

Please detach this page and keep it for your own information.

**Department of Infrastructure**



# Mutual Exchange Application Form MXA

Please read these notes BEFORE completing the form

**This form is to be completed by the Tenancy Holder**  
**All questions to be answered in BLOCK CAPITALS**

If you are already a tenant of the Department or a tenant of another Local Authority, you may be able to move home by exchanging with another tenant. Exchanges are a good way to help you find a home that is right for your needs. Remember: you are not limited to who you exchange with, it may also be with a tenant of a different authority.

You are advised to read the following information carefully. It is up to you, the tenant, to make sure you are eligible for an exchange. Terms and conditions apply (see below) and must be adhered to while you are a member of the scheme.

No fee is payable to have your home advertised on the Department's database

In order to be eligible for an exchange the following criteria must be satisfied:-

- Tenancy for your current property must have been held for at least 12 months, except in cases where there are special needs or circumstances to be considered. In these cases, please give as much information on the form as possible;
- Your rent account must be paid up to date; no transfer request will be considered where there are rent arrears;
- Rent accounts must have been maintained in accordance with your tenancy agreement for a period of no less than 6 months;
- Acceptance of an exchange is subject to a property inspection that proves the residence is in satisfactory condition. Both properties involved must be in good condition;
- The home you are moving to must be suitable for your needs. The Housing Authorities can refuse any exchange with reasonable grounds e.g. if one or more of the properties become very over-crowded or under-occupied;
- Requests for flats will not normally be considered if you own a dog;
- For anyone wishing to transfer with pets, the correct licence agreement for keeping pets at your current home must be in place. If you keep pets and have not yet signed an agreement please contact your Landlord for a form prior to completing the Mutual Exchange form.

## Section 1: Important Information

### Step-By-Step Guide

To successfully use the mutual exchange scheme then you should follow this step-by-step guide, terms and conditions apply.

**1** Register onto our Mutual Exchange scheme (hand in an application form . We will then put select details on our database, which within a month will be accessible from our website or from Ground Floor at Markwell House. When you are registered you will be given a reference number. Please keep this number safe as you will need it to update us with any changes to your details.

**2** Use our database to see if there is a home suitable for you. Contact the tenant and organise times suitable for the two households to see each other's homes. Each home should be viewed more than once. Any repairs to the dwelling should be arranged before the exchange takes place (see rules and regulations).

**3** If satisfied with the homes, in the condition they were shown, both tenants will need to fill in a Mutual Exchange form and send it to their **own** Landlord. The Local Authorities will then process the form

**4** Checks must be made by the Housing Authorities on their property. These checks will be organised separately by each Authority with their tenant. The properties will need to be of an acceptable standard before permission will be given for an exchange.

**5** After the checks your Local Housing Authority will give you **written** permission for the exchange between the two designated households to take place. This letter will include the confirmation of the rent for your new tenancy.

**6** When permission has been given to you, your fellow exchanger and your local authorities will need to meet to sign your new tenancy agreements.

**7** It is then up to you and the other tenant to organise when the move shall take place and when all the keys shall be swapped.

**8** **Please be aware that any exchange without permission from your Landlord will leave either party without a tenancy agreement.**

The Department cannot guarantee a match; however, we will circulate the details to all the Local Authorities.

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Please detach this page and keep it for your own information.

## Section 1: Important Information

This scheme is a way for people to advertise their home for a swap and to help them find a suitable and willing household to swap with. It is not up to the Department to find a match, instead it is up to the applicant to use this scheme to help organise a swap. You may also find it useful to use other means to advertise your property e.g. put an advert in your local post office, supermarket or newspaper.

Local authorities have a right to refuse exchanges if they have reasonable cause. Also fellow tenants and applicants to the scheme have the right to deny a request to swap, even if you believe that it is a suitable transfer. There is no guarantee that another tenant will agree to a swap as they may feel that your property is not suitable for them.

Other requirements:

- Applicants to this scheme must be tenancy holders of an Isle of Man public sector house.
- Both tenancy holders must have upheld their tenancy agreement. Any infraction, such as rent arrears, or anti-social behaviour can lead to the exchange being refused.
- It is your responsibility to inform us if your situation changes in any way that could affect a future exchange. Examples include; any change in your information (such as a new phone number) or if you no longer wish to exchange properties.
- Once you have joined the scheme, if you have not found a place to transfer within 12 months, your details must be updated. If you do not respond within 7 days to our letter asking for confirmation that you wish to continue with the scheme then your details will be removed.
- You will be given a reference number, which must be kept safe for future use. Reference numbers will be used to identify you when you need to update us with your details.
- If you have found a suitable property then it is up to you to contact the residents and this should be done with courtesy and respect. It will then be the responsibility of both parties to organise viewings of each others houses and fill in the suitable forms if an exchange has been agreed upon.
- When agreeing to an exchange both parties should be certain that the swap is reasonable. Swaps must be agreed to after each party has viewed the property, (preferably more than once) and agreed to take it in the condition it is in. Any repairs necessary should be taken care of before the swap takes place. No repairs will be carried out to the property you move to (apart from emergency repairs) for the first 12 months.
- For any exchange the Local Authorities involved will need to be kept informed and their written permission must be issued **BEFORE** any exchange takes place.

## Section 1: Important Information

It is not necessary to be part of this scheme to find a swap. However much of the criteria for a successful exchange will be the same and you will still need the permission of your Landlord.

The homes available within this scheme will be viewable on our website at [www.gov.im/housing](http://www.gov.im/housing) and at the reception in Markwell House (for address see below).

### Photographs:

If you wish to include a photo of the exterior of your home then please e-mail a digital photo using the address provided below. Photos must be of an acceptable standard and should not include any people or easily identifiable markings e.g. house number. To send in a photo of your home put Mutual Exchange in the header of the e-mail, include your name, the address of your home that is in the photo and attach the photo.

Any information you provide to help exchange your home can be placed on the website, for example, 'new fitted kitchen' 'newly decorated' etc will help find potential exchanges.

### Updating Our Database:

Our database will be updated at least once a month. Therefore the details on your home may take up to a month to appear on our website, although updates may occur more regularly.

### Annual Update Of Your Information:

To make sure that our database is as accurate as possible you should inform us of any changes in your details. If you are unsuccessful in finding an exchange after a year then we will send out a form for you to update your details. You must return the update form to the Department within 7 days or you will be removed from the scheme.

## Contact Details

Housing Division  
Public Estates and Housing Division  
Markwell House  
Douglas, IM1 2RZ  
Tel: 685955  
E-mail: [housing@gov.im](mailto:housing@gov.im)

**Your Details**

Title: Mr, Mrs, Ms, Miss, Other \_\_\_\_\_  
(Delete where applicable)

Surname: Name(s): Date of Birth: Address:   
  
Post Code: Contact Number: E-mail Address: **Your Spouse/Partner's Details**

Title: Mr, Mrs, Ms, Miss, Other \_\_\_\_\_  
(Delete where applicable)

Surname: Name(s): Date of Birth: E-Mail Address: Contact Number: 

Please specify below what details you would like us to include. You must include a contact number or e-mail address. You may wish to provide your name or just your first name, but this is not necessary. We will not include your full home address. It will then be up to you to give out your details (name and address) if you believe you may have a potential swap.

***This information will be placed on the website.***

Given Name: Tel No.: E-Mail Address:

## Section 2: Occupants' Details

**Do you have any dependant children who live with you?** (tick where applicable)

No

Yes

Please tell us about these children

Surname:

Name(s):

Date of Birth:

Relationship to you:

Surname:

Name(s):

Date of Birth:

Relationship to you:

Surname:

Name(s):

Date of Birth:

Relationship to you:

Surname:

Name(s):

Date of Birth:

Relationship to you:

Surname:

Name(s):

Date of Birth:

Relationship to you:

Surname:

Name(s):

Date of Birth:

Relationship to you:

## Section 2: Occupants' Details

### Does anyone else share your home?

No  Yes  (please give details of these people)

Surname:

Name(s):

Date of Birth:

Relationship to you:

How long (approx) they have lived with you:  Years  Months

Surname:

Name(s):

Date of Birth:

Relationship to you:

How long (approx) they have lived with you:  Years  Months

Surname:

Name(s):

Date of Birth:

Relationship to you:

How long (approx) they have lived with you:  Years  Months

### Do you or does anyone living in your household keep pets?

No  Yes  (please give details)

#### Which pets do you have? (please tick all that apply)

Cats  How many cats do you keep?

Are they neutered/spayed? Yes  No

Dogs  Number and Breed:

Birds  Type:  Number:

Are they kept indoors or outdoors?:

Fish  Type:  Number:

Are they kept indoors or outdoors?:

Other  Please give details:

### Section 3: Details of your current accommodation

**What type of accommodation do you have?**

House  Bungalow  Flat

**How long have you lived at this address?**

Years  Months

**What type of heating does your home have?**

Gas Central Heating  Oil Central Heating   
Coal Central Heating  No Central Heating

**How many bedrooms do you have?**

1  2  3  4

**Are any of your children sharing a bedroom?**

Yes  No

If yes, please give details (please specify gender and age)

.....  
.....  
.....

### Section 4: Exchange Requirements

**Where do you want to live?** (please tick all that apply)

<input type="checkbox"/> North	<input type="checkbox"/> Andreas	<input type="checkbox"/> Bride	<input type="checkbox"/> Jurby
<input type="checkbox"/> Ballaugh	<input type="checkbox"/> Lezayre	<input type="checkbox"/> Maughold	<input type="checkbox"/> Ramsey
<input type="checkbox"/> South	<input type="checkbox"/> Rushen	<input type="checkbox"/> Port Erin	<input type="checkbox"/> Port St. Mary
<input type="checkbox"/> Arbory	<input type="checkbox"/> Malew	<input type="checkbox"/> Castletown	
<input type="checkbox"/> East	<input type="checkbox"/> Douglas	<input type="checkbox"/> Laxey/Lonan	<input type="checkbox"/> Onchan
<input type="checkbox"/> West	<input type="checkbox"/> Peel	<input type="checkbox"/> Patrick	<input type="checkbox"/> German
<input type="checkbox"/> Central	<input type="checkbox"/> Marown	<input type="checkbox"/> Santon	<input type="checkbox"/> Braddan

**What are your reasons for requesting a transfer?** (Reasons can include location, accommodation size etc.) .....

.....



## Section 4: Exchange Requirements

**What type of property would you prefer?**

House  Bungalow  Flat  Sheltered Housing

**How many bedrooms do you need?**

1  2  3  4

**Do you or does anyone in your household have any disabilities or special needs?**

Yes   No

If yes, please give details (please specify type of disability/special needs and requirements)

.....  
.....  
.....

**Please use this space to tell us about any other information which you feel may be relevant to your transfer request. For example, property is in good decorative order, new kitchen fitted. This information will be placed on the Website.**

.....  
.....  
.....  
.....

## Section 5: Declaration

Your data is protected under the 2002 Data Protection Act. Please indicate by your signature that you understand your rights and how your data will be used.

- I declare that to the best of my knowledge and belief the information provided on this form is true and complete.
- I understand that if any information provided is found to be false or deliberately misleading it may result in my exchange being rejected.
- I understand basic information about my property will be displayed for public access on the government website and at Murray House.
- I understand that my name and contact details may be given to applicants of the mutual exchange scheme when they request it.
- I give my permission for my data to be used in this way.

Signed: .....

Date: .....

Signed: .....

Date: .....

## Section 6: Template

Below is an example of the basic details and description of your property that will be shown on the website.

Location of House:	Calgh Vane Estate, Ballasalla	<p><b>Picture Not Available</b></p>
Type of House:	2 Bedrooms	
Housing Authority:	Department of Local Government and the Environment	
Other information:	Medium-sized garden, new kitchen, in good decorative order.	
<a href="#">Would like to move to...</a>		
Type of Home:	3 Bedroom House/Flat	
Area(s):	Douglas/Onchan/Peel	
Contact Details:	Jenny on xxxxxx or email at xxxx	

**Mutual Exchanges without permission will leave either party without a tenancy agreement. Please refer to the terms and conditions of the Exchange.**

**The Department cannot guarantee a match, however, we will circulate the details to all the Local Authority.**

**We recommend that you visit the potential exchange more than once to make absolutely sure you are happy to exchange.**

### Reference Number (Official Use Only)

(For Official Use Only)

#### Reference Number

Applicants Name:	<input type="text"/>
Address:	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Reference Number:	<input type="text"/>

## Section 7: Reference Number

*(To be returned to applicant after registration.)*

Dear applicant,

Your application to the Mutual Exchange scheme has been successful. You have been given a reference number (below); please make a note of it. You will need the reference number to identify you in order to update our database and the website.

Your reference number:

*(Please keep this number in a safe place for future use)*

Should you have any queries—please contact the Customer Service Team on 685955 or email: [housing@gov.im](mailto:housing@gov.im)

## Section 7: Other information:

Grounds for Refusing a Mutual Exchange:

- Either household has rent arrears;
- The Dwelling would be substantially overcrowded;
- The Dwelling would be substantially under occupied;
- The Dwelling is designed or adapted for the disabled and the in going person(s) needs do not meet the requirements;
- Additional conditions imposed by other landlords.

Downloadable Documents:

- Full Listing of homes in the Scheme
- Mutual Exchange Information Sheet
- Mutual Exchange Form MXB

The information you provide when you complete this application will only be processed for the purpose of dealing with your housing requirements. It may be shared with external partners for the purposes of assessing your eligibility and processing your application. Our Privacy Notice explains how we collect, store and handle your personal data in line with current data protection legislation as applied in the Isle of Man. If you would like to find out more please visit our website at <https://www.gov.im/about-the-government/departments/infrastructure/data-protection/> or contact our Data Protection Officer on 686785 for a paper copy.