

Mutual Exchanges

January 2025

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.

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

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

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

Postcode:

11. Why would you like to move?

Property inspection checklist

This is for guidance only. You will be taking the property as seen and vacated

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)

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 for signs of infestation