

# How to Swap your Home



## Mutual Exchanges

Tenants of a social landlord - that is a local authority, housing association or housing co-operative - can apply to exchange with another tenant of a social landlord.

We operate a register of tenants looking to exchange homes with another tenant. It may be that you need a bigger home or wish to move to another area for work, child care or other reasons.

Our register can be found on our website:

[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)  
Looking for a Home

If you wish to register your details, you can fill out the online application form providing details of your home, size as well as details of what you are looking for and area you are looking for. You will also be asked to provide your name and a contact telephone number.

If you identify a swap you are interested in, contact your Area Services Officer or the Housing Support Team at this office who will provide you with information about the next steps.

## Storing, Displaying and Reviewing Your Information

Before we can register your details, we will ask you for your written consent for your data to be held, displayed and stored by us for the purposes of registering a mutual exchange. Without your consent, we are unable to register your details.

We will contact you annually to ask if you wish your data to remain on the register. If we don't hear back from you, your data will be deleted.

## Homeswapper

Homeswapper is a UK-wide web based mutual exchange service. It is a service aimed at tenants of social landlords who are seeking to swap homes anywhere in the UK.

It requires participants to register via the internet, to provide relevant details regarding the size, type and location of their home and similar information regarding the home they are seeking.

In order to access Homeswapper's full service, a membership fee requires to be paid however you should contact the Housing Support Team at our office as payment may be able to be made by Thenue.

Further information is available on Mutual Exchanges and Homeswapper from the Housing Support Team.

Further information on Homeswapper is available from their website at [www.Homeswapper.co.uk](http://www.Homeswapper.co.uk)

If you would like any help to register your details on our online register, please ask at Reception or telephone us. Our staff will be more than happy to help with this.

## Are you a Thenue tenant? Have you tried our new tenant self service APP on your phone or tablet?

You can now access many of our services from the comfort of your home or on the go with the APP:

- no need to phone or visit our office
- access up to date data on your rent account, repairs history etc. 24/7, 365 days a year!
- report repairs or a neighbour complaint by day or night.

It's available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it, contact staff at our office.

You can also access these services by using the web portal on our website found under "My Tenancy"



thenue housing  
423 London Road, Glasgow, G40 1AG  
Tel: 0141 550 3581  
admin@thenuehousing.co.uk  
[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

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