

Armadale CSC
1/3 East Main Street,
Armadale EH48 2QA

Bathgate CSC
Lindsay House, Bathgate EH48 1TS

Blackburn Connected
The Mill Centre, 10 Sycamore Walk
Blackburn EH47 7LQ

Broxburn CSC
Strathbrock Partnership Centre
189a West Main Street,
Broxburn EH52 5LH

Fauldhouse CSC
10 Main Street, Fauldhouse EH47 9HX

Advice Shop 9/12 Waverley Industrial Estate, Waverley Street, Bathgate
or phone 01506 776444.

Linlithgow CSC
County Buildings,
Linlithgow EH49 7EZ

Carmondean Connected
The Ability Centre, Carmondean
Livingston EH54 8PT

Breich Valley CSC
24-26 Main Street, West Calder
EH55 8DR

Whitburn CSC
5 East Main Street, Whitburn EH47 0RA

West Lothian Connected CSC
Almondvale Centre, Livingston
EH54 6SN



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE

Housing & Building Services
YOUR QUESTIONS ANSWERED

Mutual Exchanges

Customers with Special Requirements

Information is available in Braille, on tape, in large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਟੈਪੀਨ ਤੇ ਪੜ੍ਹਣ ਵਾਲੀ ਸਿੱਧੀ, ਟੈਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਕਾਮਯਾਬ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਧਾ ਕਰਕੇ ਸਿੱਟਰਪ੍ਰੋਸੈਸ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، وڈے فونٹ اور کھلی زبانوں میں دستیاب ہیں۔ براہ کرم براہ راست 0131 242 8181 پر رابطہ قائم کریں۔

Informacje te mogą być przełożone na język Braille'a, dostępne na taśmie magneto fonowej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych.
Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 0131 242 8181.

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Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is 18001 01506 464427

A loop system is also available in all offices.



www.westlothian.gov.uk/housing

Housing & Building Services (01506) 775000

E-mail: customer.service@westlothian.gov.uk

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS **Tel: 0870 011 5378**

Email: enquiries@scottishombudsman.org.uk

West Lothian Council delivers

westlothian.gov.uk



What is a Mutual Exchange and who can I Exchange with?

This is where a tenant of West Lothian Council swaps houses with another tenant of the council or tenant of a Registered Social Landlord/ Housing Provider or another Local Authority.

By swapping houses you may be able to get the kind of home you want without having to wait on the council's housing list.

How can I find someone to Exchange with?

- Homeswapper is a website which helps tenants of the council swap houses, locally, regionally and nationally. As a West Lothian Council Tenant, this service is free of charge and to register, log onto: **www.homeswapper.co.uk**.
- Call in to your local CSC/Library for advice and assistance about the Homeswapper Scheme and to view the web site if you don't have internet access.
- You can also advertise in the local paper or alternatively you can put an advert in local shops and supermarkets.

What should I do if I find someone to Exchange with?

When you find someone to swap with you should:

- Contact them and make arrangements to visit each others house.
- Inspect their house carefully. Make sure you are happy with the condition of it as the Council will not be responsible for any decoration needed or for carrying out repairs which are the tenants responsibility.
- If you decide, after viewing, that you wish to swap you must both complete a mutual exchange application form. You can get this at your local office.

Will it affect my Right to Buy?

For further information on the Modernised Right to Buy, please contact your Community Based Housing Officer as swapping homes may affect your Right to Buy.

What happens next?

Once the Community Based Housing Officer has received the form we will:

- Inspect both houses to make sure they are in good condition.
- Check the size of the houses to make sure no overcrowding/ underoccupation will occur if you do swap.
- Check that both tenants have a clear rent account and there are no other issues relating to the tenancy that would prohibit the swap.

If you want to swap with a tenant of another landlord we will write to their landlord for this information. We will also give their landlord information about your tenancy.

How long will I have to wait before getting an answer?

- By law we must give you a decision within 28 days.
- If we agree to the swap you and the other tenant will be advised in writing and will be asked to sign new tenancy agreements for your new houses. **You must not move in before you have done this.**

What if I am refused permission?

- Permission cannot be refused without good reason.
- We will not agree to the swap unless the house you want to move to suits your needs.
- If you do not agree with our decision you can appeal against this decision in writing to the Housing Manager. The Housing Manager will then advise you of their decision within 14 days.