



Choice of properties
Be in control
New neighbourhoods
Smaller bills
Closer to family

Mutual exchange –
Useful tips and guidance



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

What is mutual exchange?

Mutual exchange is a scheme for people who live in a housing association or council property which they would like to swap with another tenant. They may wish to exchange to a larger or smaller property or to move to a different location.

Who is eligible?

- Most people with a social housing tenancy in their name.

Who is **NOT** eligible?

You are not eligible if you:

- have an introductory tenancy – an introductory tenancy is given to new tenants. It is set for a trial period, usually one year (your landlord will confirm the length of time) to show that you are a responsible tenant
- have rent arrears
- have a history of antisocial behaviour
- have been given a property as part of your employment with its landlord
- have been housed by a charity and the new tenant would conflict with the charity's aims
- are living in a hostel or supported accommodation
- are living in sheltered accommodation

Benefits of mutual exchange

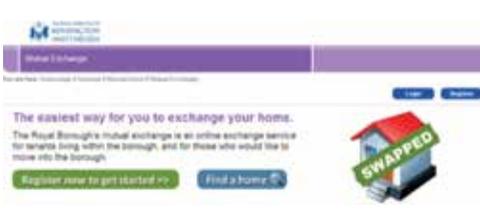
- You are in control
- More choice than waiting on the housing register

- Quicker than other rehousing options
- You can move anywhere
- You can exchange as many properties as you like

How does it work?

The Council has its own scheme which is run online. Most of the properties available are in the borough, but there are also many properties available in other parts, and outside, of London.

Please register your details at <http://rbkc.exchangelocata.org.uk>



Or Homeswapper
www.homeswapper.co.uk

If you do not have access to a computer, you can speak to your housing officer who may be able to help you. There are also computers you can use in your local library and in the Customer Services Centre at Kensington Town Hall.

Once you have registered online with a mutual exchange website you will have to create your advert.

Top tips

1. Creating your advert is very important

The more information you give about your property, the more applicants are likely to view.

You should always include:

- how many rooms you have
- how much your rent is per week
- pictures of your property
- a description of the benefits of living within the property and area

2. The type of property you would like

- You have to be realistic about the type of property you would like to move into. Many residents want a house with a garden, but are unable to swap due to the location or the type of property they may have.
- You may not get your dream home in one exchange but may be able to achieve it in multiple swaps.

3. Where would you like to live?

Think carefully about where you would like to move to and where you

would consider, as your ideal property could be located in another area.

List the areas you would consider moving to.

(London is very well served by buses, trams, trains, and an underground)

Check transport routes to the area you wish to be close to.

4. Contact details

Keep your information up to date, as you could be missing out on applicants that are interested in swapping.

5. Respond

Always respond to any applicant that has placed an interest in your property, whether it's a positive or negative answer. This way you are able to take it off your list and the person can look for other properties.

6. Be active

The more active you are in searching for a property, the more likely you are to find a property to do a mutual exchange to.

For more information contact the Housing Options and Allocations Team on **020 7361 3008** or email **housingopportunities@rbkc.gov.uk**

Information from this document can be made available in alternative formats and in different languages. Please contact Housingline on **020 7361 3008** or email **housing@rbkc.gov.uk**

“Mutual exchange can take some time but it is achievable”