

## Contact details

### LETTINGS CENTRE

East District Housing Office  
169 Pitkerro Road  
Dundee  
Tel: 307400

### EAST DISTRICT HOUSING OFFICE

169 Pitkerro Road  
Dundee  
Tel: 307401

### WEST DISTRICT HOUSING OFFICE

3 Sinclair Street  
Lochee  
Dundee  
Tel: 307301

### CUSTOMER SERVICES TEAM

Dundee House  
50 North Lindsay Street  
Dundee  
Tel: 433129



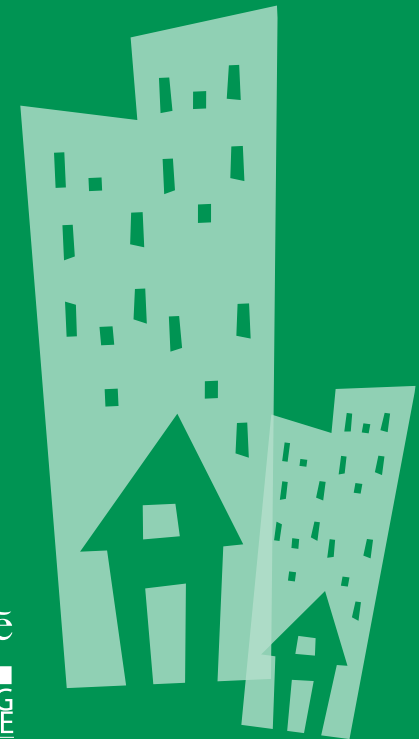
Neighbourhood Services uses Language Line to provide a telephone interpreting service.



Language Line  
services

# Mutual Exchange

What you need to know



Designed by Dundee City Council, Communications KLJ/5/19

MUTUAL EXCHANGE

## What is a Mutual Exchange?

A Mutual Exchange is when 2 or more tenants agree to swap housing accommodation. Their landlords must agree to the exchange.

## Who can apply?

Anyone who has a Scottish Secure Tenancy can apply. This includes tenants of:

- Dundee City Council
- any local authority in Scotland, England, Wales and Northern Ireland
- registered social landlords, e.g. housing association
- water authority or sewerage authority in Scotland

## How can I find someone to exchange with?

- Register on the house exchange website: [www.houseexchange.org.uk](http://www.houseexchange.org.uk)
- Facebook
- You can also advertise in the local newspapers/supermarkets.

## How do I apply?

Once you have found someone to exchange with, you need to contact the Lettings Centre to arrange an appointment to complete an application form with all tenants present.

If you want to exchange with someone who is not a tenant of Dundee City Council you will also have to apply to their landlord.

## What happens next?

Before agreeing to an exchange we will carry out the following checks:

- that all parties have secure tenancies
- that the houses are suitable for the needs of you and your family and will not cause overcrowding or under occupancy
- the tenancies have been maintained to a satisfactory standard, which includes the houses being in a good state of decoration and repair, there are no outstanding debts and there is no legal action against you or any member of the household
- if any of the properties are specially designed or adapted for persons with special needs
- that any other landlord involved agrees to the exchange
- Electrical Check

There may be other circumstances when we will not allow an exchange to take place, but we will give you a written decision explaining why within 28 days of receiving your application.

## When can I move?

If the exchange is approved, an appointment will be arranged for all parties to sign the relevant documents on a Monday. Your new tenancy will begin that day and you can move any time thereafter.

However your Housing Benefit may be affected if you do not move on the same day.

