

Mutual Exchange: How it works

STEP ONE

Firstly we will need to check that you and the other parties have the "right" to exchange. To do this, we will check the length of your tenancy and the property type etc.

We will also need to know who is moving with you and we may ask you to provide further information regarding other occupants.

STEP TWO

Your rent account will need to be clear or a repayment plan must be in place in order for you to exchange. If you have rent arrears, consent might not be given or it could cause a delay in your application. Please contact a member of the Income Management team on 03000 030 888 for further support with your rent arrears.

STEP THREE

We will need to complete a full property and garden inspection to identify any repairs that need fixing before the exchange can take place. Your Neighbourhood Manager will advise you of any issues found during the visit. **Please note:** it may be your responsibility to fix these repairs.

STEP FOUR

We will make enquiries about how you have managed your tenancy including whether you have any action taken against you because of anti-social behaviour.

STEP FIVE

Once a decision has been made we will get in touch. If we are unable to give permission, we will explain our reasons and give you the chance to resolve the issues identified.

If we do give permission we will work with you to agree a date for the exchange to take place. You and the person(s) you would like to exchange with will need to visit our offices in Pontypridd to sign the paperwork i.e. the Deed of the Assignment.

Please be aware that we have six weeks to process your application, but will always try and be as quick as possible.

You must not exchange properties or make any removal arrangements until the above STEPS have taken place.

If you have any questions, please don't hesitate to contact a member of the Business Support team on **03000 030 888**.