



# Mutual exchanges

Advice for residents who wish  
to mutually exchange

# Facilitating property viewings for a mutual exchange

- A physical viewing of a property should not go ahead if any of those involved, including the current occupant or occupants, prospective viewer or viewers and landlord or agent accompanying the viewing are exhibiting symptoms of COVID-19 or self-isolating. Contact details should be obtained for all viewers in case of necessity to cancel at short notice and for contact tracing purposes.
- We would encourage all property viewings to take place virtually in the first instance. Where a physical viewing of a property is required this should be by appointment only and be attended by people from the same household and, where possible, only by the adult members of that household (or one adult member from each household if the home move involves the household and extended household). The aim is to limit the number of visitors, including children, when viewing a property.
- The property should be thoroughly cleaned before the viewing goes ahead. This should include high touch surfaces, such as door handles, being cleaned with standard

household cleaning products. Any towels and cloths used in the process should be safely disposed of, or washed as appropriate. Shared access areas, for example shared front door access, should also be cleaned. More information is available about [cleaning in non-healthcare settings on GOV.UK](#).

- No spontaneous viewings should take place, all viewings should be by appointment only.
- Prior to the viewing, you should make sure that all lights are turned on in the property and that doors are open, to prevent property viewers from inadvertently touching surfaces.
- You should make efforts to agree with the viewer how the property viewing will take place before the appointment is booked. This should include asking whether the viewer is showing symptoms of COVID-19 or self-isolating and if they are, the property viewing should not go ahead.



- We recommend that you (the resident) vacate your home whilst viewing are taking place, to minimise their contact with those not in their household. If they remain on the grounds of their property, for example in a garden or driveway, they are to maintain social distancing.
- If it is not appropriate for you to vacate your home, even for a short time, you should make efforts to minimise contact with those outside their household by, for example, being in a different room from the individuals viewing the property. Social distancing should be maintained at all times.
- Property viewers should be advised against touching surfaces throughout the property viewing, unless absolutely necessary. This is particularly relevant in furnished properties, where the risk of contamination of surfaces may be higher.
- Property viewers should be encouraged to bring hand sanitiser with them and use it frequently during the property viewing.

- The length of time that a property viewing is carried out should be minimised.
- Once the viewing has taken place, you should ensure surfaces, such as door handles, are cleaned with standard household cleaning products, with towels disposed of safely or washed, as appropriate. Shared access areas, for example shared front door access, should also be cleaned.

Once you have found a match to exchange with, please complete our online mutual exchange forms (click here). Once you have submitted this request your Housing Officer will contact you.

For further guidance on how to move safely during COVID-19 please visit: <https://gov.wales/housing-coronavirus>

We have also created guidance for residents moving in and out of our properties, which can be found [here](#).

If you have any questions or queries, please do not hesitate to contact your Housing Officer or our Customer Service Centre on **0800 052 2526**.

**Good luck with the move!**



