

# House Exchange



house  
exchange



"Better homes and better services for better lives"

# What is House Exchange?

House Exchange is a website that has been designed to bring people together who are looking to swap their home anywhere across the country. Using the site is easy and FREE!

Simply visit [www.acisgroup.houseexchange.org.uk](http://www.acisgroup.houseexchange.org.uk) and complete your details online. Once you have registered, your details will be approved and your property will appear on the website. You will then be able to:

**Search for a specific property**

**Search for those who want my property**

**Search for a match both ways**

**Search for a three way match**

## How do I register?

Register quickly and easily on [www.acisgroup.houseexchange.org.uk](http://www.acisgroup.houseexchange.org.uk). Once your registration is 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 family member or friend to register on your behalf.

## Think first!

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.

## How do I find someone to exchange with?

Once your registration is approved you will be sent login details by post. When you receive your login you can search for exchanges on the website – there are 4 searches available to help you find a match.

## What is a three way exchange?

A three way exchange is useful 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 known as a three way exchange.

### House Exchange makes this easy!

There is a three way search option available on the website.



## What happens next?

Once you have found an exchange partner, contact us on **FREEPHONE 0800 027 2057** for an application form. When you have informed us in writing that you wish to exchange properties, we will assist you to complete the exchange within 42 days.

# You cannot move without our consent.

**Be realistic about the time it will take you to move.**

Your property will need to be inspected and you must repair any damage BEFORE the exchange takes place and your rent account must also be up to date.

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

Before you agree to move you should check the condition of the new property, as you will accept it in its current condition, and also check the type of tenancy agreement you will be taking on as your rights may be different.

For instance, you may lose your Right to Buy. For any queries or concerns, please contact us on FREEPHONE 0800 027 2057.

## Putting things right

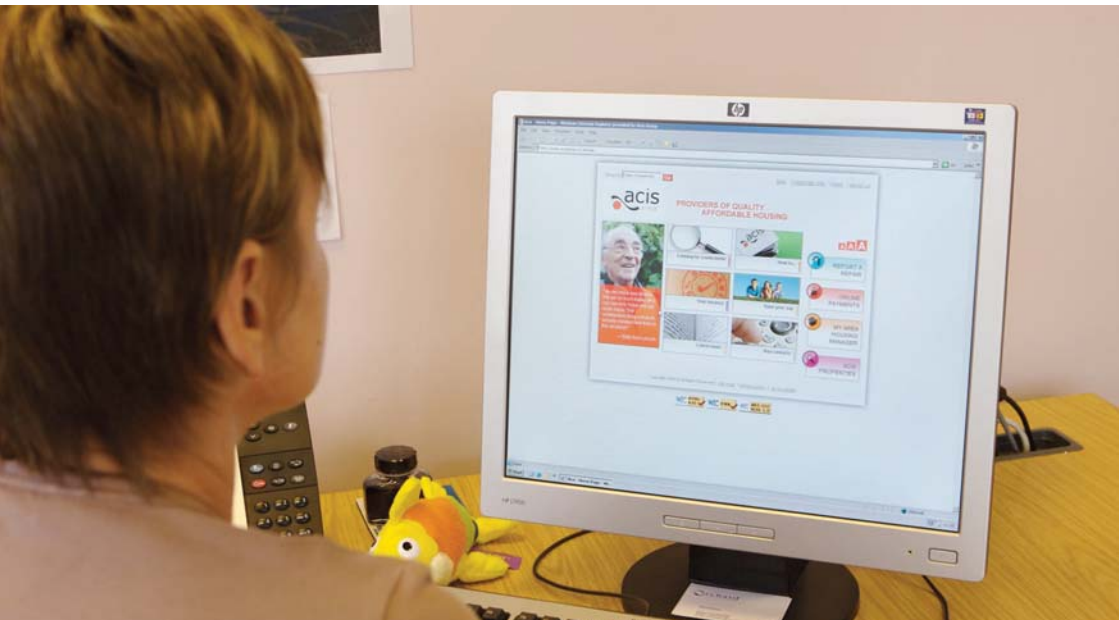
We hope everything will go smoothly, but if you are unhappy with the way your exchange is being handled, please call contact us using the details on the back of this leaflet.

If you are still not satisfied, you should follow our complaints procedure. A leaflet explaining this procedure is available from any of our offices or on our website [www.acisgroup.co.uk](http://www.acisgroup.co.uk).

## No internet access

You could visit your local library or internet café, ask a family member or friend who has access to the internet or you can contact us using the details on the back of this leaflet and we will send you an application form in the post to register your details. We will also send you details of any matches once your registration has been approved.

**To keep the website up to date, we will remove applicants details if they have not signed into the site for 3 months.**



This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

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**Compliments and Complaints ... Please help us to help you!**

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

**Acis Group Limited**

**Acis House  
Bridge Street  
Gainsborough  
Lincolnshire  
DN21 1GG**

**email: info@acisgroup.co.uk**  
**web: www.acisgroup.co.uk**  
**FREEPHONE: 0800 027 2057**  
**text: 07800 002270**

