and select the "My Details" section of the "My Pages" area. There you can see your details and there is an "edit registration" link.

If you don't have access to the internet you can amend your details by obtaining a `HomeSwapper Amendment to Details Form` from Customers Services Team at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ, Telephone number 01827 709709.

9. What should I do if I've forgotten my username or password?

If you have access to the internet, HomeSwapper can send you your login in an email. However, for security reasons we can only send this information to the email you have when registering.

If you don't have access to the internet and have forgotten their username and password, please contact Customer Services Team on 01827 709709.

10. There is a home I'm interested in. What do I do now?

Contact the tenant of the property you are interested in directly to get more details. If you want to progress arrange a time to view each other's property. Do not call at the address unless you have arranged to do so. It may not be a convenient time to call, or the other party may not be at home.

If you like each other's properties, you both need to contact your landlords to make an application to mutual exchange. Tenants of Tamworth Borough Council will be required to complete an 'Application for Mutual Exchange', available from the Housing Department. Applications for Mutual Exchanges are processed by the Housing Department and take several weeks to complete as it includes a property inspection, rent account check, conduct of tenancy check, gas & electric check and suitability of property size.

Please remember landlords can refuse to give permission to swap, therefore you must not exchange properties with anyone without first obtaining written permission for both landlords to exchange.

11. Do I need my landlord's permission to swap?

If you swap without permission from both landlords, you will be instructed to move back and could be liable to eviction.

If you give or receive money or goods to secure an exchange you could be liable to eviction.

If your tenancy has recently started it may be that you are not entitled to carry out a mutual exchange.

12. What checks should I make before I agree to swap?

Check out the type of tenancy you will be given - there are differences that affect the rent you pay and other things like the Right to Buy. Your landlord should be able to advise you on this. Before you agree to exchange, check what the new rent and any other costs (such as service charges) will be and what the tenancy conditions are. If repairs are needed, check if they will be carried out and check whether redecoration will be carried out by the landlord. If you are interested in eventually buying the property check that you will be

able to do so; most housing association homes cannot be bought by tenants. Make sure you can afford the moving expenses. If you are claiming Income Support, Income Based Jobseekers Allowance or Pension Credit, you might qualify for a loan from the Social Fund. Try to keep your expenses to an absolute minimum before moving - there is no legal comeback if your swap partner withdraws from an exchange at any time.

13. Who should I tell when I've swapped?

When you find a swap partner and get the go ahead from your landlords please tell HomeSwapper to make sure the database is up to date.

If you have access to the internet you can record your swap on the website www.HomeSwapper.co.uk by clicking on the "Cancel Membership" button on your "My Details" page in the "My Pages" section (when you are logged in) and choose the swapped option. You can also access the internet for free at our offices during the opening hours 8.45am to 5.10pm Monday to Friday at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ.

If you don't have access to the internet you can cancel your membership by obtaining a 'HomeSwapper Cancellation Form' from Customers Services Team at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ, Telephone number 01827 709709.

14. How do I cancel my membership?

If you wish to cancel your membership of HomeSwapper because you have decided you no longer wish to swap your home, or you have found a swap, you can cancel if you have access to the HomeSwapper website www.HomeSwapper.co.uk by clicking on the "Cancel Membership" button on your "My Details" page in the "My Pages" section when you are logged in. Please note: Canceling your membership will close your account completely. You will not be able to use it again.

If you don't have access to the internet you can cancel your membership by obtaining a 'HomeSwapper Cancellation Form' from Customers Services Team at Tamworth Borough Council, Marmion House, Lichfield Street, Tamworth B79 7BZ, Telephone number 01827 709709.

For more information contact the Customers Services Team at
Tamworth Borough Council, Marmion House, Lichfield Street,
Tamworth B79 7BZ on 01827 709709 or visit
www.HomeSwapper.co.uk

If you would like this document in a different form, for
example audio cassette, large print, Braille or another
language, please contact the Customer Services Team on
(01827) 709709.

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Tamworth
Borough Council