

MUTUAL EXCHANGE



If you are a City of London Corporation Housing secure tenant, and are over- or under-occupying your home, want to carry out a like-for-like move, or interested in being rehoused elsewhere in the UK, you may wish to consider mutual exchange. A mutual exchange is when two (or more) tenants swap homes with each other.



The landlords of all parties involved in the swap will need to undertake some checks on the tenancy and the properties before giving approval for the exchange. Before an exchange can proceed, all applicants must have no rent arrears and must not be subject to any enforcement actions.

If you are interested in moving via a mutual exchange you can register on www.homeswapper.co.uk. This is the largest database for tenants seeking to swap their homes. There is no cost to register. If you are a City Corporation Housing tenant, the Housing Needs Team will authorise your account once you have registered.

While City Corporation Housing does not offer fixed term tenancies, some landlords do, which means these tenancies do not guarantee continuation past the end of the fixed term. Tenants seeking an exchange should consider this before agreeing to swap.

All parties to the exchange get the terms and conditions of their swap partner, this includes rent levels and service charges. You should also be aware that while City Corporation Housing allows exchange partners to transfer into a property which has one more bedroom than their assessed needs, not all landlords will allow this.

Once you have found a swap partner both parties should contact their landlords to start the process. For more information, contact the City Corporation Housing Needs Team at hadvice@cityoflondon.gov.uk or on 0207 332 1654/1237. You can also make an appointment to meet with the team in person at the Barbican Estate Office.

KEY CONTACTS



To report issues relating to cleaning and grounds maintenance on your estate, email: estateservices@cityoflondon.gov.uk or call your estate office.

Repairs: 0800 035 0003 | propertyservices@cityoflondon.gov.uk

For urgent estate matters outside normal office hours, other than repairs, please call 020 7256 6583.

Complaints and customer feedback:

Housing.complaints@cityoflondon.gov.uk

By phone: 0207 606 3030 (Switchboard) or 0207 029 3935 (Housing complaints and customer feedback)

By post: Housing Complaints and Customer Feedback Team,
Barbican Estate Office, 3 Lauderdale Place, London EC2Y 8EN

Rent Accounts/Payments: 020 7332 1263
rentsteam@cityoflondon.gov.uk

Rent Arrears: To contact us about rent arrears, please call your estate office or email the Income Recovery team:
incomerecoverofficer@cityoflondon.gov.uk

Scan the QR code to register for the
City of London @Home Newsletter or visit:

<http://eepurl.com/iSYW0s>

