

YOUR GUIDE TO

Exchanging your home

We appreciate you may want to find a new home that is better suited to you and your family's needs, especially if there's been a big change. You may want to exchange for a larger or smaller home or move to a different location.

We are here to help you find the right home for you and your family's needs.

What is Mutual Exchange?

'Mutual exchange' is the term used for swapping your home with another social housing tenant – whether they're a Community Gateway tenant, or a tenant with another housing provider.

To exchange your home, you will need to find someone who wants to swap homes with you.

For a detailed step-by-step guide on the mutual exchange process, visit our website – www.communitygateway.co.uk/exchange-your-home

Here's a breakdown of the key steps:

Step one: Advertise your home

List your home on Select Move – www.selectmove.co.uk – if you're interested in homes in Preston, South Ribble, and Chorley or My Home Choice – www.myhomechoicefyldecoast.co.uk – if you're interested in homes in Blackpool, Fylde or Wyre. You can also use local shops, notice boards or Facebook groups to share details like type, location and what you're looking for in a new home.

Step two: Find a swap

Once you find a potential swap, inspect each other's homes and ensure you are satisfied. Please note you accept the home in its current condition. You will also need to ensure you have the funds for moving homes, and the upfront rent required. This will be confirmed as part of the financial assessment.

Step three: Put pen to paper

When you have found a home that is right for you, please fill out the mutual exchange form on our website – www.communitygateway.co.uk/exchange-your-home. If housing associations are different, you must provide written permission to us for the swap to take place and apply to the other housing association directly.

Step four: Home checks

Your home will be inspected, along with your application details, rent account and home conditions will be reviewed. You will also be required to carry out a financial assessment.

Step five: Ready or not?

After completing the checks, we will notify you in writing within 42 days if the swap is approved. If you're swapping with a tenant from a different housing association, both must agree for the move to proceed. Do not move before getting written permission.

If you do, you may be required to move back at your own expense, and legal action could follow. Any issues, such as rent arrears or repairs, must be resolved before moving.

Step six: Moving on

Once approved, you will sign the paperwork and then arrange a move-in date.

Contact us

If you need help with exchanging your home, please contact our Tenancy Services Team who would be happy to guide you through the process.

Call: 0800 953 0213 (option 2)

Email: customerservices@communitygateway.co.uk

Website: www.communitygateway.co.uk/exchange-your-home

community gateway

www.communitygateway.co.uk

