

## How to move home



**If you would like to change your home and live elsewhere there are generally two ways you can do it. You could:**

- Transfer to another B3Living property
- Exchange your home with another tenant, here or elsewhere.

## Transfer

If you want to transfer to another B3Living property, you will need be on a housing register.

If you live in Cheshunt, Broxbourne, Waltham Cross or Hoddesdon you can only apply through Broxbourne Council online at **[www.homeoptions.org/onlineform](http://www.homeoptions.org/onlineform)**.

If you live in Welwyn Hatfield Borough you can apply at **[www.welhat-cht.org.uk](http://www.welhat-cht.org.uk)** or collect a form from the Welwyn Garden City or Hatfield Housing Office.

Computers are available in libraries in Broxbourne and Welwyn Hatfield. If you are still having difficulty, please contact Broxbourne Council Housing Options Team on 01992 785 555, email **[housingoptions@broxbourne.gov.uk](mailto:housingoptions@broxbourne.gov.uk)** OR Welwyn Hatfield Community Housing Trust on 01707 357 088, email: **[hatfield.housing@welhat-cht.org.uk](mailto:hatfield.housing@welhat-cht.org.uk)**

## Mutual exchange

Housing Association or Council tenants can apply to swap homes, but you must have permission from your landlord before a move is arranged. If you are in temporary accommodation, with an Assured Shorthold Tenancy, you will not be able to exchange.

### How can I find someone to swap with?

The easiest way to find people looking to swap properties, in any area of the country, is by checking on **[www.homeswapper.co.uk](http://www.homeswapper.co.uk)**.

Or you can contact the Lettings team on 01992 453 700 for a mutual exchange application form.

## **What do I do when I find someone to swap with?**

When you have found someone to swap with, you must make sure that you have seen each other's properties and be sure you are making the right move. Then you and the person you want to swap with need to complete the relevant forms and return them to us. The forms are in our application booklet, which you can get from our offices or online at **www.b3living.org.uk**. We will make an appointment with you, to inspect the property and record any alterations you have made or repairs that are needed.

If the person you wish to swap with is a tenant with another landlord, it is likely that their landlord will want to arrange an inspection of their property. If the exchange goes ahead,

the person you want to swap with must accept the property in its current condition. This means that when they move into the property they will be responsible for any alterations that have been carried out.

If we agree to the exchange, we will write to you and the person you are swapping with to agree an exchange date. You will all need to visit our office to sign all the relevant paperwork.

If we do not agree to the exchange, we will write to you and the person you wish to swap with to explain why we have refused it.

We will make a decision within 42 days of receiving the fully completed application form

## What are the reasons for a refusal?

We may refuse permission to swap your home if:

- you have been served a Notice Seeking Possession on your tenancy;
- there is a Possession Order (including one that has been suspended for example on condition that you make rent payments) in place;
- we think the property is too big for the incoming household;
- we think the property is too small for the incoming household;
- the property has been adapted for a particular need which is not needed by the incoming household. For example, if it has a level access shower;
- we believe that money has exchanged hands between you and the person you want to swap with, or if any force, bullying or intimidation has taken place to allow the exchange to happen; or
- you or the person you wish to swap with has rent arrears. Permission may be given to exchange, subject to these being cleared by the exchange date.

You are not legally allowed to exchange properties until each landlord has given you written permission to do so. You could become homeless if you go ahead with an unauthorised swap.



## Help with understanding this information

### English

If you need help to understand the information in this document, please phone 01992 453 700.

### Turkish

Bu belgedeki bilgileri anlamak için yardıma ihtiyacınız varsa, lütfen 01992 453 700 numarayı arayınız.

### Italian

Se avete bisogno di aiuto per capire le informazioni contenute nel presente documento, siete pregati di telefonare allo 01992 453 700.

### Lithuanian

Jei turite klausimų del informacijos siame lankstinuke, prasom kreiptis 01992 453 700.

### Greek

Εάν χρειάζεστε βοήθεια για την κατανόηση των πληροφοριών που περιέχονται σε αυτό το έγγραφο παρακαλώ επικοινωνήστε στο 01992 453 700.

### Arabic

إذا كنتم بحاجة الى المساعدة لفهم المعلومات الواردة في هذه الوثيقة يرجى الاتصال بالهاتف رقم: 01992453700.