

Swapping your home

Resident summary of a Group policy

If you would like to move, one option is to swap your home with another of our tenants or with the tenant of another public landlord. This is called a mutual exchange. This resident summary lets you know how you can swap your home.

This summary applies only to all assured and secure tenants with:

- Southern Housing Group Ltd,
- South Wight HA Ltd,
- James Butcher HA Limited

No other residents can swap their homes using this process.

How you can swap your home

You may only swap with someone who holds a similar tenancy with either a housing association or with a local authority.

You can find someone to swap with in a number of ways.

- Advertise in "Moving Options", a supplement to our residents' newsletter, Open Door. Complete the form in the next issue or call the Service Centre to leave your details
- Put your details on your local authority mutual exchange register. Ask at your local council offices for details of their scheme
- Advertise locally, for example in shop windows
- If your home is adapted for disabled people, then you can register with Disabled Data Link at:
- <http://web.ukonline.co.uk/ddlg.uk/index.htm>
- Through Homeswapper, an online mutual exchange scheme to an from areas across the country, covering swaps between Southern Housing Group,

James Butcher HA Ltd and South Wight HA Ltd, or to another housing association or local authority. This is free of charge to residents. For more details go to www.homeswapper.co.uk

If you have already signed up and are paying a fee, resign stating that you are a resident of Southern Housing Group and the service will be given free

- If you do not have access to the internet, Homeswapper can send you details of suitable exchange partners via your mobile phone

When you have found someone to swap with

Once you have found someone to swap with, you have to apply for our approval.

We, and any other landlord involved, must agree to the swap in writing.

We will usually agree to the swap unless:

- the property you want to move to is too big or too small
- you are subject to legal action
- you owe us rent
- the property is part of a sheltered scheme and you are too young
- the property has been specially adapted and you do not need those adaptations
- the property has planning conditions which prevent the swap.

Sometimes these issues can be resolved by you agreeing to do something, like paying off your arrears. But some issues cannot be resolved and will prevent the swap from proceeding.

The person you want to swap with must also meet these requirements.

Cont'd

Swapping your home

Resident Summary

What happens if you're successful

If you're successful, you will be able to move into your new home. You will have to keep to the terms and conditions of that home, so it is very important to read your exchange partner's tenancy agreement before you agree to the swap.

You take the property 'as seen' – and that means you need to make sure just what state it is in.

When you swap, we don't do the repairs or decorating we do when we re-let our vacant property.

You will also be responsible for any damage, neglect or alterations made by the original tenant.

Contact the Service Centre if you require any further advice or information.

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
servicecentre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.