

Mutual Exchanges

Information for tenants

You will find the processes around mutual exchanges are different as social housing landlords have changed how they work to reduce the risk from COVID-19.

Advice from Government can vary from Wales to England, it is your responsibility to check the latest up to date Government guidance and to comply with the advice given. Please see <https://gov.wales/housing-coronavirus> (which also includes a link 'Moving from Wales to England').

Please give your full consideration to the guidance including

- Viewing properties eg social distancing, household bubbles, self-isolating tenants
- Cleaning and hygiene after the viewing
- Property inspection by the social landlord which may be by video call (eg using a WhatsApp call) or providing photographs upon request
- Removal firms which may be operating with changes to their usual procedures
- Being available to sign paperwork including disclaimers to accept the property including any non-standard fixtures 'as seen'
- Cleaning and hygiene on the move day

Is it safe to move?

Please see the Government advice and comply with guidance. Currently, the Government advice is that you should avoid moving if either party are showing symptoms of Coronavirus or are self-isolating.

CCHA must work within our employment guidance to keep our staff and contractors as safe as possible which may mean parts of the service are slower than pre-Covid. We are grateful for your understanding in this.

What happens when I submit forms?

Your Housing Officer will make the necessary checks to ensure the proposed exchange is appropriate and will contact you to advise you of the next steps. If your application is refused your Housing Officer will notify you in writing with the reasons (eg property is not suitable for your household size).

How long will it take?

Many social landlords, including CCHA, have a backlog of applications. We will initially contact you to let you know we have received your application and will let you know what the next steps are. This will include details around the property inspection by CCHA.

Thank you for your patience whilst we restart the Mutual Exchange service.