The Mutual Exchange Process

Explaining the timeline & when you will be contacted during an exchange.

You and your Exchange Partner should visit www.tchg.org.uk/exchange and fill in the Mutual Exchange Application Form

0-7 days
Administrator conducts the initial checks

Refusal letters will be sent out if you do not meet the criteria. This means your exchange will not proceed.

7-21 days
Your Housing Manager will contact you to conduct a property inspection.

21-42 days
Administrator sends and receives tenant references which are passed forward for approval

Approval granted. Administrator instructs contractors to contact you to book in gas and electric safety check.

42-70 days *
Safety checks are conducted. See reverse for more details

Administrator will contact you to book in a sign up appointment. We will send you a letter to confirm.

Sign up appointment takes place.

You swap properties

New tenancies start

* Most exchanges complete within 8-10 weeks, but it can take longer and you should not book anything until you have been given a confirmed moving date by the landlord(s).
Steps to an Ideal Exchange

Moving home can be a stressful time. Here are some tips to help with a stress free move.

- Advertise your home with photos and give as much detail as possible. This will dramatically increase your chances of an exchange.
- When showing people around you home, ensure that it is neat and tidy and make your visitors feel welcome. It’s important that the visit is relaxed and that you are open to answer any questions they may have.
- Allow plenty of time for your move. Don’t put unnecessary pressure on yourself for instance, moving in time for Christmas or start of school term.
- Once we’ve received an exchange application, legally we have to so yes or no to within 42 days. Don’t expect to move in 42 days though; most exchanges take between 8-10 weeks to complete.
- Make sure your rent account is clear and any other outstanding debt is paid, this can delay the process.
- Ensure you are aware of any outstanding repairs and know what you and your Landlord are each responsible for repairing.
- Be patient. For some people moving is a big step therefore try not to rush or hurry your exchange partner - they may decide to back out as a result.
- Never feel pressured into an exchange, you have a choice. If you do feel pressured, please contact us, we can help.
- Ensure that you consider moving costs such as van hire, removal men, lock changes, decoration cost etc.
- Do not book any removals until you have received a confirmed date for the exchange.
- It is essential that your property has had its gas and electric checked prior to moving. We can not let the move commence if the checks have not been completed. Your landlord will request these to be arranged and you will be contacted by our contractor.