



CLARION
HOUSING

It takes around 8 weeks for a decision to be made about a mutual exchange, dating from when you receive the forms.

Day 1 is the day you receive the forms. You then need to complete the forms, and return to us within **14 days**.

We then have up to **6 weeks** to make a decision about whether the exchange can go ahead. (subject to eligibility checks)

There are **4 steps** to be followed for this process:



myclarionhousing.com

Mutual Exchange process

Step 1



We check the forms

Once we receive your forms, we will:

Let you know if we are missing any information from you.

Request landlord references if anyone you want to swap with isn't living in a Clarion home.

Check rent accounts are in good order.

Make sure the properties in the exchange are suitable for the households.

Step 2



Arrange a home visit

Within 4 weeks of receiving your forms, we will arrange with you for a member of staff to visit you at your home to carry out a full property inspection to establish:

You have kept the property and garden/outside areas in an acceptable condition; and there are no outstanding repairs that are your responsibility. (myclarionhousing.com/responsibility-for-repairs)

If we have any concerns, we will talk to you about these at the visit. If there are any tasks that you need to complete, we cannot agree the exchange to go ahead until these are all done. If there are any significant issues with the property, we may ask a Clarion surveyor to come and inspect at a different time and date.

Step 3



We make our decision

Once any outstanding issues and tenant repairs are complete:

We make our decision about whether the move can go ahead. We have to do this within 42 days of receiving all forms.

If approved, we will propose potential moving dates with you and everyone else involved.

Once we have a date agreed by all parties and landlords, we will write to you to arrange the sign up with at least 10 day's notice based on availability.

If there are multiple Clarion properties, an appointment needs arranging for each address which may take place on different days.

Step 4



Swapping homes

We conduct the mutual exchange sign ups and each party takes on the tenancy agreement of the property they move into.

Everyone involved can move into their new homes.

We conduct gas and electric checks at all Clarion properties involved once the exchange has taken place usually on the tenancy start date.