 Mutual Exchange Information Sheet

**This form is to provide information for customers who wish to apply for a mutual exchange. Please read before completing and submitting the application forms.**

**Please be aware an exchange MAY BE REFUSED IF**:

* You have rent arrears, breached your tenancy conditions, caused neighbour nuisance or have damaged your property
* The exchange would result in a Bromford home being under occupied. Bromford aim to make the very best use of stock and use the criteria below when deciding who should have a bedroom:
  + 1 bedroom for each person or couple age 16 or over;
  + 1 bedroom for t wo children of the same gender aged 15 or under;
  + 1 bedroom for two children aged 9 or under, regardless of gender;
  + An extra bedroom for children who are unable to share because of their severe disabilities and the local authority has approved the criteria;
  + An extra bedroom for an applicant who is 24 weeks pregnant or over

**If you know that your family size will not meet the above criteria please do not apply to Bromford**

* The property has been adapted and the adaptation is not needed by the exchange partner
* If you are a Bromford customer, you must not have any customer damage to your home. Any customer damage / customer repairs identified throughout the process will need to be rectified by the Bromford customer before the exchange can be consented

**Please be aware:**

* All parties involved in the exchange must complete and submit separate application forms. Bromford will only begin processing an application once all relevant application forms are received
* Any incomplete forms submitted will not be processed and returned to the customer for completion
* All applications submitted will need to provide an email address for us to communicate with you throughout your application process.
* Bromford are a responsible Landlord and we ask you ‘are you are prepared and ready to move?’
  + As part of our application process we will need you available for appointments, this will include visiting your home, are you going to be able to take time to attend these?
  + Throughout our application you will need to show us ID for all persons moving (either Driving Licence, Passports or Birth Certificates) and have proof of address and your income, do you have these available?
  + You will need to pay a month’s rent up front - do you have this?

What to expect once your forms are submitted?

* Once all sets of application forms have been received, we will start the application process and we have 42 days to give a decision of consent or non-consent. Please note, this is NOT a date to move.
* If one of the customers are not eligible to exchange, we will notify you as soon as possible that we cannot consent to your application and give you the reasoning of how we came to that decision.
* If we process your application, we will contact the Bromford customer to arrange a property inspection which will be completed by one of our surveyors. If there are any customer damage / customer repairs identified, the exchange will not be consented until these have been rectified and re-inspected. Copies of the inspection reports will be shared with both parties for information.
* We will send an email to the incoming customer for them to complete our online induction form, which all new applicants to Bromford must complete. This can only be done by email, therefore if we do not have an email address we will not be able to move forward with your application.
* We will contact the other landlord in the application and exchange references. Once a satisfactory reference has been received for the incoming customer to Bromford, we will then make an appointment for our housing manager to do a home visit. At this stage we will need to see a form of ID for all persons moving (either driving licence / passports / birth certificates) and proof of income (payslip / bank statements / letters relating to benefits received).
* Once all the above has been completed we will then make a decision on your application. If we are happy to consent, we will contact the other landlord to arrange an exchange date. This will be minimum two weeks after we consent the application as we have to arrange gas and electrical safety checks at the Bromford property.
* BOTH landlords must agree on the exchange date and this is generally a MONDAY. You must NOT move until the exchange date. If you do move and the exchange gets stopped for any reason, you will have to move back and could incur additional costs to yourself.
* Bromford to Bromford exchanges can go ahead on any day of the week.
* If the exchange is consented, all customers moving into a Bromford property will need to pay one months’ rent upfront at the sign up.
* For further information please visit our website <http://www.bromford.co.uk/our-customers/my-home/moving-home/want-to-swap-your-rented-home/>



**Mutual Exchange application form**

**PLEASE READ THE MUTUAL EXCHANGE INFORMATION SHEET BEFORE COMPLETING THIS FORM. This form must be fully completed, all parties involved in the mutual exchange must complete separate forms.**

**Applicant details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name(s) |  | | | |
| Address |  | | | |
|  | | | |
|  | | | |
|  | | Postcode |  |
| Telephone | Home |  | Mobile |  |
| Email |  | | | |

**Information about you and your family, your details first.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| First name | Surname | M / F | Date of Birth | Age | Relationship  to Applicant |
|  |  |  |  |  | Main Applicant |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you or anyone in the above list pregnant? (please tick) | Yes |  | No |  |

If ‘Yes’ to the above, when is the baby due? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please be aware we will need to see evidence of the pregnancy at a home visit)

**Income details**

Main Application Joint Applicant

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Income type | Amount (£) | Frequency (weekly/monthly etc.) | Amount (£) | Frequency (weekly/monthly etc.) |
| Full time work |  |  |  |  |
| Part time work |  |  |  |  |
| Housing benefit / Element |  |  |  |  |
| DLA / PIP |  |  |  |  |
| Other (including  ESA / JSA / Tax credits / Pension / Universal credit) |  |  |  |  |
| Child benefit |  |  |  |  |

**Landlord details**

|  |  |  |  |
| --- | --- | --- | --- |
| Name(s) |  | | |
| Address |  | | |
|  | | |
|  | Postcode |  |
| Telephone |  | | |
| Housing Officer name |  | | |
| Housing Officer email |  | | |

**Tenancy information**

What type of tenancy do you have? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

When did you tenancy start? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your present home**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| What type of property do you live in currently? (please tick) | | | | | | | | |
| House |  | Flat / bedsit |  | Bungalow |  | Maisonette | |  |
| How many bedrooms do you have? | | | | | | |  | |
| Current rent | | | | | | |  | |
| Does your property have any aids or adaptations (if ‘Yes’ please give details below) | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |

**Reasons(s) for exchange**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How many properties are involved in this exchange? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where did you find you exchange partner(s)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Exchange partner’s information**

**Exchange partner’s details (exchange partner wanting to move in to your home)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name(s) |  | | | | | | | |
| Address |  | | | | | | | |
|  | | | | | | | |
|  | | | | | | | |
|  | | | | Postcode | |  | |
| Telephone | Home |  | Work |  | | Mobile | |  |
| Email |  | | | | | | | |

**Exchange partner’s landlord details**

|  |  |  |  |
| --- | --- | --- | --- |
| Name(s) |  | | |
| Address |  | | |
|  | | |
|  | Postcode |  |
| Telephone |  | | |
| Housing Officer name |  | | |
| Housing Officer email |  | | |

**Exchange partner’s home**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| What type of property is it? (please tick) | | | | | | | | |
| House |  | Flat / bedsit |  | Bungalow |  | Maisonette | |  |
| How many bedrooms does it have? | | | | | | |  | |
| Current rent | | | | | | |  | |
| Does the property have any aids or adaptations (if ‘Yes’ please give details below) | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |

**Please read the Data Protection and Privacy and sign below**

**Data protection and privacy**

**Bromford Housing Group Ltd**, which includes Bromford Housing Association Ltd and Bromford Home Ownership Ltd (trading as Bromford Living, Bromford Support and Bromford Homes) will keep **your personal information** secure and confidential. We collect this information (and may share some or all of it with third parties) as part of:

* Providing, and where necessary improving, services to all our customers: housing & neighbourhood management services; home ownership products & services; support services
* As well as, where appropriate: preventing and detecting crime, fraud and unpaid debts; providing help with debt management and benefit entitlement; providing employment, training advice and opportunities; promoting equal opportunities and fair treatment.

If you provide us with personal information relating to members of your family or your associates we will assume you do so with their knowledge and consent to the collecting of the information.

**It is important that you tell us of any changes to your personal information as and when they happen so we can keep your details up to date.**

For more information on **how we use and share your information** please refer to our **Privacy Notice** which is on our website. However, if you would like a written copy of this please contact Customer Services.

You declare that the details you have given in your application are true, and you have not left out any information that may affect your request for a mutual exchange.

You consent to the information you have provided being held on computer and/or on paper, together with any relevant supporting information, and to the information being shared and processed by Bromford Group and the relevant landlord for the purposes of the mutual exchange, including sharing copies of the inspection report for the Bromford property with the relevant exchange partner.

By signing this form you are consenting to Bromford requesting and providing references for all members of your household, which is necessary to assess your housing application. These references may include, but are not limited to references from/to; other housing providers/private landlords, the Probation Service, support workers, social workers, mental health workers, references from the Police and credit reference agencies.

Signature(s) Print Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Please return completed application form to:**

**Bromford, Mutual Exchange Team, 1 Venture Court, Broadlands, Wolverhampton, WV10 6TB**