



- When you sign up to House Exchange or advertise your home elsewhere, take plenty of good quality photos and include all the information a new tenant might need.
- Moving can be stressful. It is best to do it when you are not rushed and can take the time to make the right decisions.
- When viewing a new home, you should be able to ask any questions you have and the same applies when someone is viewing your own home. The process should be straight forward but there is a checklist with this leaflet to help you.
- A mutual exchange decision is usually made by the landlords within 42 days (six weeks) of receiving your completed application. The overall process from start to finish can take up to ten weeks. Take this into account when looking for a move.
- Your rent and sundry accounts must be clear of any arrears to enable a mutual exchange. If you need any assistance, please speak with your Rent Income Officer. It is a good idea to plan ahead and make payment arrangements if you think you may like to an exchange in the future.
- Again with repairs, it is good to plan ahead and report anything outstanding to Customer Services well ahead of time so these can be completed before you move.
- Don't rush the process. Both you and your moving partner will need ample time to prepare. Don't pressure yourself or the other person. You should never feel pressured into completing a mutual exchange and you must not be bribed to move. Paying a mutual exchange partner to complete the move is not allowed. If you have any concerns, please speak to your Housing Officer.
- Think about all the costs involved with a move and ensure you can cover these such as van hire and decorating. Do not book any removals until you have received a confirmed date for your mutual exchange.
- Consider the implications of the type of tenancy, rent, and service charges you will taking on. When you exchange, you take on the terms of the exchange partner's tenancy, which may be less favourable than your current terms.
- And leave your property in a good condition as you would expect to find your new home.

Viewing checklist

This checklist helps to identify things you need to consider before submitting your mutual exchange application. It can help you assess whether the home you are viewing is suitable. We recommend viewing the property at least twice to ensure that you are fully satisfied with your final choice, especially if you are not familiar with the local area.

Location

Yes

No

Are you familiar with the local area?

Have you visited the property more than once and at different times of the day?

NB: This is to ensure that you are happy with the home and its location both during the day and at night.

What public transport systems (bus, train, underground etc.) are available around the property?

Safety and security

Are the roads or surrounding areas well lit?

Are there suitable locks on the front and back door?

NB: We will not change the locks after your mutual exchange has completed.

Are there locks on the windows?

NB: We do not guarantee the provision of new internal locks or replacement keys after your mutual exchange has completed.

Do the windows above the ground floor have opening restrictions on them?

NB: This may be important if you have children. We do not provide these fixtures; however they can be purchased from DIY stores.

Are the outside perimeters secure? Check for gaps or missing fence panels.

External features

Do you have access to a garden? Is it shared with other residents or is it for your own use?

Is there any external storage?

Is there sufficient space for a pet?

NB: Please check with your new landlord if you can keep a pet.

Are the windows double or single-glazed?

NB: Single-glazed windows may transfer more heat which can lead to higher energy bills.

Are the windows and window frames free from cracks or damages?

How does refuse collection work? Is there a communal bin store or will you have an individual wheelie bin?

Internal features

Are the floors in good condition?

Are the walls in good condition? Is the property free from holes or gaps in the walls?

NB: Do not forget to check in hidden areas like behind doors, pictures or posters.

Are the staircases safe? Do they have secure handrails?

How is the property heated (gas/electricity)? Are there enough radiators?

Are there any signs of damp, mould or condensation?

Are there enough electrical sockets in each room?

NB: We will not install additional sockets.

	Yes	No	
Have you checked where the aerial points are located? Can you access all media and broadband services (e.g. Sky, Virgin, BT etc.) that you require?			
Are the cooker fixtures and fittings (size, gas/electric, location) suitable for your own cooker?			
NB: We will not install alternative fixtures and fittings to accommodate your cooker.			
Are the worktop surfaces in the kitchen sufficient for your needs?			
Is there good ventilation in the kitchen and the bathroom?			
Are there any extractor fans? Do they work properly?			
Is there a supply of hot and cold water with steady pressure to all sinks, bathtubs and showers?			
Do you have access to a loft space? Are the items in the loft being removed before the mutual exchange?			
NB: Check that there are no signs of damage or pests.			
Have you agreed on what items are being taken or left in the property (e.g. carpets, curtains, internal doors, cooker etc.)?			
If items are left in the property, what condition are they in?			

Rent, Council Tax and bills

Have you confirmed what your rent and service charges are for the property?			
If applicable, when is the next rent review/increase due?			
Have you checked the costs for Council Tax, water, electricity and gas?			
NB: Costs may vary depending on the size of the property, usage and the area you live in.			
If you receive any housing benefits, have you discussed changes in the amount of rent that you pay with the Local Authority? If you are in receipt of Universal Credit, you will need to contact the Universal Credit helpline.			
NB: A mutual exchange can result in payment gaps especially when transferring to another Local Authority.			

Extra costs

Have you considered the costs of moving, redecorating (if required) and lock changes to front/back doors?			
If there is a communal entrance, how many keys/fobs will be provided? If you require more, how much will it cost?			
Does the property you are viewing have any adaptations that you will become responsible for?			
NB: In some homes, residents seek permission to install items such as showers, sheds or even a conservatory, which they are fully responsible for repairing and maintaining.			

Your notes and comments



Contact us



01689 889700



enquiries@kenistonha.co.uk



www.kenistonha.co.uk



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