

Mutual Exchange

HomeSwapper Launch

Frequently Asked Questions

1. What is mutual exchange?

A mutual exchange (also known as a tenancy exchange or home swap) is a scheme that allows social housing tenants to permanently swap homes with each other. It is an alternative to waiting for a standard housing transfer, and provides the opportunity for tenants relocate for work, move closer to family, or upsize or downsize.

2. What is changing and why now?

From 1 August, our mutual exchange platform is changing from House Exchange to HomeSwapper. House Exchange is closing, so all tenants will need to use HomeSwapper going forward.

3. Why is House Exchange closing?

Clarion Housing Group (which operate House Exchange) decided to close the platform, which means we can no longer use the service. To make sure our tenants have access to swap homes, we are moving to a similar service, HomeSwapper.

4. What is HomeSwapper?

HomeSwapper is the UK's largest mutual exchange platform, used by thousands of tenants and hundreds of housing providers. This means tenants can search for homes from Saffron Housing, as well as other landlords across the country.

5. I am already registered with House Exchange, do I need to re-register with HomeSwapper?

Yes. If you previously registered with House Exchange, you will need to create a new HomeSwapper account. Registration is free to all Saffron tenants from the 1 August 2026.

Unfortunately, we are unable to transfer registrations from House Exchange to HomeSwapper automatically.

6. When can I register with HomeSwapper?

You can register from the 1 August 2026 by visiting the HomeSwapper website:

<https://www.homeswapper.co.uk/>

We have guidance and support available to help you get started. Visit our website for more information, or contact us on 01508 532000.

7. I am already registered with HomeSwapper, do I need to re-register?

No.

8. I'm a Saffron tenant and pay to access HomeSwapper, will I still need to pay in the future?

No. From the 1 August 2026, HomeSwapper becomes our new mutual exchange platform – this means we pay to use the service and all Saffron tenants will have access for free.

9. Can I swap my home?

Most social housing tenants with a secure or assured tenancy can usually apply to swap their home. We have a Mutual Exchange Policy that contains more information about those who can swap, and reasons why a swap may not be approved. We'd recommend reading the policy and checking your tenancy type before registering.

10. I am eligible and would like to explore swapping my home, but I'm not registered with any platform, what do I need to do now?

From the 1 August 2026, you can register with HomeSwapper here:

<https://www.homeswapper.co.uk/Account/Register>.

You will need to set up your profile. You can access support to get started here:

<https://www.homeswapper.me/getting-started/>

Once set up, you can start to search for potential swaps. If you need help, please contact us on 01508 532000.

If you find a home you'd like to swap with, you'll need to apply by completing the form here:

<https://www.saffronhousing.co.uk/media/0iapmdlc/mutual-exchange-application-form.pdf>

11. What support is available?

There is more information available on our website <https://www.saffronhousing.co.uk/find-a-home/mutual-exchange/> or you can call our contact centre on 01508 532000 or speak with your neighbourhood officer.

If you are already registered with HomeSwapper, they have a number of useful "how to" guides that explain how to use the platform simply and easily. You can access the guides here: <https://www.homeswapper.me/help-centre/how-to/>

12. What if I don't have access to the internet?

Your neighbourhood officer can support you with registration and help you access the platform. We can also provide printed guidance if needed.

13. Does HomeSwapper affect my current home or tenancy?

No. This change only affects the platform used to search for mutual exchanges. Your

tenancy and rights remain the same.

14. Who can I contact if I have any questions?

You can contact our contact centre on 01508 532000 or your neighbourhood officer. You can also email us on info@saffronhousing.co.uk