

Mutual Exchange Guidelines

This leaflet details the standards Black Country Housing Group expect your property to be in when we carry out a property inspection in relation to a Mutual Exchange application. If your property does not meet the required standard, it may result in a delay or your Mutual Exchange being denied.

Windows & Doors:

- A minimum of 2 sets of keys for external doors to be given to incoming tenant.
- All external doors should be weather tight and secure.
- All windows should be secure, open and close correctly.
- All internal doors should open and close correctly and of good standard.
- If the outgoing tenant has replaced any of the original standard doors, we will not maintain these. Either the incoming tenant must accept responsibility or the outgoing tenant must reinstate original doors or similar ones that BCHG had provided previously.

Walls, Ceilings and Décor:

- Wall and ceiling plaster should be in good condition.
- The property should be in reasonable to good decorative order and acceptable to the new tenant.

Garden/Boundaries:

- Gardens must be in a reasonable to good condition and all boundary fencing is in tact. If the garden is overgrown and not to the standard of BCHG then we may refuse permission for the mutual exchange to take place.
- All trees/shrubbery need cutting back prior to mutual exchange unless the incoming tenant accepts the garden exactly how it is and understands that it will be their responsibility and not BCHG's.

General:

- The property, garden and any outbuildings are clean and clear of all rubbish
- The property should be both structurally safe and secure.

Bathroom:

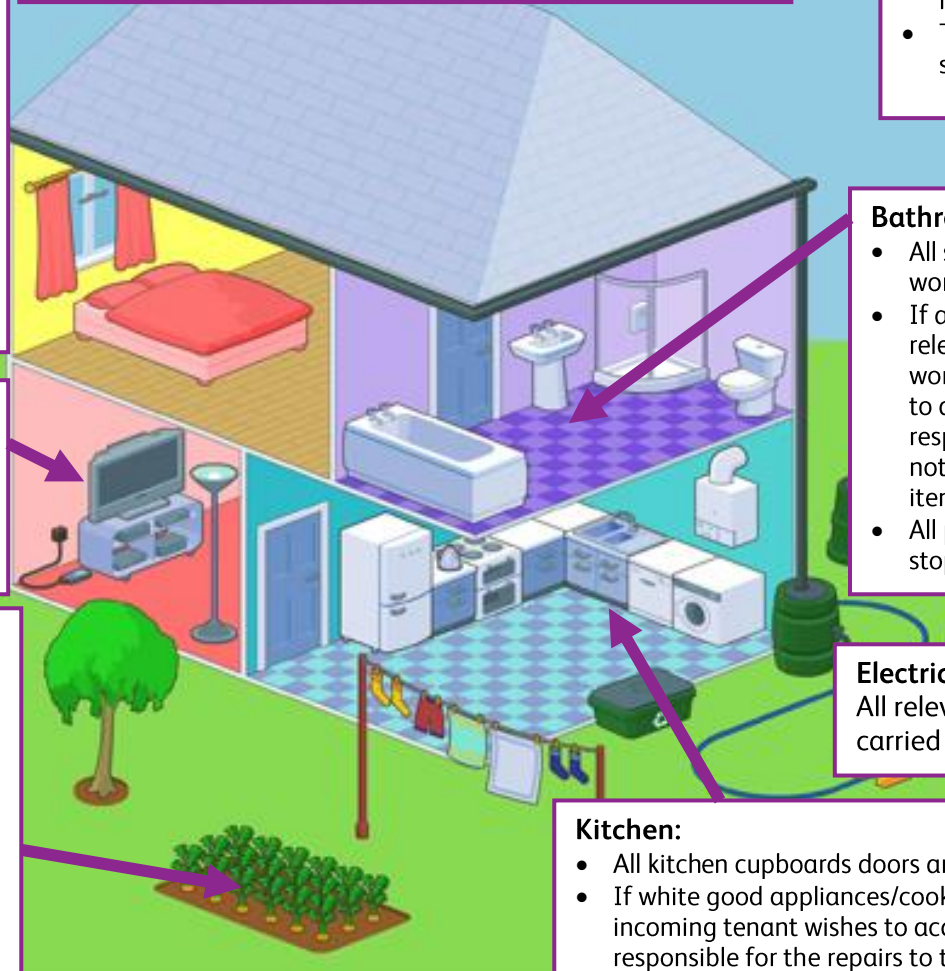
- All sanitary ware must be clean and in good working order.
- If a shower has been installed it must have the relevant safety certificates and be in good working order. If the incoming tenant wishes to accept the shower BCHG will not be responsible for repairs for this item. If they do not wish to keep it then you must have the item removed.
- All plumbing must be watertight and the stopcock to the property should be functional.

Electric/Gas

All relevant electric and gas checks will be carried out prior to the mutual exchange.

Kitchen:

- All kitchen cupboards doors and cupboards are clean and in tact.
- If white good appliances/cooker/microwave are being left and the incoming tenant wishes to accept these then BCHG will not be responsible for the repairs to these items. If they do not wish to accept these then it is your responsibility to remove these before the mutual exchange takes place.



Cyclical Program

- **New Kitchen Due** :
- **New Bathroom Due** :
- **Windows to be replaced** :
- **Doors to be replaced** :