

Let's talk about...

# EXCHANGING YOUR HOME

12

Chester  
& District  
Housing  
Trust

This could be because of family or work commitments, or you might simply want to move to another area

---

## WHAT IS THE RIGHT TO EXCHANGE YOUR HOME?

Regardless of how happy you are in your home, it is sometimes necessary to move. This could be because of family or work commitments, or you might simply want to move to another area.

Unless you have a Starter Tenancy, as a tenant of Chester & District Housing Trust you have the right to exchange your home with another CDHT tenant, a tenant of another Housing Association or a tenant of another Local Authority who is also looking to relocate.

Our policy is to encourage genuine 'mutual exchanges', but you will need to get our written permission before you can move.

---

## WHAT ARE THE BARRIERS PREVENTING EXCHANGE?

**We will normally grant permission to exchange unless:**

- Either you or the tenant with whom you wish to exchange are under a 'Notice of Seeking Possession' and legal proceedings have started to repossess the property
- Either property is designed or adapted to assist a disabled person or has other special features, e.g. sheltered accommodation and the proposed new tenant does not need special assistance
- You have a Starter Tenancy. You cannot apply for an exchange during the life of this tenancy but can apply once the tenancy has converted to an Assured Tenancy
- Either property is too large or too small for the tenant wanting to move into it. When considering this we will take into account the size of the property currently occupied by each household

---

## WHAT DO YOU NEED TO DO?

The Home Swapper service holds details of mutual exchanges within Chester as well as details of those wishing to move here from outside the district.

The Trust has funded this service to enable our customers to register FREE of charge. Registration can be carried out via the internet at home, work or they can use the free internet access points in all of our offices and the local library.

Home Swapper covers all applications for people wishing to move within the Chester area, as well as those wishing to move into this area. The lists will be available to view in all offices via our internet connection points and any other internet connection. It is therefore essential that you register with Home Swapper if you are looking for a mutual exchange or a transfer from your existing properties.

Once you have registered, you will be able to go on line and view matches and Home Swapper will email you at regular intervals with details of suitable exchange partners. If you do not have access to the internet, Home Swapper can send you details of suitable exchange partners via your mobile phone.

It is your responsibility to find a tenant to exchange with, but we will help you if at all possible. You can also ask your Community Housing Officer if there are any other tenants they are aware of, who may be interested in an exchange. You can ask friends or family, who may live in the area you wish to move to, if they know of anyone who may be interested in an exchange.

However, you must be aware of other conditions that may affect your ability to exchange your property and be prepared if necessary to change your behaviour to meet the terms of your tenancy agreement.

---

## You will be in breach of your tenancy agreement:

- If you do not pay your rent
- If you are not actively dealing with any debt to the Trust
- If you have damaged your property and haven't repaired it
- If you have caused anti-social behaviour

---

## WHAT HAPPENS NEXT?

Once you have found a suitable property you must also apply to the Trust in writing to exchange by completing a form which is available from our offices.

We will deal with all applications to exchange within 21 days of receipt, by visiting to ensure our tenants meet the qualifying criteria and advise them of the process.

We will let you know within 42 days if your application has been successful.

If permission to exchange is refused, we will write to you and tell you why. If the problem is with your tenancy we will explain what steps you need to take to ensure that we will give you permission should you apply again.

Please note that when you accept a mutual exchange you accept the property 'as seen'. We will only carry out the repairs we are legally responsible for under the tenancy agreement and we will not carry out any internal decoration or undertake any work arising from the other tenant's neglect or damage. It is therefore vital that you are satisfied with the condition of the property before agreeing to exchange.

If you decide to proceed and the exchange is agreed please be aware that **we will need access to carry out gas and electric safety checks immediately after you have exchanged properties.**

If you are interested in getting further information about exchanging your home, please contact us on **Freephone 0800 100 7701** and we will be pleased to help.



---

## IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

### Online

Web: [www.cdht.org](http://www.cdht.org)  
Email: [info@cdht.org](mailto:info@cdht.org)

### By phone

Freephone: 0808 100 7701

### Lines open

Monday to Thursday  
8am—6pm  
Friday 8am—5pm

Fax: 01244 305690  
Minicom: 01244 305500

## BY VISITING US AT:

### Chester —

**Registered Office**  
Centurion House  
77 Northgate Street  
Chester, CH1 2HQ.  
Monday to Friday  
9am—4.45pm

### Lache —

**Neighbourhood Office**  
89a Cliveden Road  
Lache, CH4 8DT.  
Mon, Tues, Thurs and Fri  
9am—12pm

### Blacon —

**Neighbourhood Office**  
17—18 The Parade  
Blacon, CH1 5HW.  
Monday to Friday  
1.30pm—4.30pm

---

## RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

---

### Also available in

অনুবাদ পাওয়া যাবে    可获得翻译版本。    備有譯本    ترجمہ مہیا کیا جا سکتا ہے  
dysponujemy tłumaczeniem dokumentu    अनुवाद उपलब्ध    الترجمة متاحة    Cyfieithiad ar gael

