



# Mutual Exchange



A week by week guide to  
the Mutual Exchange process





We want to make your mutual exchange an easy and simple process.

The process takes 7 weeks to complete. To make this process as easy and straightforward as possible we have created this week by week guide for you.

Each page shows the work that we will be doing at North Devon Homes to process your application and also what you will need to do to ensure your application stays on track.

Before notifying us of you application, please ensure the following first:

- Your rent account is clear
- Your house is clean (you will be inspected)
- Access is available to all rooms
- Think about where you are moving:  
Do you know the area? Do you have suitable transport?
- You fit the property (we allow 1 extra bedroom space)
- Check the tenancy of your exchange partner (fixed terms will be passed on)
- You have permission for any work completed on your home (you may be asked to change this back)

Once you have notified us that you have found an exchange partner we will not give you a formal decision until the 42 day deadline.



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# Week 1

- NDH will:**
- Register your Mutual Exchange application
  - Check all relevant accounts
  - Check the size of property for individual or family needs
  - Check that you meet the requirements of the property i.e. local connection
  - Check tenancy details
  - Send out acknowledge / decline letter
  - Provide inspection dates

- You will need to:**
- Relax... your application has been submitted. We will contact you if we need any additional information



**Notes:** .....

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# Week 2



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## NDH will:

- Seek a report from the landlord you are proposing to swap with and send a report to your new landlord regarding your tenancy
- Carry out a full property inspection that will inform you of any work needing to be completed
- Complete a pre-tenancy interview and provide you with terms and conditions
- Log any repairs that NDH are responsible for. (Access to your property must be given as works must be completed before the exchange can be approved)

## You will need to:

- Ensure your home and garden is clean and ready for inspection
- Have keys available for all doors, windows and outbuildings
- Ensure we can access all rooms in your house
- Arrange for both parties to be available for the property inspection

Date:.....

- Sign the indemnity forms following the property inspection
- Be available for a pre tenancy interview (if applicable) on

Date:.....

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# Week 3

- NDH will:**
- Send you the inspection report and indemnity form along with the appointment for the follow up visit  
Date:.....
  - Call you to confirm your mutual exchange is progressing well
  - Provide you with details on when items such as doors, bathrooms, kitchens and heating are due to be upgraded

- You will need to:**
- Complete any work identified at your inspection
  - Complete indemnity forms and 'taken as seen'
  - Be available for an electrical inspection on your home  
Date:.....



**Notes:** .....

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# Week 4



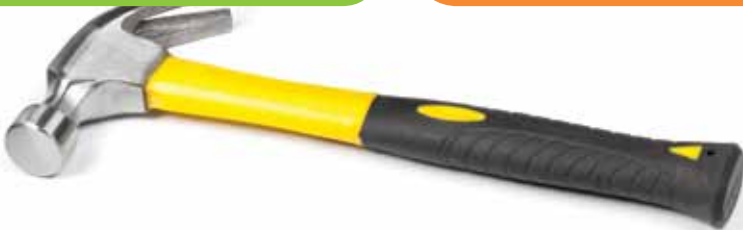
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## NDH will:

- Chase/ check all references
- Check property reports and update system of stock condition
- Arrange for additional contractors to visit if required (we will contact you if this is necessary)

## You will need to:

- Complete any work
- Ensure indemnity forms are returned
- Check you are happy with, and understand, all the information you have been sent
- Allow access for any outstanding repairs



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# Week 5

- ### NDH will:
- Arrange for the property inspector to re-inspect and confirm everything is ready for the exchange
  - Check all forms are returned and signed
  - Check there are no changes to your rent account and it is up to date

- ### You will need to:
- Be available for the property inspection
  - Ensure your rent is up to date
  - Locate heating manual to leave for incoming tenant (advise property inspector if a replacement is needed)

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# Week 6



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## NDH will:

- Give you a formal decision yes or no
- Confirm our decision in writing to you (with reasons if applicable)
- Agree the dates for exchange
- Confirm in the approval letter the dates to sign and the rent / service charges
- Book a gas contractor (if applicable) for the new customer inspection (This is a legal requirement)

## You will need to:

### If the decision is a yes:

- Start packing
- Arrange your removals
- Arrange schools (if necessary)
- Ensure housing benefit, banks and other agencies know of the move and your new address
- Agree an exchange date with all parties involved
- Ensure you have keys for all doors and windows

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# Week 7

**NDH will:**

- Send you all your paperwork and a questionnaire

**You will need to:**

- Sign assignments and legal paperwork
- Ensure your house is clean and tidy
- Remove all rubbish from your property and garden
- Move in and start enjoying your new home



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**Notes & useful numbers:**

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