

You can swap your home with another Charter tenant - or with a tenant of a local authority or another housing association...

If you need this or any other information from Charter Housing in your own language or a different format, please contact us. **We're always happy to help.**



# options for moving

The keys to your new home.  
Transfer, swap or buy your home

## find out more

To find out more give us a call on 01633 212375  
Visit our new website [www.charterhousing.co.uk](http://www.charterhousing.co.uk)  
Come and see us at 11 Devon Place, Newport NP20 4NP



Charter has different ways of helping our tenants who want to move

## transfers

If you are interested in transferring to a home in Newport, Caerphilly or Monmouthshire, you will need to telephone the lettings team on **01633 678538** or e-mail them on **lettings@charterhousing.co.uk**

If you are interested in moving to a home in Torfaen, these properties are available through a common housing register. You will need to contact Bron Afon on **01633 620111** or register through their web-site **www.torfaenhomeseker.org.uk**

If you have an urgent need to move, for example if you need a special kind of accommodation or need to move to be near family for support, contact your Neighbourhood Manager who may be able to help you move more quickly.

## mutual exchanges

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Most landlords keep lists of people who want to swap or use the web site detailed below. You can look at any of these lists or the web site to find out if anyone with a property in the area you are looking for wants to swap, and you can put your name on the lists so other people can contact you.

If you are interested in an exchange you need to register your details on a free website **www.homeswapper.co.uk** which holds thousands of names of people wanting to exchange all over the UK. If you do not have access to the internet, contact the lettings team who will register your details for you.

**If you find someone to swap with, you must both fill in exchange forms and get permission before moving. Contact your Neighbourhood Manager for advice.**

When you exchange, you have to accept the other property as it is and take on any outstanding repairs to the home that the other tenant was responsible for. It is worth checking what these are before you agree to move. We'll let you know within 42 days from the date you enter your application whether the swap can go ahead.

We'll try and help you as much as we can when you transfer or swap.

However, you might be delayed or refused for the following reasons:

- ✓ Rent arrears
- ✓ Your home is in a poor state of repair
- ✓ The new house is larger or smaller than you need
- ✓ It has adaptations you don't need
- ✓ You've breached your tenancy agreement
- ✓ Repossession action has begun against you

## buy your home

If your property was built after 1997, you may have the right to buy it with a discount of up to £16,000.

For further information about home ownership options, please contact our sister company Fairlake on **01633 233876** or visit **www.fairlake.co.uk**

