

OFFICE OPENING HOURS

Monday to Thursday
8.30am to 5.00pm

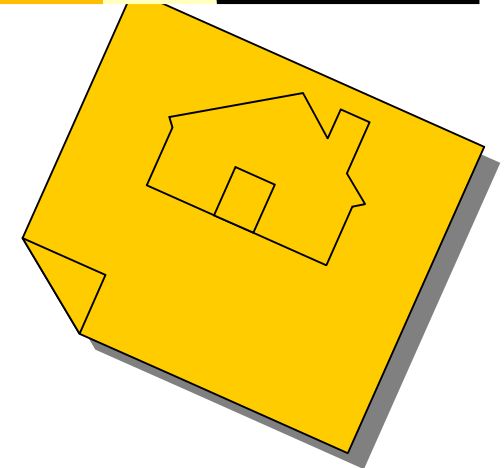
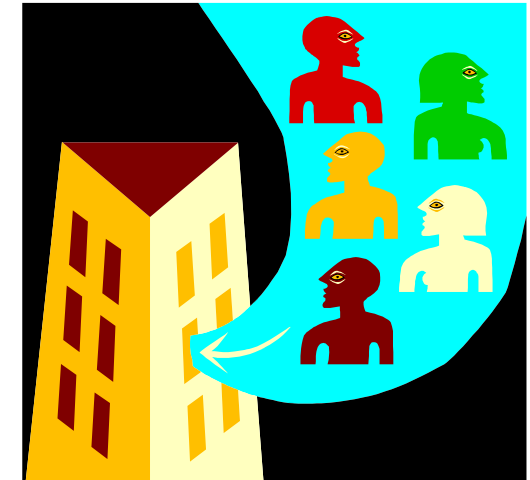
Friday 8.30am to 4.30pm

Charnwood Housing Services
Charnwood Borough Council
Southfields
Loughborough
Leics LE11 2TT

Telephone: **TENANCY SERVICES**
(01509) 634687 or 634955/6/8

E-Mail: housing@charnwoodbc.gov.uk

This leaflet is available on request in Braille, on audio tape or in large print.



Charnwood Housing Services

The Council encourages tenants to solve their housing wishes by means of Xchange and a Register is maintained to assist tenants in finding a suitable exchange.

The Housing Act of 1985 gives secure tenants the right to exchange with another secure or assured tenant subject to certain conditions. These include:

- Written consent from the other tenant's landlord.
- Rent Account is clear of any arrears at time of exchange.
- The dwelling is suitable to the tenant's needs and neither party would be over or under occupying after the exchange has been completed.
- The new tenant will accept responsibility for existing tenant's alterations and improvements.

PROCEDURES

Tenant to complete a registration form.

Registration forms are entered onto the Xchange Register once a month.

Tenants can look through the mutual Xchange register at any time during Council office opening hours.

Tenants to make contact with each other through contact numbers/addresses listed in the Xchange register.

Tenants to write to their landlord requesting the exchange.

COUNCIL PROCEDURES

A home visit will be arranged by the Housing Officer upon receipt of a registration form. This is to check for eligibility as well as to note any tenants' improvements and outstanding repairs.

Once all parties have been visited, a decision will be made by the Housing Officer and the tenant will be informed in writing of the decision.

If the Xchange is agreed, all parties will be invited to the Council Offices to sign their agreements to exchange tenancies.

The exchange must not take place until these agreements have been completed.