



Durham
Key Options



DKO HomeSwap: User Guide

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April 2019

Equality and diversity

All Durham Key Options documents can be provided in large print, audio tape or CD, electronically via email or in Braille. We can also provide an induction loop, BSL interpreter, same-gender interview or home visit if required.

If you would like us to provide this information in your first language, or would like us to provide a translator and meet you to discuss its contents, please contact us on the relevant Durham Key Options phone number as listed on page 3. We can also provide same-gender interviews and home visits in County Durham when needed.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਤੁਹਾਡੀ ਮਾਤਰ ਭਾਸ਼ਾ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰੀਏ ਜਾਂ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਤੁਹਾਨੂੰ ਇਕ ਅਨੁਵਾਦਕ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾਵੇ ਅਤੇ ਤੁਹਾਡੇ ਨਾਲ ਮਿਲਕੇ ਇਸਦੇ ਵਿਸ਼ਾ ਵਸਤੂ ਤੇ ਚਰਚਾ ਕਰੇ, ਕਿਰਪਾ ਦੁਰਹਮ ਕੀ ਐਂਪਲਨਸ (Durham Key Options) ਦੇ ਹੇਠ ਲਿਖੇ ਟੈਲੀਫੋਨ ਨੰਬਰਾਂ ਤੇ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਲੋੜ ਪੈਣ ਤੇ ਕਾਉਂਟੀ ਦੁਰਹਮ (County Durham) ਦੀ ਹੱਦ ਵਿੱਚ ਘਰ ਮੁਲਾਕਾਤ ਕਰ ਸਕਦੇ ਹਾਂ ਅਤੇ ਸਮਲਿੰਗ ਨਾਲ ਮੁਲਾਕਾਤ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Bengali

আপনি যদি উপরে দেওয়া বিবরণ নিজের ভাষায় পেতে চান বা আপনি যদি একজন দোভাষীর দারা এই বিষয় আলাপ করতে চান তবে দয়া করে নিচে দেওয়া ডারাম টেলিফোন নম্বারের তালিকা থেকে নম্বার বেছে নিয়ে আমাদের সাথে যোগাযোগ করুন। দরকার হলে আমরা শুধু পুরুষ বা মহিলা দারা আপনার সাথে আলাপ করতে পারি এবং কাউন্টি ডারাম এলাকায় বসবাসকারী হলে আমরা আপনার ঘরে এসে আলাপ করতে পারি।

Hindi

यदि आप चाहते हैं कि हम आपको आपकी मातृभाषा में सूचना प्रदान करें, या आप एक अनुवादक चाहेंगे जो आपके साथ सूचना के बारे में चर्चा कर सके, तो कृपया हमें नीचे दिये गये उचित Durham Key Options टेलीफोन नम्बर पर सम्पर्क करें। यदि आवश्यकता हो तो हम County Durham के भीतर समान लिंग के व्यक्तिद्वारा इंटरव्यू के अलावा आपके घर आकर भी बातचीत कर सकते हैं।

Cantonese

如果你需要此資訊的其他語言版本，或者你需要一名翻譯工作人員與你一同探討此資訊的內容，請通過杜倫郡以下相關號碼聯絡我們。如果需要，我們還可以安排同性別的工作人員與你訪談，以及杜倫郡內家庭拜訪。

Mandarin

如果您需要此资讯的其他语言版本，或者您需要一名翻译工作人员与您一同探讨此资讯的内容，请通过杜伦郡的以下相关号码联络我们。如果需要，我们还可以安排同性别的工作人员与您访谈，以及杜伦郡内家庭拜访。

Polish

Jesli potrzebujesz aby ta informacja zostala udostepniona w jezyku polskim lub jesli potrzebujesz tlumacza, ktory moglby sie z Toba spotkac i omowic tresc tej informacji, skontaktuj sie z nami wybierajac odpowiedni numer telefonu z dostepnych opcji ponizej. Jesteśmy w stanie zapewnić tez rozmowe z osoba tej samej plci oraz wizyte domowa w obszarze Durham.

French

Si vous desirez recevoir ces informations dans votre langue maternelle ou si vous souhaitez que nous vous procurions un traducteur pour vous rencontrer et en discuter le contenu, veuillez nous contacter en selectionnant l'indicatif correspondant a Durham, parmi les options des numeros de telephone indiques ci-dessous. Nous pouvons en outre, organiser des entrevues avec une personne de meme sexe ainsi que des visites a domicile dans le comte de Durham quand cela est requis.

Arabic

إن أردت الحصول على هذه المعلومات بلغتك الأم أو إن أردت وجود مترجم لمناقشة هذه المعلومات فيمكنك الاتصال على رقم الهاتف الموجود أدناه الخاص بخدمات مدينة درم. يمكننا أيضاً تأمين مقابلات مع أشخاص من نفس جنسك كما يمكننا ترتيب زيارات منزلية ضمن مدينة درم إن احتاج الأمر لذلك

Urdu

اگر آپ چاہتے ہیں، آپ کو یہ معلومات آپ کی اپنی زبان میں فراہم کی جائیں یا آپ کو ایک مترجم کی ضرورت ہے جو آپ سے مل کر اس کے مندرجات پر گفتگو کرے تو آپ نیچے دی گئی ڈرہم ٹیلیفون نمبر سے رابطہ قائم کریں، ہم آپ کو آپ کی جنس کے مطابق عورت یا مرد مترجم بھی مہیا کر سکتے ہیں۔ ڈرہم کاؤنٹی میں ضرورت پڑنے پر گھر پر دورے بھی کیے جاسکتے ہیں۔

believe housing

0300 1311 999

Livin

0800 587 4538

Karbon Homes

0808 164 0111

North Star Housing

03000 11 00 11

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What is DKO HomeSwap?

DKO HomeSwap allows you to swap your home with another social-housing tenant. However, you cannot swap into an empty property.

Who can apply for DKO HomeSwap?

All tenants of our 100% DKO partners qualify to use the HomeSwap Register. Our 100% DKO partners are: believe housing, Karbon Homes, Livin and North Star Housing.

Who is NOT eligible for DKO HomeSwap?

You are not eligible if you:

- Are a new tenant and have an introductory tenancy or an assured shorthold starter tenancy – this kind of tenancy lasts for a trial period, usually one year (your landlord will confirm the length of time). The trial period is to show that you are a responsible tenant.
- Have rent arrears.
- Have a history of anti-social behaviour.
- Have been given a property as part of your employment with its landlord.
- Have been housed by a charity and the tenant you are swapping with would conflict with the charity's aims.
- Are living in a hostel or supported accommodation, or
- Are living in sheltered accommodation.

Do you need permission to swap your home?

Yes. You are legally responsible for your property and must keep to the terms of your tenancy agreement. You must obtain permission from your landlord before swapping your home. You must not swap or assign (legally transfer) your tenancy without your landlord's written consent.

Will applying for DKO HomeSwap affect your application to DKO for social housing?

No. We invite all eligible social-housing tenants to join DKO HomeSwap but you don't have to join. If you want, you can apply to DKO for housing at the same time as applying for DKO HomeSwap. Being registered with DKO HomeSwap may increase your chances of a quicker move.

Why should you apply to DKO HomeSwap? How could it benefit you?

- You are in control.
- You have a greater choice of properties than waiting on the housing register.
- It can be quicker than other rehousing options.
- You can move anywhere in the country.

How can you register for DKO HomeSwap?

You can complete an application to join DKO HomeSwap online at www.durhamkeyoptions.co.uk

If you don't have access to the internet, you can contact your DKO partner landlord to ask for help or a paper form.

If you have already registered with DKO and have a reference number, you can login with these details online to create your own advert.

If you haven't registered previously, you will need to register like this:

1. Go to **www.durhamkeyoptions.co.uk**
2. Click on **'Register'**. A rectangular button with a pencil icon and the text "Register".
3. Enter your NI (national insurance) number – this simply checks if you have a previous registration with DKO.
4. Complete all the details about your household and click **'Next page'**.
5. Enter a new memorable date you will remember easily. This will be the memorable date you need to login to your account.
6. Click **'Submit form'**.
7. You will then see the screen shown below.
8. Click on **'Apply for Mutual Exchange'**.



Creating your advert

The advert has four sections that you need to complete:

1. Your mutual exchange requirements.
2. Your current property details.
3. HomeSwap direct.
4. Contact details.

Complete all the sections as fully as you can. Remember: the more detail you include, the more chance somebody will be interested in your home. Include at least one photo! This may greatly increase the number of people viewing your advert.

How to show your mutual exchange requirements

This is how the first section will look. It will ask you to complete details about the type of property you want.

Requirements

Please enter your requirements in the fields below.

Type of property required*

- Flat
- Maisonette
- Bedsit
- Semi detached house
- Detached house
- Terraced house
- Bungalow
- Sheltered
- Bungalow (U60)

Minimum no. of bedrooms required*

^^ Please choose ^^

Maximum no. of bedrooms required*

^^ Please choose ^^

Area required*

- Chester-le- Street Area
- Beamish
- Bourmoor
- Chester Le Street Central
- Chester Moor
- Edmondsley
- Fencehouses
- Grange Villa
- Great Lumley
- High Handenhold

Your current landlord

You can only take part in this Mutual Exchange scheme if your current landlord is in the drop down list below

Current Property Landlord*

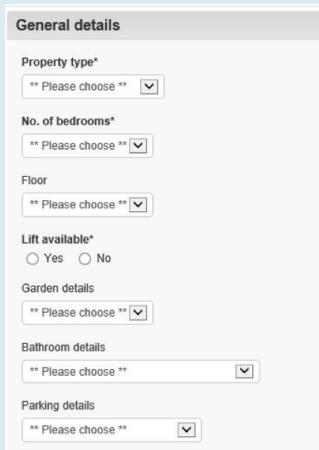
^^ Please choose ^^

Your current property details

This section relates to your property. The website fills in the first section automatically from your household details.

How to show your current property details

You need to complete the next three sections below:



General details

Property type*
** Please choose ** ▾

No. of bedrooms*
** Please choose ** ▾

Floor
** Please choose ** ▾

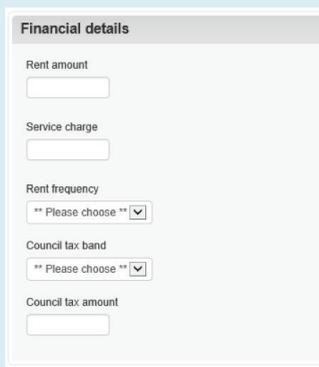
Lift available*
 Yes No

Garden details
** Please choose ** ▾

Bathroom details
** Please choose ** ▾

Parking details
** Please choose ** ▾

Complete all the details that you can. This is important to inform other tenants looking at your property.



Financial details

Rent amount

Service charge

Rent frequency
** Please choose ** ▾

Council tax band
** Please choose ** ▾

Council tax amount

Please enter the full weekly rent amount, not your payment after taking off housing benefit. For example, say you pay £14 a week after housing benefit, but the full rent is £100 a week. You would enter £100 and choose **‘weekly’** as the frequency. It is very important to give the correct figure.

Marketing information

Marketing information (web)

Marketing information (newsletter)

The more marketing information you can include about your home, the more likely you are to receive a bid. You could mention such things as your home being close to local amenities, schools and bus routes. People who are thinking about swapping will need this to get a clear idea of your home.

HomeSwap Direct

HomeSwap Direct is the national scheme. To advertise your property on the national site, you need to click **'Yes'** to this section. If you do not wish to advertise your property on the national site, click **'No'**

Home Swap Direct

Home Swap Direct is a government scheme designed to increase your chances of successfully swapping your home. By agreeing to participate in Home Swap Direct you are consenting to your property being advertised on other home swap services. No personal data will be made available other than the property details you have submitted. Your name and email address will not be made available. If tenants from other home swap services are interested in swapping with you we will send any contact from them to the email address that you have provided.

If you would like to participate in Home Swap Direct, please provide your email address and check the box below.

I would like to participate in Home Swap Direct*

Yes No

Correspondence email

Please note that by selecting yes in the above question you are consenting to your property being advertised on a national database, no personal data will be available other than the email address and property details you have submitted. The email address that you have provided here will receive all contact from interested parties.

If you select no, you are opting not to participate in Home Swap Direct, your property will only be visible to other users on this site.

Enter a location or postcode, and the distance of your preferred area

Location

Enter a location ?

Distance

** Please choose ▼ Add Location

Required Locations : dh1 5np (50 miles)

Contact details

The final section asks for your contact details. So you need to say how you want people to contact you about swapping your home.

For example you can include your email address, landline and mobile number if you wish. When you have completed that section, click **'Submit Form'**.

Contact details

Please enter details of how you should be contacted in the box below. These contact details will be given to the current tenant of the mutual exchange property you bid on, and they will contact you directly to discuss exchanging

Preferred contact details

(Example: Please contact me on my mobile number 07111 123456 or email contactme@email)

Confirmation

Please check that all the details you have entered are correct, as pressing the button below will submit your application.

[Previous Page](#) [Submit Form](#)

When you have done this, you will receive the following message:

Application submitted

Thank you for your application.

Your application will be approved by a member of our staff and then details of your property will be available on this website. This might take up to 5 working days.

How to add a photo

When you have sent your application, make sure you add at least one photo. To do so, go back into your account and click **'Upload photo'**



This takes you to the following screen:

Upload a new photo

To upload a photo please use the 'Browse' button below to select the photo from your computer, and then select a description. Only JPEG or PNG files are allowed

Select a file to upload*

Description*

** Please choose **

[Upload photo](#)

Maximum file size: 4.00 MB
All photos will be validated by a member of staff before being displayed.

From here you need to click browse and find the photo you have taken and saved on your computer/device.

Description is a mandatory field and must be completed, if the description does not match the photo you have taken, please choose the most applicable.

Then click upload and your photo will be attached to your advert.

When can you bid for DKO HomeSwap homes?

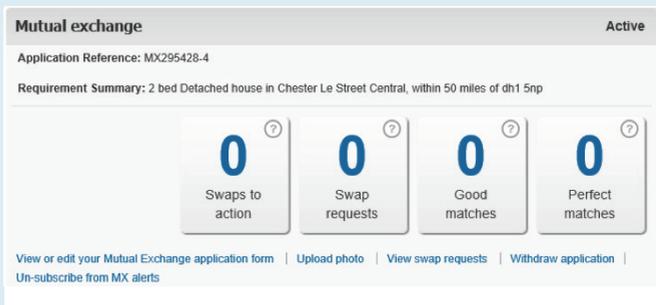
When you have sent your application (online or by sending us a completed paper form), your current DKO partner landlord will decide whether to accept it. They try to do this within five working days. They will inform you by letter whether or not they accept your application, and you will be able to login and look for a new home to swap with.

Using the scheme online

When you have received your acceptance letter you can use the scheme online by:

- going to www.durhamkeyoptions.co.uk
- clicking **‘Login’**
- entering your reference and memorable date.

You will then be taken to your account summary. The second section relates to your DKO HomeSwap application:



The screenshot shows a web interface for a 'Mutual exchange' application. At the top right, it says 'Active'. Below the title, the 'Application Reference' is MX295428-4. The 'Requirement Summary' is '2 bed Detached house in Chester Le Street Central, within 50 miles of dh1 5np'. There are four statistics displayed in blue boxes, each with a question mark icon: '0 Swaps to action', '0 Swap requests', '0 Good matches', and '0 Perfect matches'. At the bottom, there are links for 'View or edit your Mutual Exchange application form', 'Upload photo', 'View swap requests', 'Withdraw application', and 'Un-subscribe from MX alerts'.

This screen shows the following information:

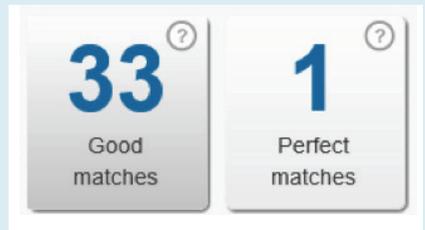
- Your DKO HomeSwap requirements.
- The number of possible swaps that need your action.
- The number of swap requests you have.
- The number of good matches you have.
- The number of perfect matches you have.

Clicking on any of the above tiles will take you to properties that could match your needs, or that have been offered to you for a swap.

Viewing all available properties

When you login to your account, your DKO HomeSwap section will show two tiles displaying the number of perfect matches and good matches you could swap with (as shown previously). The perfect matches show properties that meet your requirements perfectly and where your property matches the swapper's requirements.

The good matches will show properties that meet maybe four out of six of your requirements. To view any of these matches, click on the large number on the tile.



The properties will be listed.

A property listing card is shown. On the left is a placeholder image for a house with the text 'No Photo Available' overlaid. To the right of the image, the text reads: '2 bed semi detached house in Consett' in blue, followed by 'Mutual Exchange Property' in grey. Below this is the address 'LUMLEY ROAD NEWTON HALL DURHAM DH1 5NP' and 'Property ref: 88161' with a house icon. Further down, it says 'Total cost: £0.00' and 'Durham County Council'. At the bottom left, it shows 'Added: 24/03/2017' and 'Distance: unknown' with a '2' in a square icon. At the bottom right, there is a green checkmark icon followed by the text 'Perfect Match Apply for property 88161'.

Viewing full details of a property

To see more details of the property and any pictures that may be attached, click on the blue title or the picture.

Applying for a property

When you have searched for a property and are interested, click on

[Apply for property 88161 >](#)

You will then be asked to confirm that your current details are correct and that you wish to confirm your bid.

Apply

Please confirm these details are correct. They need to be accurate to prevent you from missing out on a property.

Address

[Redacted address]

Contact details

Mobile telephone [Redacted]

Home telephone [Redacted]

[Update contact details](#)

[Confirm details and apply >](#) [Cancel](#)

If they are correct, click '**Confirm details and apply**'. If anything needs updating, click '**Update contact details**' to update before applying. It is important to make sure your details are correct so you do not miss out on the property.

Please note: Placing a bid for (or applying to swap) a property tells its current tenant that you are interested in swapping homes with them. This allows them to view your details so they may contact you to discuss the swap further.

What happens next?

After you place your bid, the **'advertiser'** (the tenant you are interested in swapping with) will automatically get a message saying their shortlist has changed. The shortlist is a list of tenants who have bid for the property.

What happens if your bid succeeds?

If the advertiser accepts your bid, you will get a message on your account to show you have been **'nominated'**.

Don't worry: at this stage you have still not committed yourself to swapping homes. You can change your mind at any time.

Remember: you must not swap your home without first getting your landlord's written permission.

What happens when you receive a bid on your property?

When you receive a bid on your property you will have a number in your **'Swaps to action'** tile. To view the advert of a property you are being offered, just click on the tile.

This will bring up a list of all bids on your property.

Each swap will have a coding alongside it to show the progress of the swap. The code is as follows:

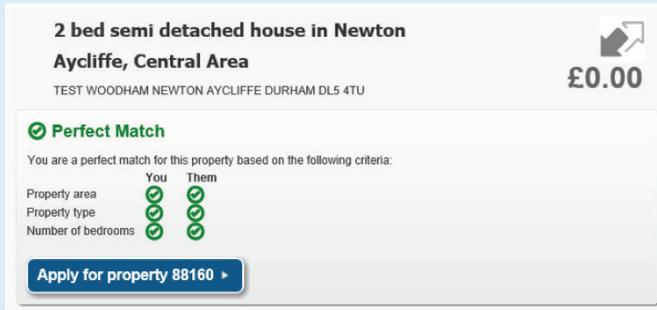


1. Request	2. Select	3. Confirm	4. Approve	5. Move
The first step is to find properties you are interested in swapping and then request to swap.	Look through the list of swaps requests that people have sent you and see if you would like to swap with them. If so, select "Approve Swap" from the Actions menu	Once somebody has selected to swap with you you will need to confirm you still want to go ahead	Both of your landlords will review your request and decide whether it is OK for you to swap	Once your landlords have approved you will need to agree a moving date and then you can move into your new home!

To view the advert of the proposed swap, click [Actions...](#) and then **‘View property’**.

This will direct you to the advert of the property you are being offered. At the top of the page you will see a quick guide to how far this property meets the requirements you set out in your advert.

For example:



2 bed semi detached house in Newton Aycliffe, Central Area
TEST WOODHAM NEWTON AYCLIFFE DURHAM DL5 4TU

£0.00

Perfect Match

You are a perfect match for this property based on the following criteria:

	You	Them
Property area	✔	✔
Property type	✔	✔
Number of bedrooms	✔	✔

[Apply for property 88160](#)

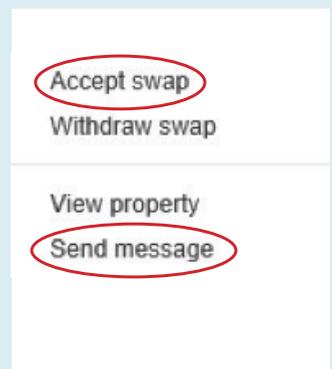
This example shows that the other tenant’s requirements mean they are a good match and may swap. A tick means they are a perfect match; a cross means they aren’t a perfect match.

Accepting a bid on your property

If you are interested in swapping with the person who has placed a bid on your home, you need to go back to your account by clicking [My account](#) at the top of the page and return to your **‘Swaps to action’** as in the previous step.

Click [Actions...](#) on the property you want to swap with, and from the drop-down menu select **‘Accept swap’**.

You may contact each other to arrange viewings (you can send a message via the DKO portal by choosing **‘Send message’** from the above drop-down list). But **please note that you will still need your landlord’s written permission before swapping.**



[Accept swap](#)

[Withdraw swap](#)

[View property](#)

[Send message](#)

Don't worry: at this stage you have still not committed yourself to swapping homes. You can change your mind at any time.

When you have clicked '**Accept swap**' the status in your account will change to a '**3**' from the coding listed above. You will see the following message.

This person asked you to swap and you said yes, now waiting for them to confirm.

Rejecting a swap on your property

If you are not interested in swapping with the person who has bid for your property, you can reject the bid by clicking [Actions...](#) on the property and from the drop-down menu select '**Withdraw swap**'.



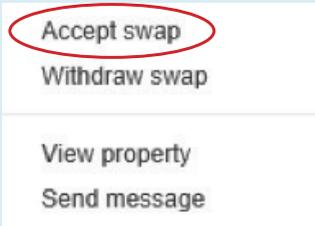
Confirming your interest in the exchange by accepting a nomination

If you originally asked to swap and the person you asked has said yes, you will need to confirm this interest by accepting the nomination.

Your '**Swaps to action**' will confirm this by displaying the following message:

You asked to swap with this person and they said yes. Now you need to decide if you want to go ahead.

To accept a nomination you need to click  and then from the drop-down menu choose **‘Accept swap’**:



This will move the swap status to code **‘4’** and the following message will show in your account:

This person decided they want to swap with you and you confirmed you want the swap to go ahead. Your landlords will now be notified.

The same message will show for the person you are planning to swap with.

Now that both parties have confirmed they are interested in swapping, your landlord(s) will receive a notification about it. When the landlord(s) have checked eligibility they may carry out a home visit to inspect your property. They will contact you within 42 days to accept or reject the request.

Remember: you must not swap homes without your landlord’s written permission.

Not interested in exchanging – rejecting a nomination

If you are no longer interested in swapping with the advertiser, you should reject the nomination by going to your **‘Swaps to action’**.



Click on  and then from the drop-down menu choose **‘Withdraw swap’**:

You will then need to select a reason why you wish to refuse the swap. This is compulsory so you must choose one of the options.

Confirm swap withdrawal ×

Are you sure you want to withdraw from this swap? If yes, please specify the reason below.

Your reason for withdrawing this swap*

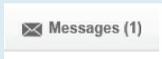
** Please choose ** ▼

Withdraw this swap Keep this swap

This will reject the nomination on your account and the bidder's account. It will show you are no longer interested.

Messaging

If you or a swapper sends a message via the DKO portal, you will be alerted to new messages at the top of the page. It will also display the number of unread messages in your account:



If you don't have access to the internet – can you still register for DKO HomeSwap?

Yes. You will need to complete a paper application and send it to your landlord.

Your landlord will register your property on DKO HomeSwap. Other tenants who are interested in swapping homes with you may use the details you have provided to contact you. Some DKO partners may display advertised homes in their offices or may be able to help you identify any potential swaps. Please contact your local DKO partner for further information.

Making the most of DKO HomeSwap

To increase the interest in your home, try to do the following things:

- **Give as many relevant details about your home as you can** – if you have made improvements, say what they are. The more details you give, the more interest you should receive.
- **Provide photos of your home** – at the least, you will need an external photo of your home. But internal photos that show your home at its best will help you attract more interest.
- **Give marketing information** – let people know about the local area. Is your property close to shops, schools, transport links etc.?

Other tips

- Remember to specify where you would like to move to and let us know if you want to move out of the County Durham area so that we can advertise your home in the national scheme.
- Give an email address and contact number so that people can contact you about your advert. If you change these details, be sure to update your account.
- Check your DKO HomeSwap account regularly. New adverts will be added regularly.
- Your property will be advertised for 90 days. If you wish to renew, you must remember to contact us a few days before the date when your advert expires so that we can renew your membership. Please put the renewal date in your diary now.

Frequently asked questions

What are mutual exchanges?

Quick answer: An exchange of homes between two households living in social housing.

Within the UK, council and housing association secure and assured tenants have the right to exchange their homes to homes suitable for them and their families. You will need your landlord's written permission before you can exchange.

How long do exchanges take?

Quick answer 42 days or less.

It depends on your exchange, how many parties are involved and whether you are moving long distance or within the local area. Section 92(4) of the Housing Act 1985 states that landlords must grant or reject an exchange within 42 days.

Can an exchange be refused?

Quick answer Yes.

You will not be able to exchange your property if:

- There is a possession order in force against you, possession proceedings have started against you or a notice seeking possession has been served on you.
- The property you want to exchange is too big for your needs – for example, if you currently qualify for a one-bedroom property and want to swap to a three-bedroom property, but your circumstances have not changed, or
- The property has been specifically designed or adapted for you because of a physical disability and the person you want to swap with does not have the same needs.

You can get full details from your landlord – this is not meant to be a complete list.

If I have rent arrears, can I still exchange?

Quick answer: No.

Tenants must pay all their rent including any arrears before a mutual exchange can be permitted.

Are there advantages to doing a mutual exchange?

Quick answer: Yes and no.

These are the advantages of a mutual exchange:

- You can exchange with another tenant inside or outside of County Durham.
- You can exchange with a housing association tenant.
- You may avoid a long wait for a transfer.
- You can thoroughly inspect the other property and be sure it is suitable for your family before seeking approval.

There are also some disadvantages:

- The other party can pull out at any time, right up until you move.
- You will have to accept responsibility for making any alterations you want.
- You accept the property 'as is' and are responsible for any damage to the home as soon as you move in.

Can I encourage an exchange by paying someone?

Quick answer: No.

Do not offer any cash incentives in return for an exchange. It is illegal and your landlord could evict you and your family from the property.

Can I encourage an exchange using presents or goods?

Quick answer: No.

Do not offer any rewards in return for an exchange. It is illegal and your landlord could evict you and your family from your home.

I don't drive. Will transport be provided?

Quick answer: No.

You will need to arrange transport for you and your family to get to your new location. You could ask friends, family, volunteer groups or use public transport.

Can I move on any day of the week?

Quick answer: Yes.

You can move on any day once you have been given a date by your landlords. It must be in agreement with the other tenants involved and the date should not be altered once agreed.

Will the new landlord decorate or repair the home before I move in?

Quick answer: No.

The landlord will not usually decorate between one person leaving and another moving in. You will have to arrange to decorate the home yourself as you have made an agreement to accept the property in the condition you viewed it. Discuss any repairs with the landlord before you agree to exchange. Do not rely on advice from the person moving out that the repairs will be done.

Can I swap back if I don't like living in my new home?

Quick answer: You may be able to.

You cannot swap back to your old home unless the tenant who swapped with you agrees. You will then both have to start the exchange process again from scratch and wait for a decision from both landlords.

Contact details for our partner organisations

Chester-le-Street area

Karbon Homes

Bowes Offices, Lambton Park, Chester-le-Street,
County Durham DH3 4AN

Telephone: 0808 164 0111

Website: www.karbonhomes.co.uk

Derwentside area

Karbon Homes

Greengate House, Amos Drive, Greencroft Industrial Park,
Stanley, County Durham DH9 7YE

Telephone: 0808 164 0111

Website: www.karbonhomes.co.uk

Durham City area

believe housing

Lumley House, Whitfield Court, St Johns Road

Meadowfield Industrial Estate

Durham DH7 8XL

Telephone: 0300 1311 999

Email: lettingswest@believehousing.co.uk

Website: www.believehousing.co.uk

East Durham area

believe housing

Head office:

2 Meridian Court, Whitehouse Business Park, Peterlee

County Durham SR8 2RQ

Customer service outlets:

Peterlee Town Centre – 29 Yoden Way, Castle Dene Shopping
Centre, Peterlee, County Durham SR8 1AL

Murton Resource Centre – 16/17 Woods Terrace, Murton,
County Durham SR7 9AD

Telephone: 0300 1311 999

Email: lettingseast@believehousing.co.uk

Website: www.believehousing.co.uk

Sedgefield area

Livin

Farrell House, Arlington Way, DurhamGate, Spennymoor
County Durham DL16 6NL

Telephone: 0800 587 4538

Email: housingteam@livin.co.uk

Website: www.livin.co.uk

Teesdale area

North Star Housing

14a Redwell Court, Harmire Enterprise Park,
Harmire Road Barnard Castle, County Durham DL12 8BN

Telephone: 03000 11 00 11

Email: enquiries@teesdaleha.co.uk

Website: www.teesdaleha.co.uk

Wear Valley area

believe housing

27 Longfield Road, South Church Enterprise Park,
Bishop Auckland, County Durham DL14 6XB

Telephone: 0300 1311 999

Email: lettingswest@believehousing.co.uk

Website: www.believehousing.co.uk

Notes



This document has been clarity-checked and awarded the Clear English Standard by Plain Language Commission (www.clearest.co.uk), which promotes clear and concise communication in documents and on websites.