

What is house exchange?

House exchange is a website that has been designed to bring people together who are looking to swap their home

It's easy and FREE*

Simply visit:

www.axiom.houseexchange.org.uk

Once you have registered, your details will be approved, your property will appear in our database and you will be able to search for a specific property, for those who might want your property or other alternative ways



*free to Axiom residents

For further information:

Simply visit

www.axiom.houseexchange.org.uk

or Contact

01733 347135

enquiries@axiomha.org.uk



Axiom promotes the services of Language Line for translation support. If you would like this information in another language; large print, Braille, audio or video please contact us.



Registered Address:

Axiom Housing Association Limited
Axiom House
Maskew Avenue
Peterborough PE1 2SX



Registered in England as an exempt charity under the Industrial & Provident Societies Act 1965 (No 17971R) and with the TSA No. L0395



House Exchange

Mutual home swap

For people who simply want to 'swap their home'

and it's free of charge*!



*free to Axiom residents

How do I register?

Register easily via the internet at www.axiom.houseexchange.org.uk

Once approved we will send you your sign-in details by post. If you do not have access to the internet you could try your local library, or ask a member of your family or a friend to help.



How do I find someone to exchange with?

Once you have received your log in details you can search for exchanges; there are four types available to help you find a match.

What size of property can I have?

Normally when we offer properties through Choice Based Lettings or the Housing Register, we will only offer you the size of property that you need to house everyone who lives with you on a permanent basis.

What is a three way exchange?

This is when you have found someone to swap with but they don't want to move into your property. If you can find someone to complete the loop; this is what is known as a three way exchange.

What happens next?

When you have found an exchange, please contact us as you will need to complete a form. Once you have informed us in writing we will confirm within 42 days if the exchange can proceed.

You cannot move without consent; please be realistic about the time it can and will take to move.

Your property will be inspected and any damage must be repaired before exchange. Your rent account must also be up to date.

The landlord of the other property will do the same and reports will be exchanged. If approved you will be contacted to confirm a moving date. Exchanges are refused in limited circumstances and clear reasons are always provided.

Important things to consider

We hope everything will go smoothly, but if you are unhappy with the way your exchange is being handled, talk to our Customer Services Manager.

If you are still not satisfied, please ask for a copy of our Complaints Procedure.

Remember

Any information entered on the website will be available to other registered users. If you do not want people to contact you directly, fill in the alternative contact details when registering.



To keep the website up to date we will remove applicant's details if they do not sign in for three months

If you need help please contact us:

ARABIC

إذا كنت تريد مساعدة،
الرجاء الاتصال بنا.

KURDISH/SORANI

ئەگەر ئێو پێویستت بە یارمەتی ھەبێ،
تکایە ئەگەڵمان پەیوەندی بکە.

POLISH

Jeżeli potrzebują Państwo pomocy, prosimy o kontakt z nami.

LITHUANIAN

Jei reikės pagalbos, kreipkitės į mus.

PORTUGUESE

Caso necessite de ajuda, não hesite em nos contactar.

CZECH

Pokud potřebujete pomoc, prosím kontaktujte nás!

PUSHTO

که تاسې مرستې ته اړتیا لرې،
نو لطفاً زموږ سره تماس ونیسې.

URDU

اگر آپ کو مدد کی ضرورت ہے تو،
براہ کرم ہم سے رابطہ کریں۔

As a committed equal opportunities Association we will not discriminate against any person for any reason. We believe in equality, diversity and opportunity for all.