

# Mutual Exchange Information

147 Fintry Drive  
Dundee  
DD4 9HE  
01382 903545



## **Getting started**

You should always view the whole of the property you propose to move to first. You can then apply to exchange your home with another tenant by completing our Mutual Exchange Application Form. All applicants must complete a separate form, regardless of who your current landlord is.

Please answer all the questions on the form completely and honestly. False information may result in cancellation of the mutual exchange. Contact our Customer Service Team on 01382 903545 or [customerservice@abertayha.co.uk](mailto:customerservice@abertayha.co.uk) should you require any assistance.

## **The process**

### Stage 1 - Eligibility

We will check that the property you propose to move to meets your needs in line with our policy. We will request a reference from your landlord (or check our records for Abertay tenants) to ensure your tenancy is being conducted satisfactorily



### Stage 2 - Property Checks

We will visit your home to check the condition of the property, garden and decoration.



### Stage 3 - Safety Checks

We will carry out statutory safety checks on electric and gas installations. We will also conduct an Energy Survey to your property.

### **The exchange will only be approved after Stages 1 to 3 have been passed**



### Stage 4 - Sign up

We will arrange for you to sign for your new home in our office along with the other applicant(s). This will need to be the same day as with any other landlords involved. One full months rent will need to be paid on this day (less any Housing Benefit)

## **Reasons for refusal**

To avoid some of the more common refusal reasons please note the following:

- > The rent accounts of all applicants must be clear.
- > There must not be a current Notice of Proceedings served on any applicant.
- > The mutual exchange must not result in statutory overcrowding.
- > The property, decoration and garden of all applicants must be in good condition.
- > There must not be any ongoing anti social behaviour complaints against any occupant.

## **Important information**

Stages 1 to 3 must be complete within 28 days of application or the exchange will be cancelled.

Properties are exchanged on an "as seen" basis. Decoration, fixtures and fittings belonging to the previous tenant will become the responsibility of the new tenant. You will be required to sign a disclaimer to this effect.

A copy of our Mutual Exchange Policy will be provided upon request.