

# Your guide to mutual exchanges through Tyne and Wear Homes



North Tyneside Council



South Tyneside Council



North Tyneside  
HOMES



# Your guide to mutual exchanges through Tyne and Wear Homes

Tyne and Wear Homes is a lettings service that allows you to search and apply for properties across Tyne and Wear.

Gateshead, Newcastle, North Tyneside and South Tyneside Councils, and their respective housing organisations, have joined together to bring you an easier way to access the options available.

Part of the service allows you to swap homes with another social housing, registered social landlord or housing association tenant across the country. This is known as a 'mutual exchange'.



## What is a mutual exchange?

A mutual exchange is when two or more social housing tenants – be that local authority, housing association or other social provider – agree to swap homes. Under Tyne and Wear Homes, mutual exchanges are advertised online at [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk)

## Why should I consider a mutual exchange?

Once you have a 'secure tenancy', which is usually for a minimum of 12 months, you may be able to exchange your home with another tenant from one of the Tyne and Wear Homes partner organisations, or with another social provider outside of the region.

By joining the scheme, you could find alternative

accommodation quicker.

## Can anyone apply for the scheme?

You don't have to be registered for rehousing with your authority to apply; you just need to be a secure tenant or an assured tenant with another registered social landlord.

## How do I apply for an exchange?

You can register your interest online at [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk)

Once you have completed the registration process, you will be sent a membership number in order to complete the mutual exchange application online.

If you do not have access to the internet, contact your housing office.

## What information do I need to provide when I apply?

In your application you will need to provide details of your current home, including:

- The area
- Street name
- Type of property
- Number of bedrooms
- Your preferred contact details - be assured that they will not be advertised online. Only the person who you want to exchange with will see your details.

You will also need to supply similar information on the type of property you are looking for.

## How will my home be advertised?

Once you have completed your application, it will be sent to your housing office for verification.

When approved, your property will be advertised online at [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk) together with other homes for exchange.

You will then be able to express an interest in other advertised properties as well.

If you do not have access to the internet, contact your housing office.

## What if I am only interested in properties outside of Tyne and Wear?

Home Swap Direct is a national scheme that gives access to other potential exchanges across the country.

If you would consider moving outside of the region, you can find other possible exchanges further afield at [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk)

## What happens when I find a suitable exchange?

If you see a property that you'd like to exchange with, your details will be sent to the current tenant allowing them to view your property.

Only they will be able to see your preferred contact details.

If they are interested in your home, it is their responsibility to contact you.

Likewise, when your application has been approved other people will be able to see your home online.

## What happens when I find a suitable tenant to exchange with?

You and the exchanging tenant should arrange to meet to view each other's homes.

If you would like to proceed with the exchange you must contact your housing office for approval.

If the exchange is agreed, both properties will be withdrawn from the Tyne and Wear Homes website.

**IMPORTANT - you must not proceed with any removal arrangements until you have received written consent from your current landlord and have completed all relevant documentation.**

**Your home could be at risk if you move without seeking full agreement.**

**Can I add photos of my home to the website?**

Yes, you can and we encourage you to do so.

After your application has been registered you can upload photos in JPEG format direct to your own page.

Please note that all photos will be forwarded to your housing office for verification first before going live.

**Can I update my application if my circumstances change?**

Yes, you can update your details online at any time.

Again, your details will be verified by your landlord before being uploaded to the website.

Alternatively, you can pass your changes to your housing office who will make the amendments for you.

## What if I no longer want to advertise my home for exchange?

Don't worry, you can remove your property from the website at any time.

Your property will also be deleted from the lists of those applicants who have expressed an interest in it.

Alternatively, you can contact your housing office to remove your application on your behalf.

## Can I only see exchanges online?

Details of available properties can be made available from your housing office.

## Can an exchange be refused?

Yes. Your landlord can refuse to grant permission for the exchange if, for example:

- You have court or possession orders over your tenancy
- You do not hold a secure tenancy
- The home you want to exchange with is too large or too small for your household's needs
- Your home has been specifically designed for someone who is disabled and is substantially different from other homes.

Please note that your application could be delayed if you have any form of breach of tenancy; for example, rent arrears.

A full list of conditions and refusal reasons are available from your housing office.

## Is there anything else I should consider?

Moving home is a big step. If you move and are unhappy, you may not be able to move again for some time.

Things to think about:

- The condition of your new home - we may not carry out some repairs or alterations after you have moved
- The size of the property
- The rent
- The running costs of the home, like gas, electricity and water charges

- The size of the garden, if applicable
- How your furniture will fit
- Local facilities, like shops and schools
- Transport links
- The support of your neighbourhood.

## What happens to my housing application following an exchange?

If you agree to exchange homes with another tenant, your current rehousing application will be closed.

For more information on mutual exchanges or finding a home in Tyne and Wear visit [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk) or contact your housing office.



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