

## You found a match – what next?

If you have found a swap and would like to proceed with the next step of a mutual exchange, you will need to complete a form to request permission.

You can do this online from South Ayrshire Council's website:

[www.south-ayrshire.gov.uk/mutualexchanges-homeswaps](http://www.south-ayrshire.gov.uk/mutualexchanges-homeswaps) or collect a printed copy from Housing Options Team, 80-88 Kyle Street, Ayr KA7 1RZ.

Where one of the tenants wishing to exchange is a tenant of another landlord, the Council will require the agreement of that landlord and a satisfactory tenancy reference for that tenant.

When a request for mutual exchange is submitted, the Council must make a decision on whether the exchange can go ahead within 1 month of the request being made.

Permission must be given by all Landlords involved in the exchange.

**It is important that you only move once all permissions have been given.** If you exchange homes without written permission, you may be asked to return to your original home.

Please contact our Housing Options Team who can provide advice and guide you through the process.

Call **0300 123 0900** or email:

[HousingOptionsTeam@south-ayrshire.gov.uk](mailto:HousingOptionsTeam@south-ayrshire.gov.uk)

If you do not have access to the internet our local Libraries offer the use of computers and the internet through their library card scheme. Membership is free to anyone of the age who lives, works or studies within South Ayrshire. For more information pop into your local library or call the main help desk at Carnegie Library on 01292 286385.

## Can permission be refused?

Sometimes we refuse permission for our tenants to complete a mutual exchange, usually because:

- there is tenancy related debt i.e.: outstanding rent arrears, former tenant arrears, court expenses or rechargeable repairs
- the property/garden is in an unsatisfactory condition
- the tenant or a member of the household is subject to an investigation of anti-social behaviour

Our Housing Options Team can provide advice and guidance to ensure the best chance of an exchange for you. We would encourage you to contact us to discuss this in more detail.

South Ayrshire Council  
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# Thinking about swapping homes, here is what you need to know...



This leaflet is available in other languages on request.

## What is a Mutual Exchange?



**Some tenants may wish to move to accommodation that is smaller than the home they currently live in or may need an additional bedroom because their household has increased.**

Other tenants might want to live in a different town or neighbourhood to be closer to their family, friends, and support networks.

A mutual exchange may give tenants an alternative means of moving to more suitable accommodation, in addition to the Council's transfer list.

## Thinking about a Mutual Exchange

To ensure you are prepared for moving, you should consider the following before taking the next step towards a mutual exchange:

- What are you looking to achieve through a mutual exchange? (Change in property size, location, proximity to schools, further education establishments, employment, family / friends / supports, social activities, shops, travel links)
- A mutual exchange may not be progressed if you have tenancy related debt: outstanding rent arrears, former tenant arrears, court expenses or rechargeable repairs
- Is your home and garden in a good condition?
- Have you reported all outstanding repairs issues within your current home?
- How will you manage and fund the costs of moving home (removal and decorating costs)?
- Have you considered any increase in living costs such as rent charge, council tax, fuel costs, travel costs?

To discuss your eligibility for mutual exchange, please contact our Housing Options Team using the contact information below. Our Officers can provide advice and guidance to ensure the best chance of an exchange for you.

Call 0300 123 0900 or email:  
[HousingOptionsTeam@south-ayrshire.gov.uk](mailto:HousingOptionsTeam@south-ayrshire.gov.uk)



SAC Mutual  
Exchange &  
Homeswaps

## Ways to find a match

HomeSwapper is the UK's largest database of people looking to swap homes. South Ayrshire Council have subscribed to HomeSwapper, there is no cost to create an account for SAC tenants.



You can access HomeSwapper via your mobile, tablet or pc. Apps are available to download for both iOS and Android users.

For those who choose not to sign up with HomeSwapper, there is more information on how to find a match on our mutual exchange webpage:

[www.south-ayrshire.gov.uk/mutualexchanges-homeswaps](http://www.south-ayrshire.gov.uk/mutualexchanges-homeswaps)

Other ways of finding a mutual exchange include:

- Word of mouth – this could be through friends/family/support networks
- Housing and tenant events – look out for our Housing Services stall
- Social media channels i.e.: Facebook

If you are looking for a swap out with Scotland, you should also check what type of tenancy you would get. Your rights will be different depending on the tenancy type.

Viewing the other property will allow you to have a look around and ask questions about the property before deciding to take the next step by applying for a Mutual Exchange.