

# Application for mutual exchange



NORWICH  
City Council

## Applicant details (you must be the tenant of your home)

	Surname	First name	Date of birth	NI N°
Tenant 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tenant 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>			
Postcode	<input type="text"/>	Home telephone number	<input type="text"/>	
Mobile number	<input type="text"/>	Email	<input type="text"/>	

## Please list the other members of your household who intend to move

Surname	First name	Date of birth	Relationship to tenant
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If a baby is expected, please give the expected date of birth

Please list types and number of pets who will be moving with you

## Please give details of your present home

Number of bedrooms	<input type="text"/>	If flat, maisonette or bedsit, which floor is it on?	<input type="text"/>		
<b>Type of home</b> (please tick)					
House (one living room)	<input type="checkbox"/>	House (two living rooms)	<input type="checkbox"/>	Bungalow	<input type="checkbox"/>
Flat	<input type="checkbox"/>	Maisonette	<input type="checkbox"/>	Bedsit	<input type="checkbox"/>
<b>Features of your home</b> (please tick)					
Garden	<input type="checkbox"/>	Central heating	<input type="checkbox"/>	Sheltered	<input type="checkbox"/>
Disabled facilities	<input type="checkbox"/>	Door entry system	<input type="checkbox"/>	Lift access	<input type="checkbox"/>

Your landlord (if NOT Norwich City Council)

Please take the time to answer the following questions.  
Your answers will help us improve our mutual exchange service

**Why are you are applying for a mutual exchange? Please tick ALL boxes that apply.**

- To move to a larger property
- To move to a smaller property
- Financial reasons – cannot afford rent because of welfare reform
- To obtain the mutual exchange incentive payment
- To move closer to family/friends/schools/other services
- To move away from area because of ASB or problem with neighbours
- To move to a more suitable property because of health/disability needs
- To move to a property in better condition
- To move to a property suitable to buy
- To provide or receive care

**How did you find out about the Mutual Exchange scheme? Please tick one box ONLY**

- Council website
- Neighbourhood housing officer/other council staff
- Word of mouth
- Council publication eg TLC

**How did you find the property you wanted? Please tick one box ONLY**

- Through House Exchange
- Online via other website (not House Exchange)
- Advertised, or saw advertisement, in local shop
- Facebook (or other social media websites)
- Gumtree
- Word of mouth

**If you used the House Exchange website to find a property, did you find it easy to use?**

**Yes**    **No**    **N/A.**   If you answered no please explain why.

Please be aware that we can refuse an exchange for any of the following reasons as set out in the Housing Act (1985). Your Mutual exchange may be refused from the outset where any of these apply:

- a recent notice to seek possession has been served or there is an active court order on the property due to a breach of tenancy
- the property is too big or too small for the family moving in, although we will usually allow you to move to a property which has one bedroom more or less than you need
- the property has been adapted for special needs and there is nobody with special needs moving into the property
- the property has been specially designated for the elderly and you or the tenant you are exchanging with do not meet the criteria.
- There is any money owed to the council at point of assignment

Please contact your housing officer to discuss these issues further prior to making an application.

**Declaration (Joint tenants must both sign where applicable)**

In the event of the council agreeing to the proposed mutual exchange:

- I certify that no monetary or other consideration will be offered or accepted by either party.
- I declare that the information I have given is correct and agree that it is my responsibility to notify the council of any change of circumstances or address, as failure to do so may result in my mutual exchange application being cancelled or result in proceedings being taken against you.
- I understand I must not move until I receive written permission from the council.
- In addition, I consent to the information being shared with other departments of the council and other housing providers involved in this mutual exchange. I understand that my personal data may be shared with utility companies for the purpose of the utility companies recovering any outstanding monies owed to them during my current tenancy.
- I agree to accept the property to which I wish to exchange in its present condition and understand that the council will incur no expense in connection with the exchange.

Signed (tenant)

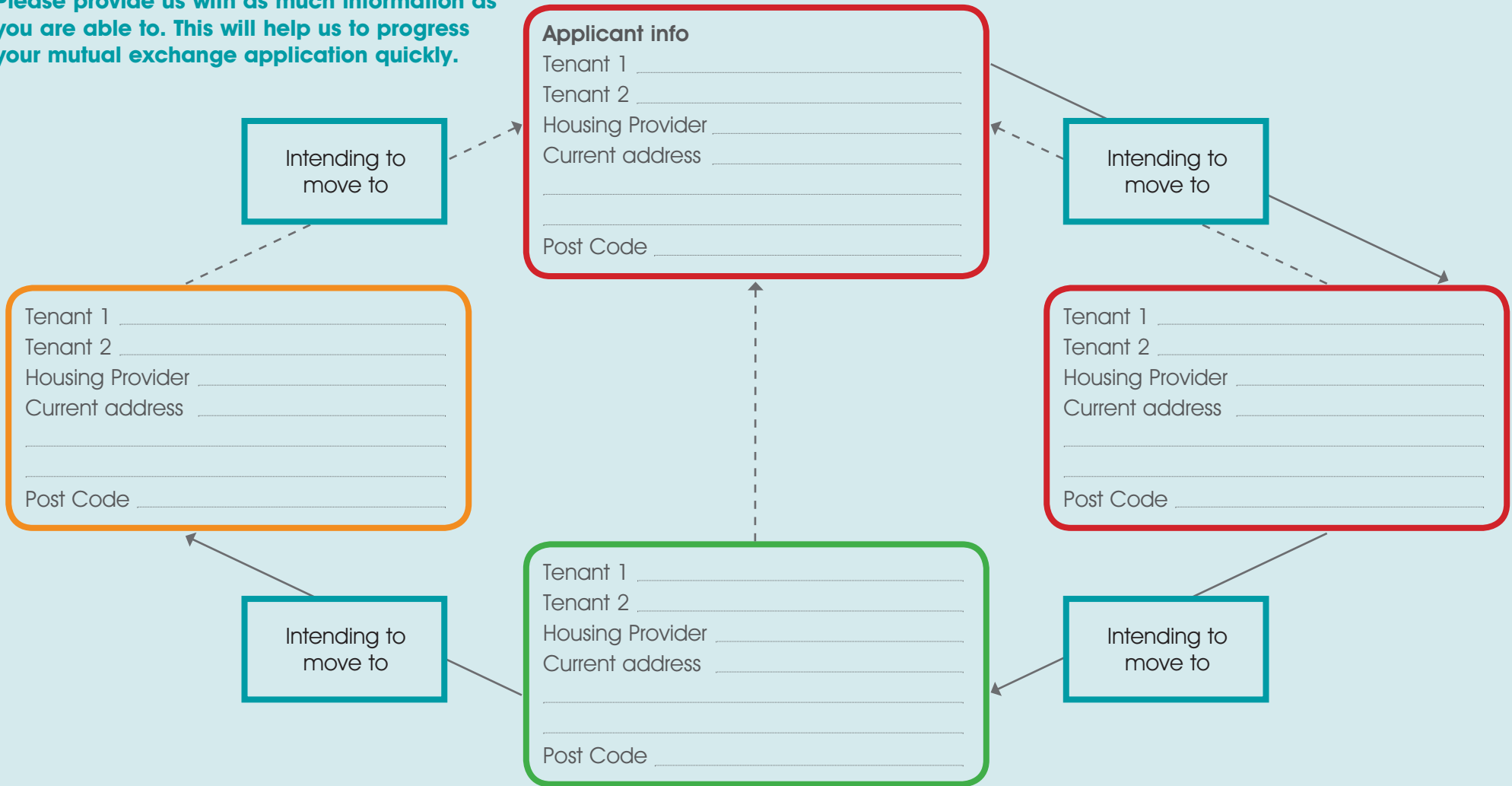
Date

Signed (joint tenant)

Date

Please ensure you complete the red boxes. Your form will be returned if they are not completed.

Please provide us with as much information as you are able to. This will help us to progress your mutual exchange application quickly.



**Key**

Please fill in the following when the Mutual exchange involves.

Two parties ■

Three parties ■ + ■

Four parties ■ + ■ + ■

Direction of Mutual exchange  $\longrightarrow$

End point of Mutual exchange  $\dashrightarrow$

Please return your completed form to:  
 Customer contact team  
 City Hall  
 Norwich NR2 1NH  
 t: 0344 980 33 33



If you would like this information in another language or format such as large print, CD or audio cassette or Braille please call 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk).

Norwich City Council  
City Hall • Norwich • NR2 1NH  
[www.norwich.gov.uk](http://www.norwich.gov.uk)