

# Frequently asked questions

**Who can exchange?** – Any secure or assured tenant in England and Wales has the right to exchange with another secure or assured tenant.

**Do I need permission?** – You must have permission from your landlord before you move.

**Does the landlord have to agree to the exchange?** – Consent will usually be given, however there are some circumstances where it can be conditional or refused.

**What conditions can be applied?** – Those which relate to approval being given such as paying your rent regularly or keeping your home in good order.

**Can permission be refused?** – Yes and we will provide you with an explanation as to why permission has been refused and on what grounds.

**Will there be an inspection?** – Electrical and/or Gas safety checks will be carried out by your landlord. A Housing Officer will also inspect your property to make sure it is in satisfactory condition. We will recommend that the potential incoming tenant you want to swap with, also attends the inspection at your home.

**Will I be given an answer?** – Once the checks have been carried out, you will be informed if approval has been given and if not, why it has been refused. A decision will be made within 42 days of the date of application.

**Can I advertise?** – Severnside Housing/SSHA are a member of Homeswapper. This is a national scheme available on the internet where tenants can advertise their home and find details of suitable properties to swap with. You will need to complete an online application form.

**Do I need to accept the property as it is?** – You accept the property as it stands together with the tenants obligations. You can still report any repairs due to fair wear and tear. However, internal decoration will be your responsibility. We have not performed any inspection and/or assessment of any gifted items whatsoever. We inspect and assess for suitability of use and safety. Any other type of assessment must be conducted by you and/or a professional instructed by you at your own cost. We will not be held responsible for any upkeep, repair, maintenance and/or replaced items whatsoever.

**Will my tenancy rights be affected?** – Depending on the type of tenancy you hold, your tenancy rights may be affected, such as your Right to Buy. If you have concerns around this, we recommend you seek independent legal advice. You can do this through a solicitor or the Citizens Advice Bureau.