

# Tenant's guide to



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## What is SwapTracker?

SwapTracker is part of the HomeSwapper service.

The HomeSwapper website helps you find other social housing tenants to swap with.

When you've found someone, and both of you have agreed to swap, you can then use SwapTracker to apply for a "mutual exchange" (home swap) and keep track of progress.



## How do I apply for an exchange?

To swap homes, you and the other tenant must get permission from your landlords to exchange.

You will need to apply to your landlord giving details of the person you wish to swap with.

They will need to apply to their landlord giving your details.

If a landlord uses **SwapTracker** this can all be done online!

If a landlord does not use **SwapTracker** you will need to request a paper application form and cannot use **SwapTracker**.



## Using SwapTracker to apply for an exchange

How you apply to a landlord with **SwapTracker** depends on whether you currently have a **HomeSwapper** account or not, and if you are applying to your current landlord or a new one.

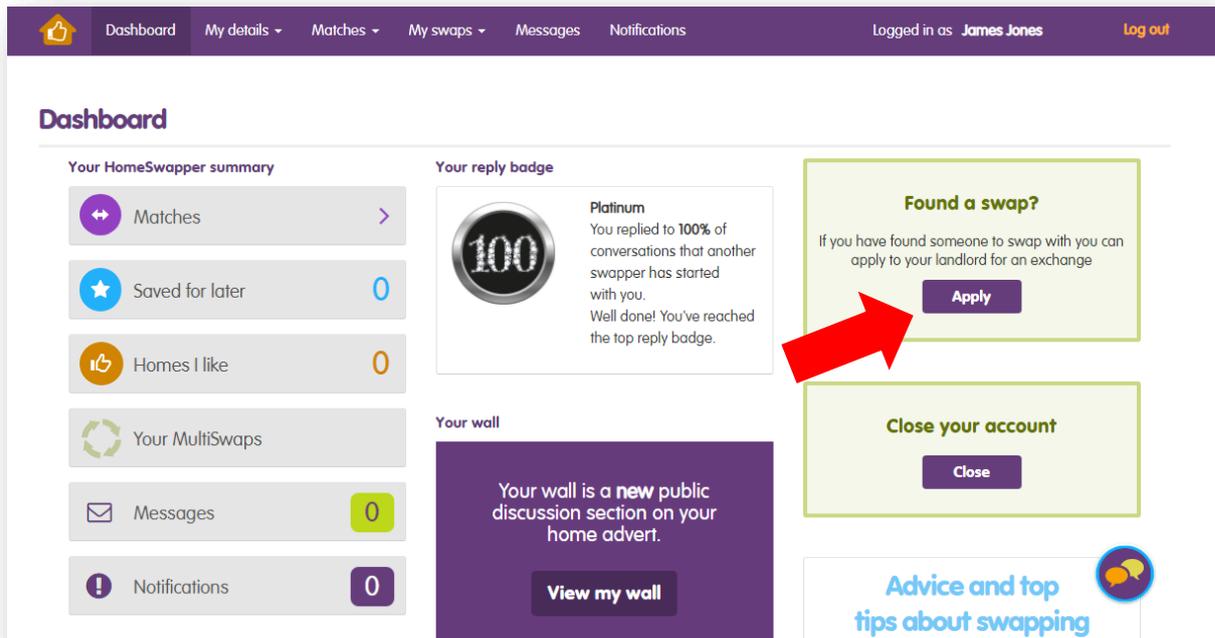
Refer to the sections below depending on your circumstances:

- [I have a HomeSwapper account and I am applying to my landlord](#)
- [I don't have a HomeSwapper account and I am applying to my landlord](#)
- [I have a HomeSwapper account, but I am applying to a different landlord](#)
- [I don't have a HomeSwapper account and I am applying to a different landlord](#)

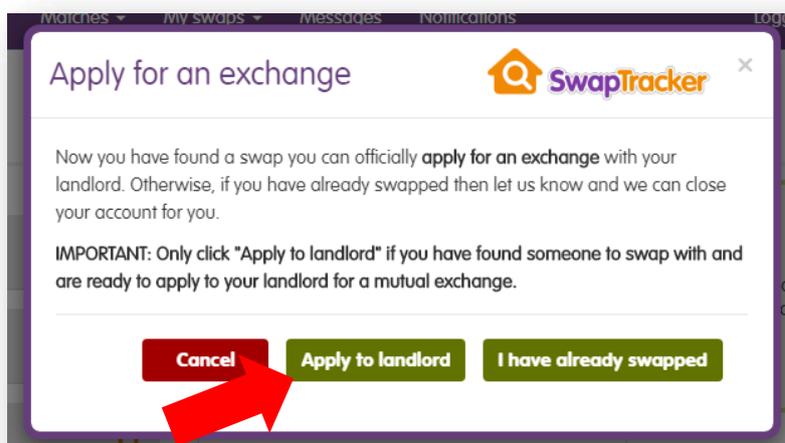
## I have a HomeSwapper account and I am applying to my landlord

If you already have a HomeSwapper account and are applying to your own landlord, follow these steps:

1. Log into your **HomeSwapper** account
2. On your dashboard you will see an “Apply” button.



3. Clicking the “Apply” button shows a pop-up message.

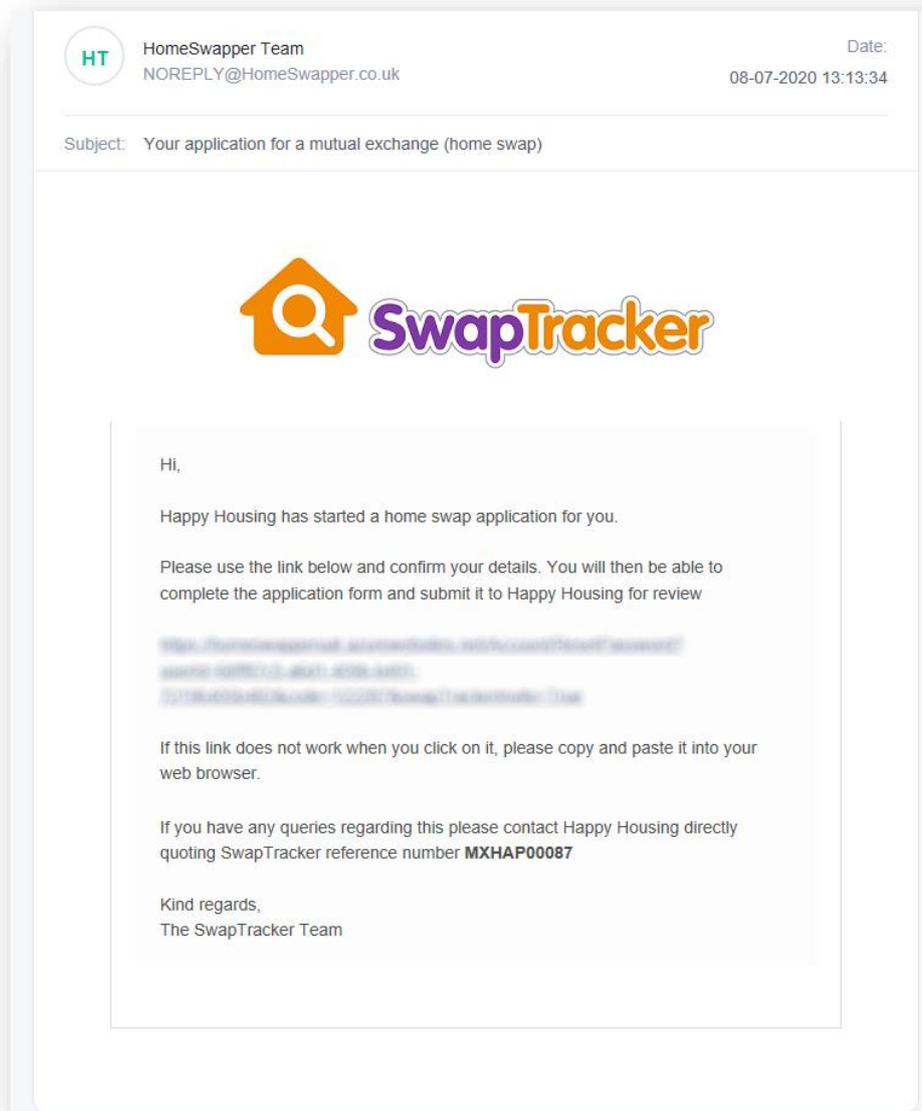


4. If you have found someone to swap with and are ready to apply to your landlord for an exchange, click the “Apply to landlord” button. Do not click this button if you are not ready to officially apply to your landlord for an exchange.
5. You will now be taken to the **SwapTracker** application form. For more information on this go to [The SwapTracker application form](#) section of this User Guide.

## **I don't have a HomeSwapper account and I am applying to my landlord**

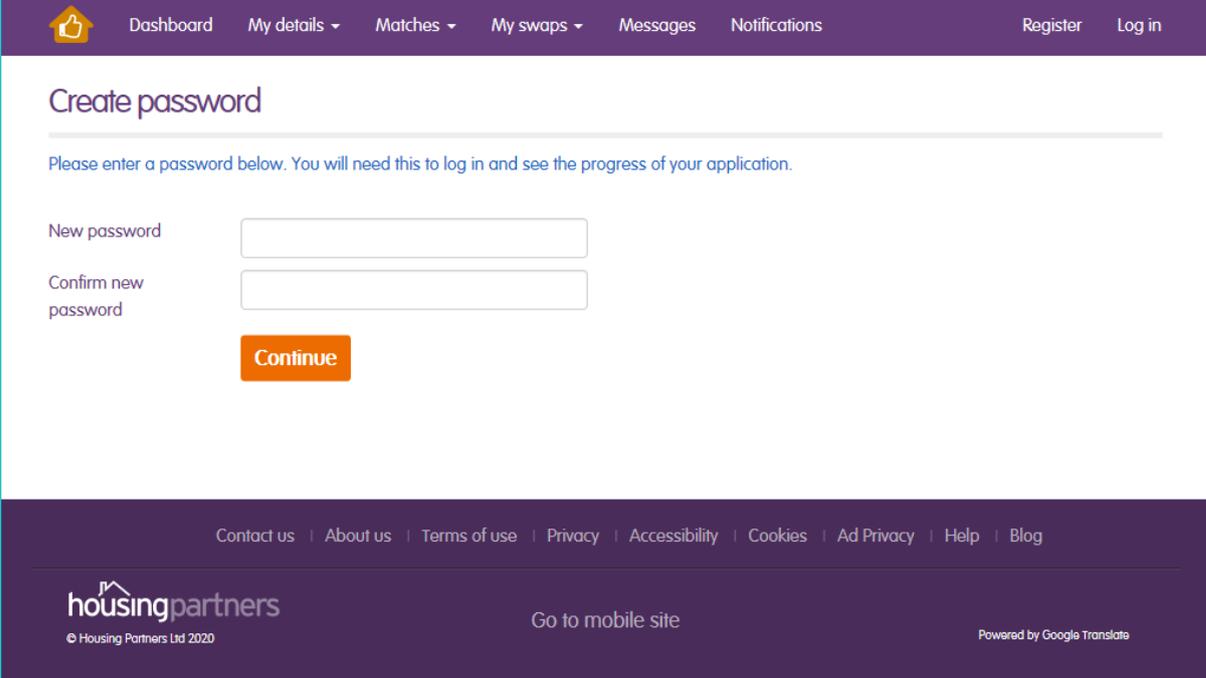
If you do not have a HomeSwapper account and are applying to your own landlord, follow these steps:

1. Contact your landlord's Mutual Exchange team and tell them you wish to apply for an exchange using **SwapTracker**. Note: you must have an email address to do this. Your landlord will also need your last name and your current address.
2. They will "invite" you to apply online and you will receive an email with a secure link in it. Note: the link is only valid for 24 hours so make sure you use it straight away!

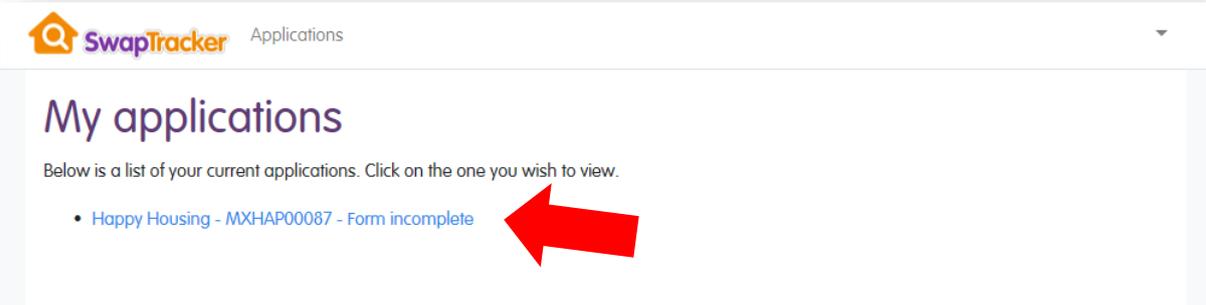


The email also includes your SwapTracker application reference number (beginning with "MX"). Make a note of this because it will be useful when talking to the landlord about your application.

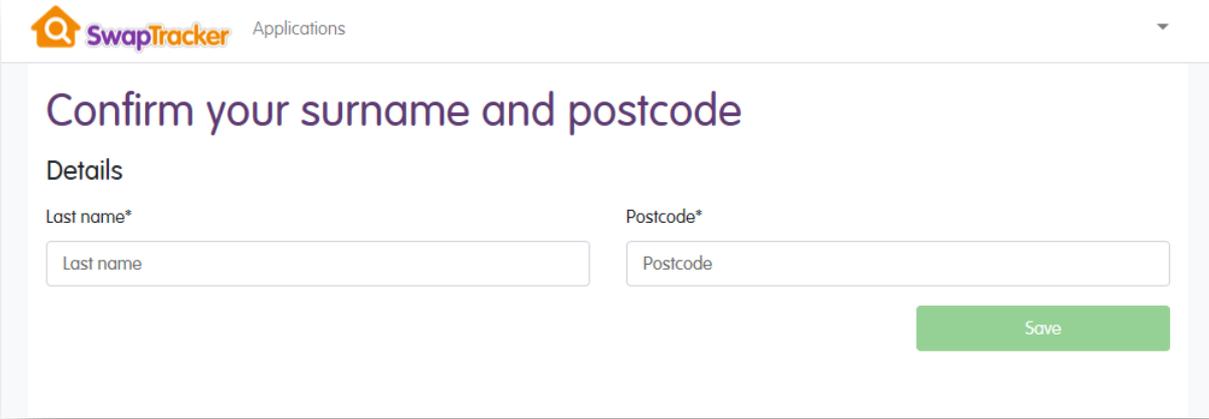
3. Clicking the secure link in the email takes you to the **HomeSwapper** website to create a password. You need a password so you can log in in the future.



4. After you've created a password you will then see a list of your mutual exchange applications. Click on the link to continue.



5. Finally, for security reasons, you now need to confirm your last name and postcode. This ensures the application really is yours.



The screenshot shows a web form titled "Confirm your surname and postcode" under the "Applications" section of the SwapTracker interface. The form includes a "Details" section with two input fields: "Last name\*" and "Postcode\*". The "Last name\*" field contains the text "Last name" and the "Postcode\*" field contains the text "Postcode". A green "Save" button is located at the bottom right of the form.

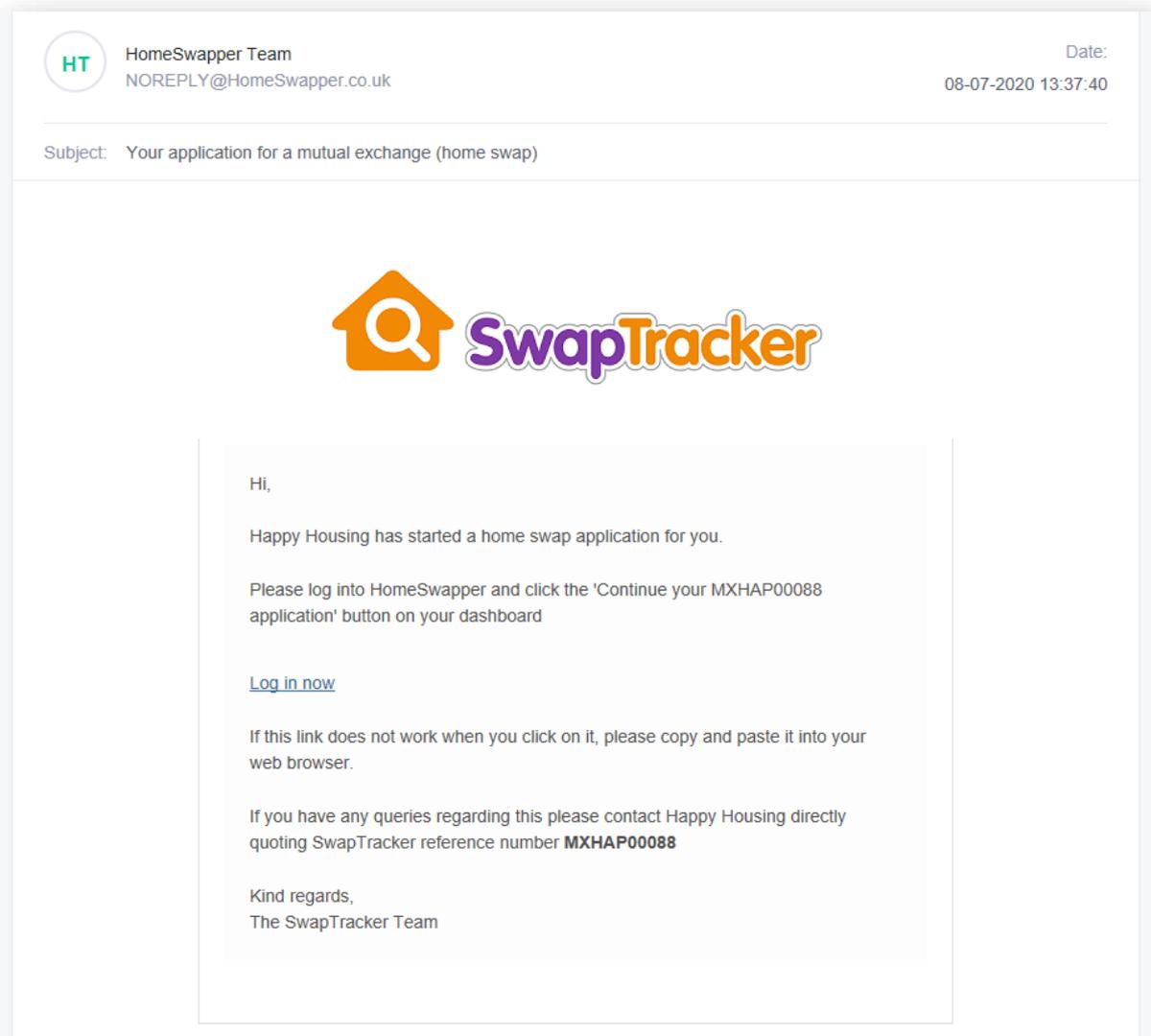
6. If the name and postcode you enter are correct, your account is verified, and you will be taken to the **SwapTracker** application form. For more information on this go to [The SwapTracker application form](#) section of this User Guide.

If your last name and postcode are not recognised, you may need to contact your landlord's Mutual Exchange team again so they can re-send an invite with the correct information.

## I have a HomeSwapper account, but I am applying to a different landlord

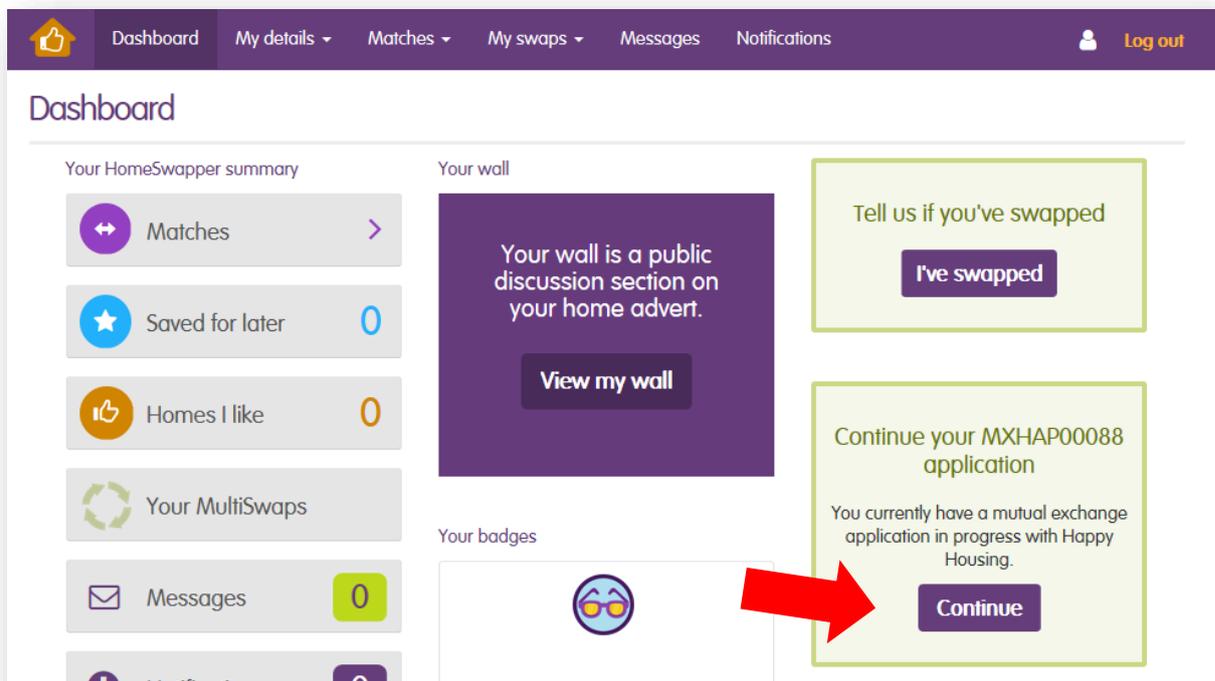
If you already have a HomeSwapper account and are applying to a landlord other than your current one, follow these steps:

1. Contact the landlord's Mutual Exchange team and tell them you wish to apply for an exchange using **SwapTracker**. Note: you must have an email address to do this. They will also need your last name and your current address.
2. They will "invite" you to apply online and you will receive an email confirming that an application has been started for you.

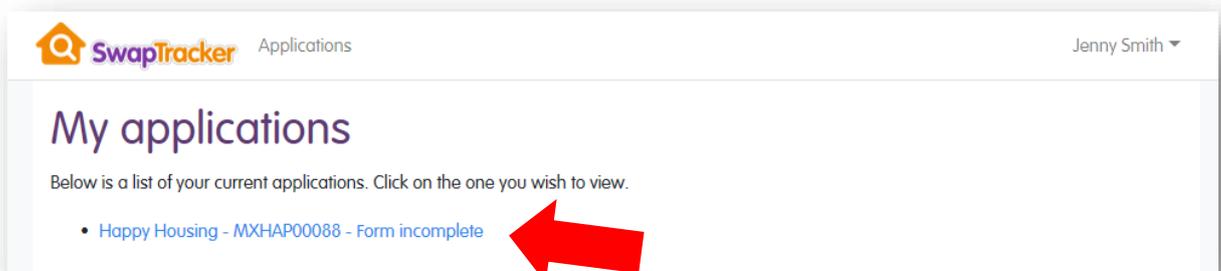


The email also includes your SwapTracker application reference number (beginning with "MX"). Make a note of this because it will be useful when talking to the landlord about your application.

3. Log into the **HomeSwapper** website. On your dashboard you will now see a button to continue your application with the landlord.

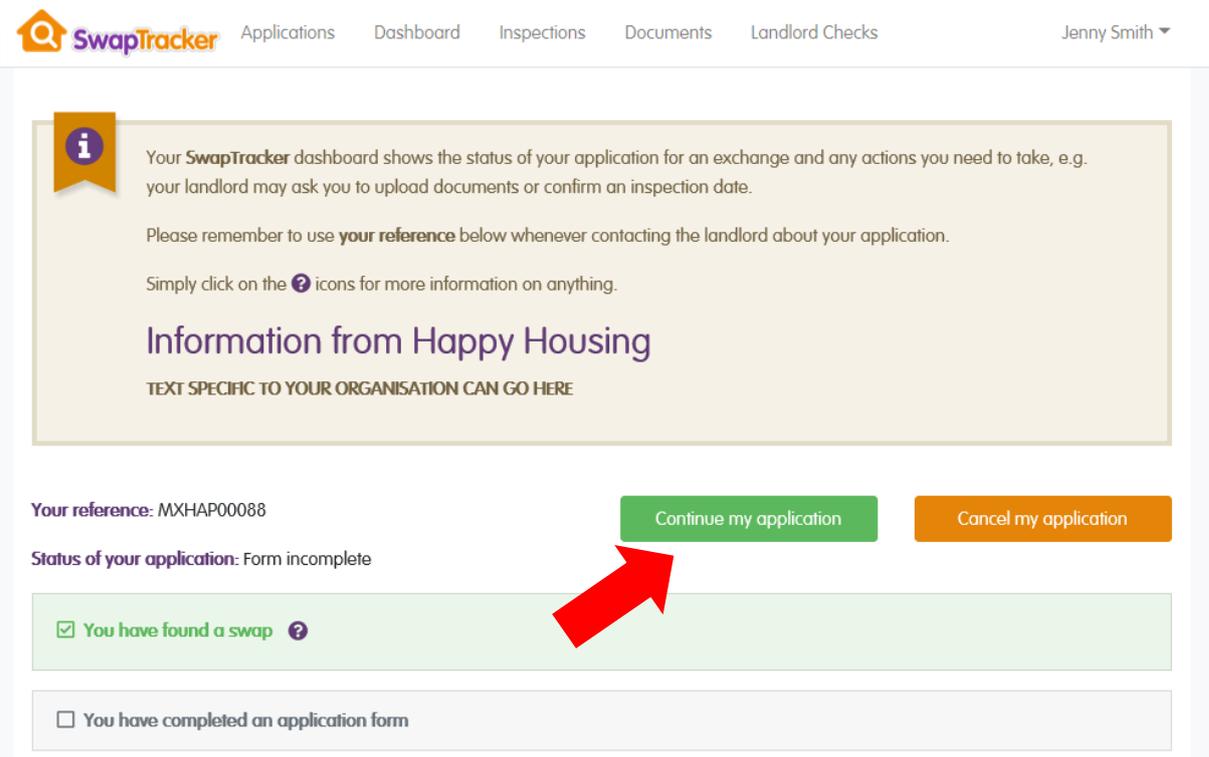


4. Clicking the “Continue” button will take you to a list of your mutual exchange applications. Click on the link to continue.



5. You will then be taken to your [SwapTracker dashboard](#) for your application.
6. Click the “Continue my application” button to start filling in the application form.

For more information on this go to [The SwapTracker application form](#) section of this User Guide.



 SwapTracker Applications Dashboard Inspections Documents Landlord Checks Jenny Smith ▾

 Your **SwapTracker** dashboard shows the status of your application for an exchange and any actions you need to take, e.g. your landlord may ask you to upload documents or confirm an inspection date.

Please remember to use **your reference** below whenever contacting the landlord about your application.

Simply click on the  icons for more information on anything.

### Information from Happy Housing

TEXT SPECIFIC TO YOUR ORGANISATION CAN GO HERE

**Your reference:** MXHAP00088

**Status of your application:** Form incomplete

You have found a swap 

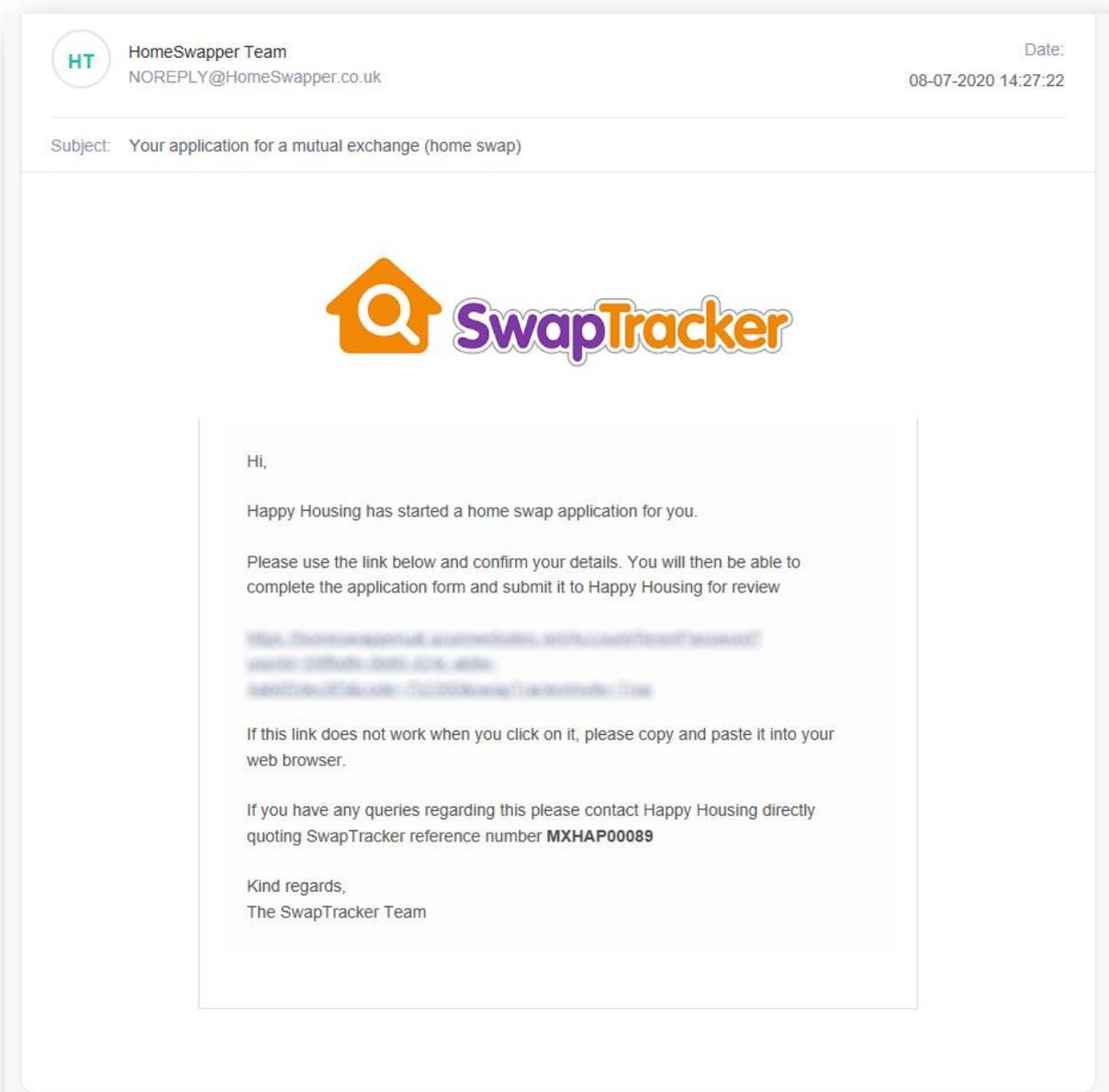
You have completed an application form

[Continue my application](#) [Cancel my application](#)

## **I don't have a HomeSwapper account and I am applying to a different landlord**

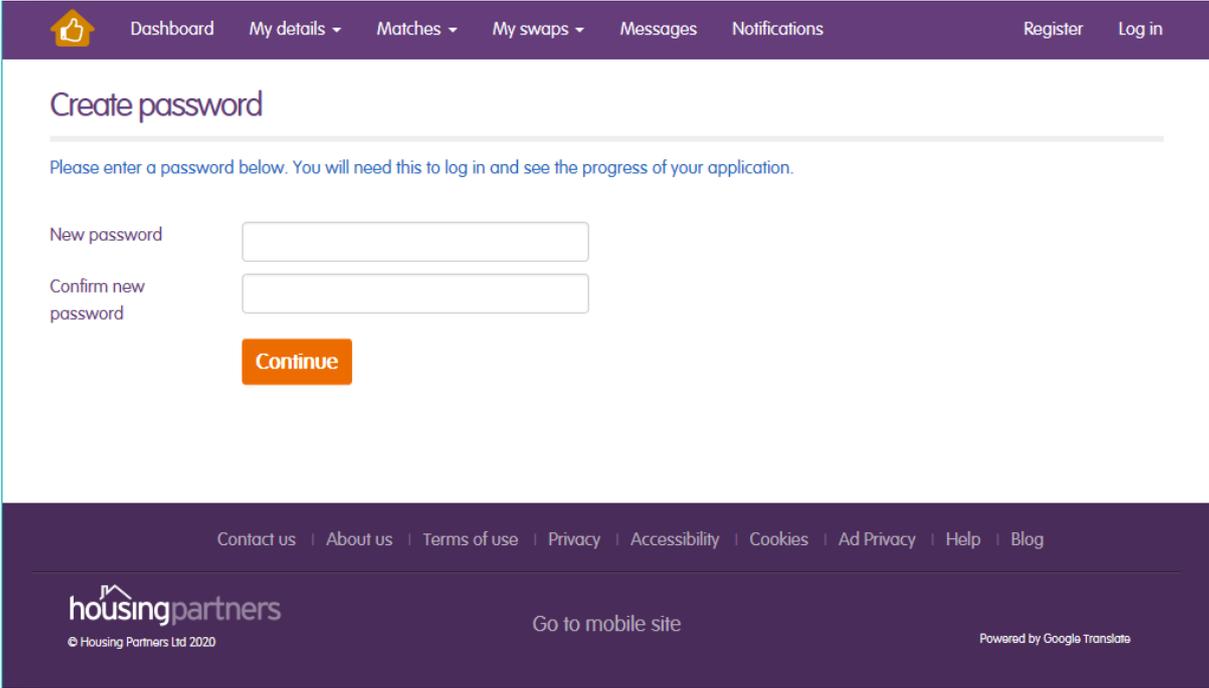
If you do not have a HomeSwapper account and are applying to a landlord other than your current one, follow these steps:

1. Contact the landlord's Mutual Exchange team and tell them you wish to apply for an exchange using **SwapTracker**. Note: you must have an email address to do this. They will also need your last name and your current address.
2. They will "invite" you to apply online and you will receive an email with a secure link in it. Note: the link is only valid for 24 hours so make sure you use it straight away!

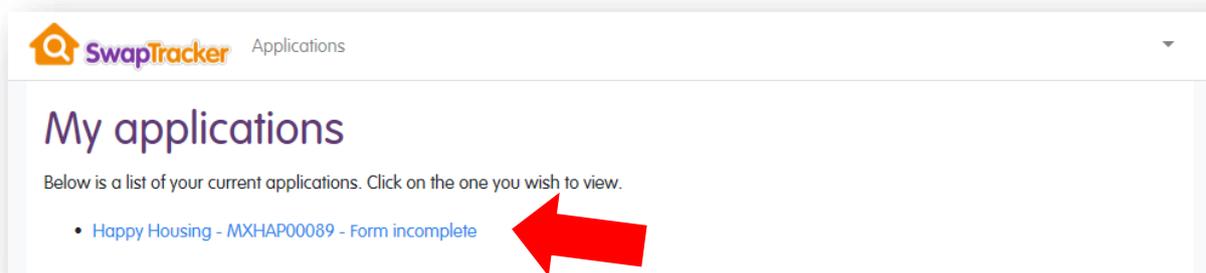


The email also includes your SwapTracker application reference number (beginning with “MX”). Make a note of this because it will be useful when talking to the landlord about your application.

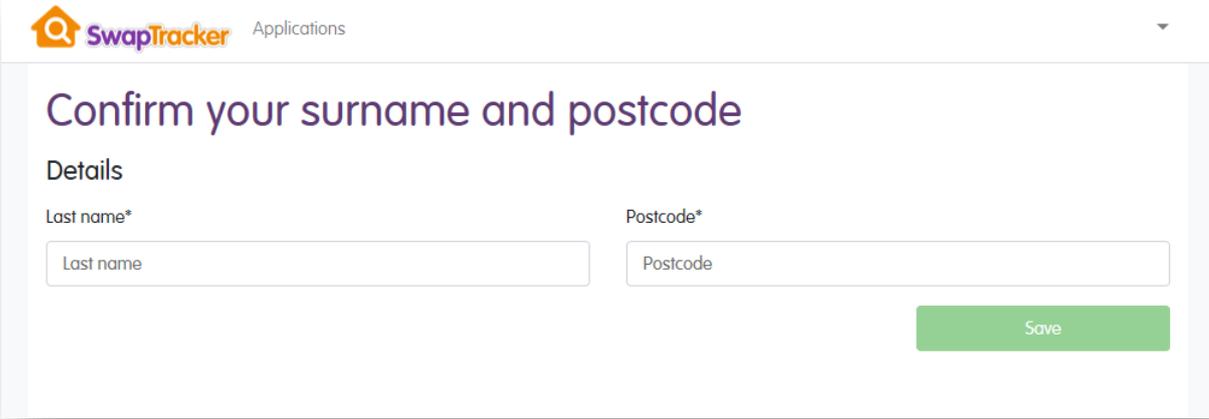
3. Clicking the secure link in the email takes you to the **HomeSwapper** website to create a password. You need a password so you can log in in the future.



4. After you’ve created a password you will then see a list of your mutual exchange applications. Click on the link to continue.



5. Finally, for security reasons, you now need to confirm your last name and postcode. This ensures the application really is yours.



The screenshot shows a web form titled "Confirm your surname and postcode" under the "Applications" section of the SwapTracker interface. The form includes a "Details" section with two input fields: "Last name\*" and "Postcode\*". The "Last name\*" field contains the text "Last name" and the "Postcode\*" field contains the text "Postcode". A green "Save" button is located at the bottom right of the form.

6. If the name and postcode you enter are correct, your account is verified, and you will be taken to the **SwapTracker** application form. For more information on this go to [The SwapTracker application form](#) section of this User Guide.

If your last name and postcode are not recognised, you may need to contact the landlord's Mutual Exchange team again so they can re-send an invite with the correct information.

## The SwapTracker application form

Using **SwapTracker** you can complete an application form for an exchange and submit it online to the landlord.

The form is split up into the following sections:

- [Introduction](#)
- [Your details](#)
- [Current home](#)
- [Household information](#)
- [Your landlord details](#)
- [Your Household details](#)
- [Details of the person you want to swap with](#)
- [Their landlord details](#)
- [Declaration and signature\(s\)](#)



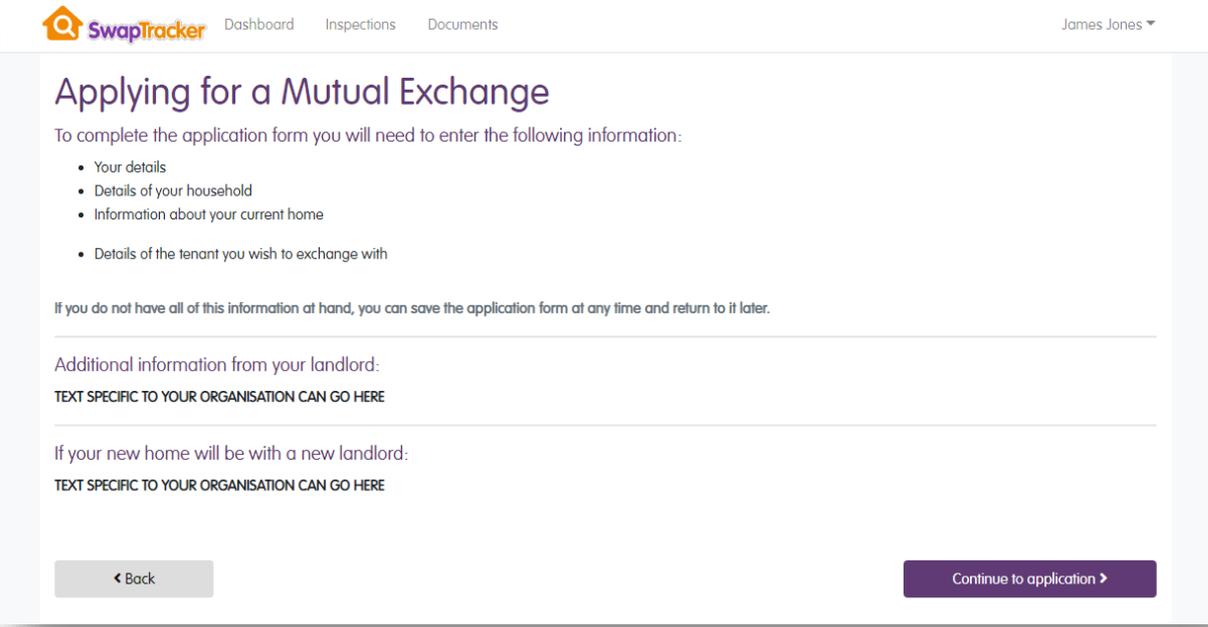
Don't worry, you don't need to complete the whole form in one go!

You can leave it at any time and return to it later by [logging into SwapTracker](#).

Note: the screenshots in this User Guide may differ slightly from the form you see. This is because every landlord may have different questions they ask.

## Introduction

The introduction page simply tells you this information you will need to provide when you fill in the application form.



The screenshot shows the SwapTracker web interface. At the top, there is a navigation bar with the SwapTracker logo, 'Dashboard', 'Inspections', and 'Documents' links, and a user profile 'James Jones'. The main heading is 'Applying for a Mutual Exchange'. Below this, a paragraph states: 'To complete the application form you will need to enter the following information:'. This is followed by a bulleted list: 'Your details', 'Details of your household', 'Information about your current home', and 'Details of the tenant you wish to exchange with'. A note below the list says: 'If you do not have all of this information at hand, you can save the application form at any time and return to it later.' There are two sections for 'Additional information from your landlord:' with the placeholder text 'TEXT SPECIFIC TO YOUR ORGANISATION CAN GO HERE'. At the bottom, there are two buttons: a grey 'Back' button and a purple 'Continue to application' button.

If the landlord you are applying to has any specific additional information they want you to know that would also be included on this page, e.g. they may have certain restrictions on the size of property you can swap to.

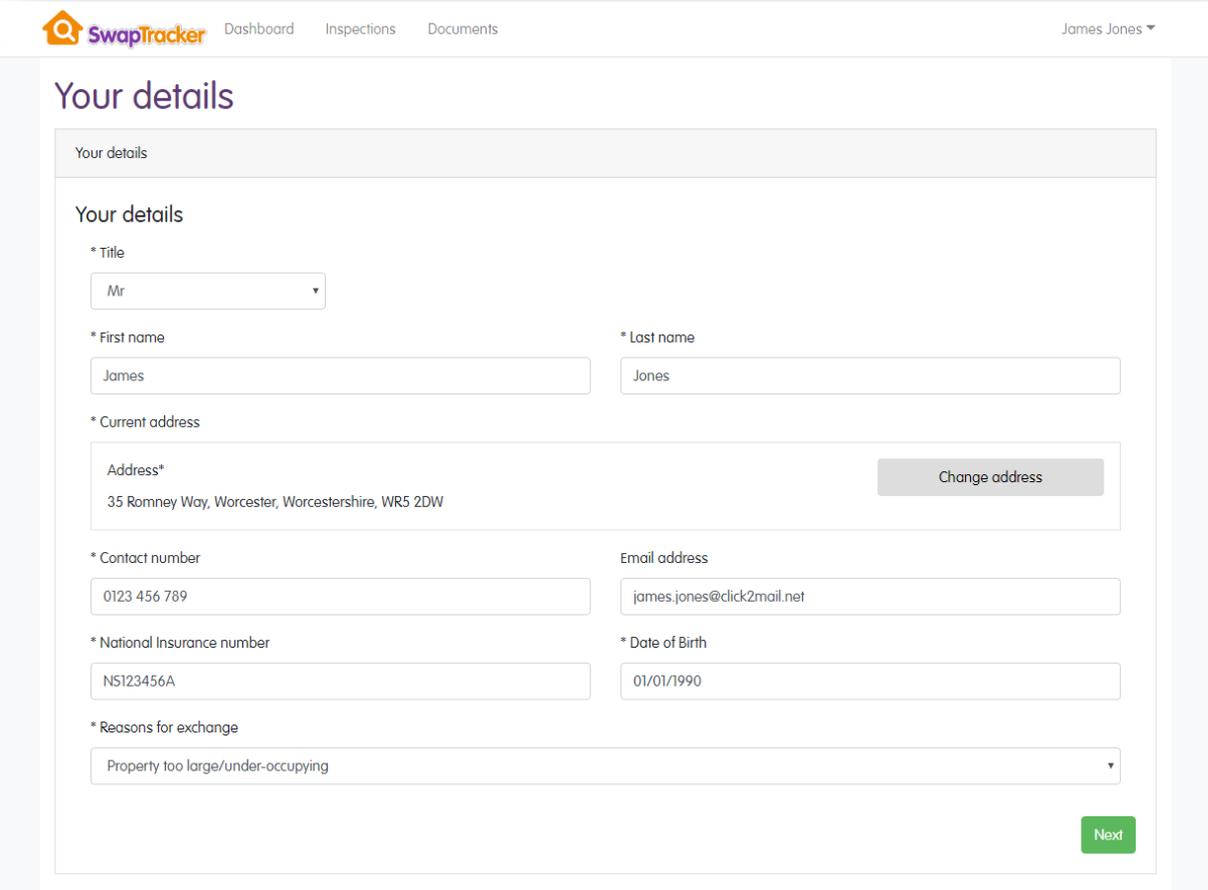
Simply click the “Continue your application” button to go the first section of the form.

## Your details

The “Your details” section requires you to enter information about the main tenant.

If your household has a joint tenant, you will enter this later in the [Your Household details](#) section.

If you have a **HomeSwapper** account, some of the information may already be filled in automatically, e.g. your name, address, etc.



The screenshot shows the SwapTracker user interface. At the top, there is a navigation bar with the SwapTracker logo, links for 'Dashboard', 'Inspections', and 'Documents', and a user profile for 'James Jones'. The main heading is 'Your details'. Below this, there is a form titled 'Your details' with the following fields:

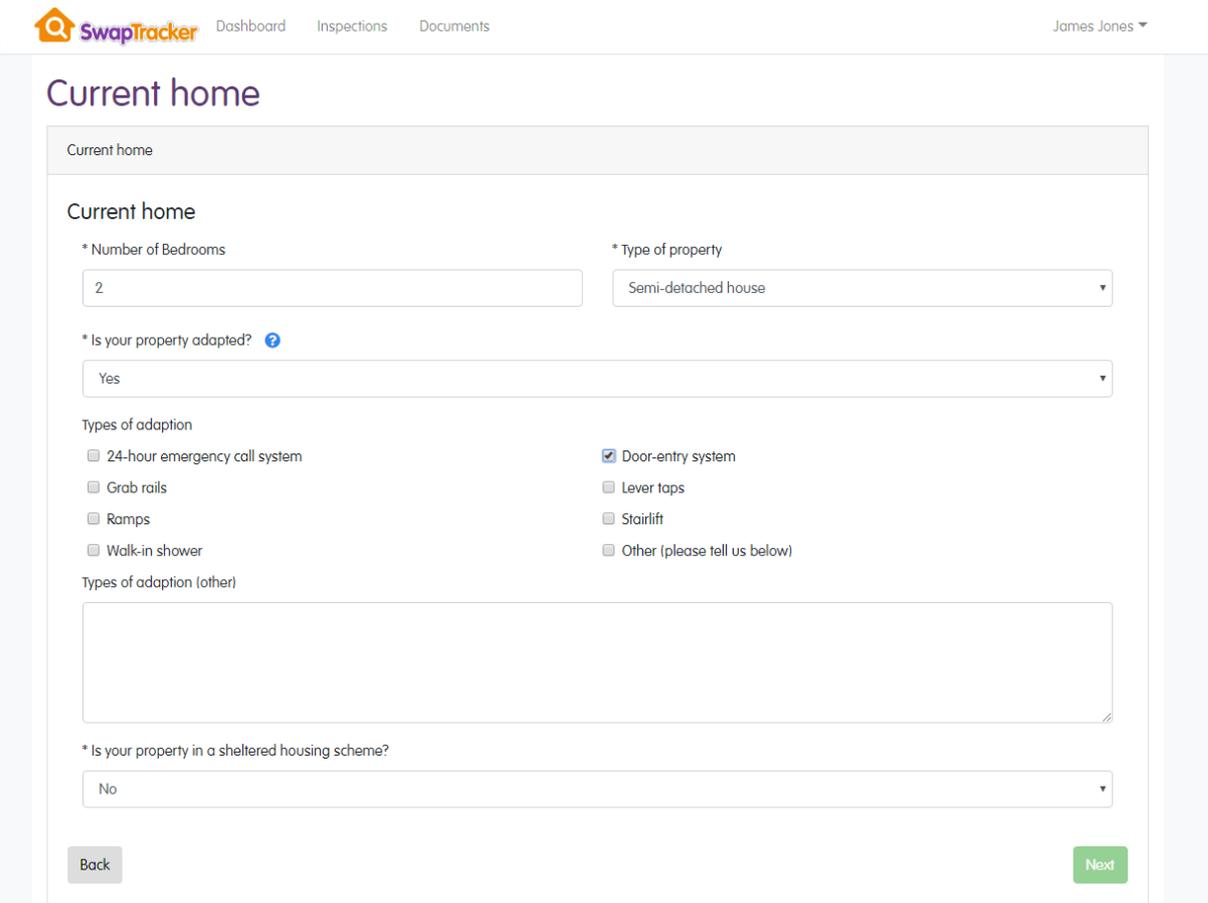
- \* Title: A dropdown menu with 'Mr' selected.
- \* First name: A text input field containing 'James'.
- \* Last name: A text input field containing 'Jones'.
- \* Current address: A text input field containing 'Address\*' and '35 Romney Way, Worcester, Worcestershire, WR5 2DW'. A 'Change address' button is located to the right of the input field.
- \* Contact number: A text input field containing '0123 456 789'.
- Email address: A text input field containing 'james.jones@click2mail.net'.
- \* National Insurance number: A text input field containing 'NS123456A'.
- \* Date of Birth: A text input field containing '01/01/1990'.
- \* Reasons for exchange: A dropdown menu with 'Property too large/under-occupying' selected.

A green 'Next' button is located at the bottom right of the form.

## Current home

The “Current home” section requires you to enter information about the home you are currently living in (not the home you want to move to).

If you have a **HomeSwapper** account, some of the information may already be filled in automatically, e.g. number of bedrooms, type of property, etc.



SwapTracker Dashboard Inspections Documents James Jones ▾

### Current home

Current home

\* Number of Bedrooms:

\* Type of property:

\* Is your property adapted? ⓘ:

Types of adaption

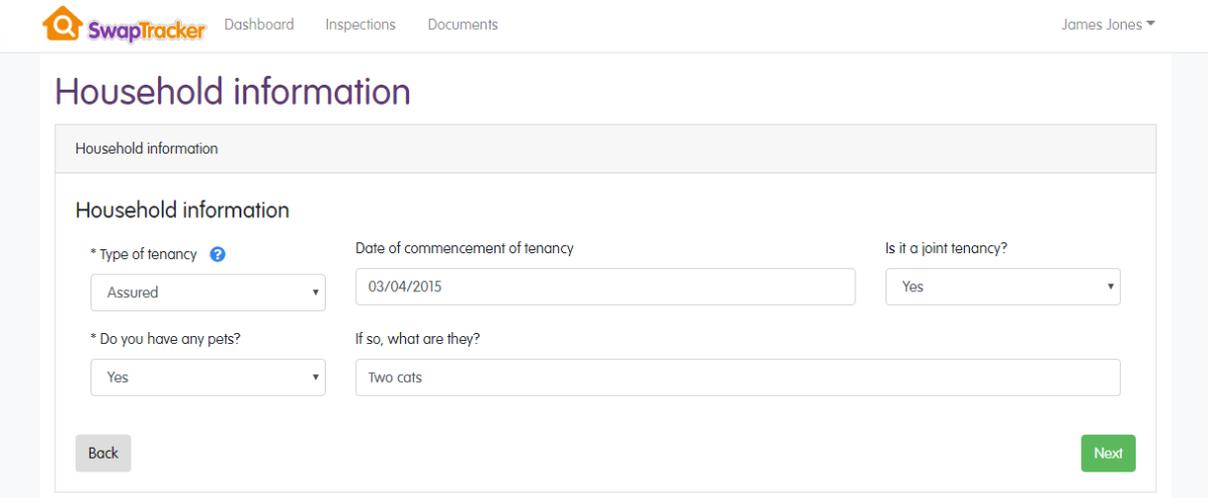
- 24-hour emergency call system
- Grab rails
- Ramps
- Walk-in shower
- Door-entry system
- Lever taps
- Stairlift
- Other (please tell us below)

Types of adaption (other):

\* Is your property in a sheltered housing scheme?:

## Household information

The “Household information” section is where you enter the details of your current tenancy and whether you have any pets.



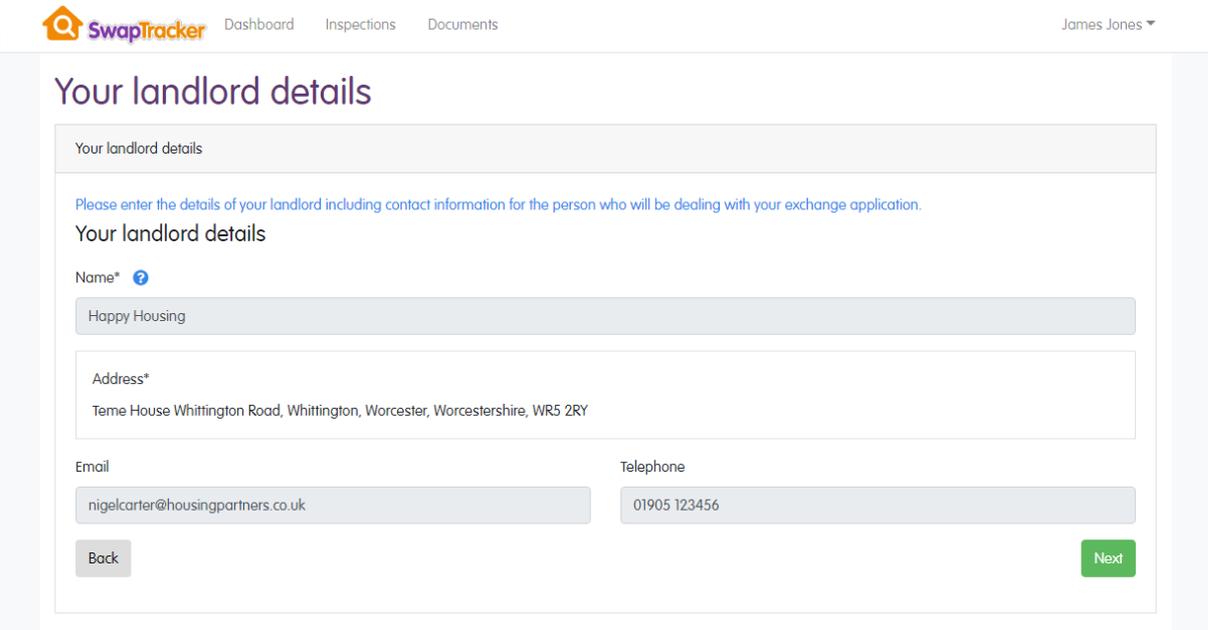
The screenshot shows the SwapTracker web interface. At the top, there is a navigation bar with the SwapTracker logo, 'Dashboard', 'Inspections', and 'Documents' links, and a user profile 'James Jones'. The main heading is 'Household information'. Below this is a form with the following fields:

- \* Type of tenancy: Assured (dropdown menu)
- Date of commencement of tenancy: 03/04/2015 (text input)
- Is it a joint tenancy?: Yes (dropdown menu)
- \* Do you have any pets?: Yes (dropdown menu)
- If so, what are they?: Two cats (text input)

At the bottom of the form, there are two buttons: 'Back' (grey) and 'Next' (green).

## Your landlord details

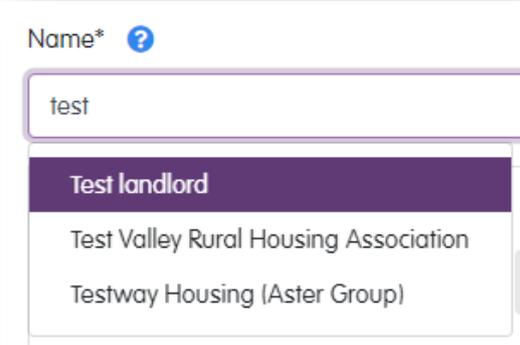
The “Your landlord details” section is where you enter the name of your current landlord and any contact information you have for them.



The screenshot shows the SwapTracker application interface. At the top, there is a navigation bar with the SwapTracker logo, 'Dashboard', 'Inspections', and 'Documents' links, and a user profile 'James Jones'. The main heading is 'Your landlord details'. Below this, there is a sub-heading 'Your landlord details' and a blue instruction: 'Please enter the details of your landlord including contact information for the person who will be dealing with your exchange application.' The form contains several input fields: 'Name\*' with a help icon, containing 'Happy Housing'; 'Address\*' containing 'Teme House Whittington Road, Whittington, Worcester, Worcestershire, WR5 2RY'; 'Email' containing 'nigelcarter@housingpartners.co.uk'; and 'Telephone' containing '01905 123456'. At the bottom, there are 'Back' and 'Next' buttons.

In most cases this is already filled in automatically.

If it's not, start typing your landlord's name in the box and a list of matching landlords should be displayed.



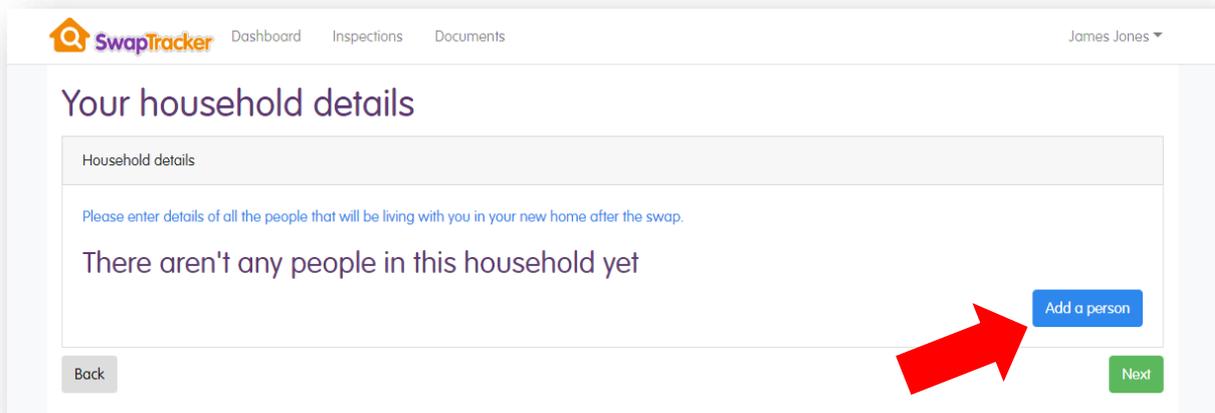
This close-up shows the 'Name\*' input field with a help icon. The text 'test' is entered into the field. A dropdown menu is open below the field, displaying three suggestions: 'Test landlord' (highlighted in a dark purple bar), 'Test Valley Rural Housing Association', and 'Testway Housing (Aster Group)'.

Click on your landlord's name to select it.

## Your Household details

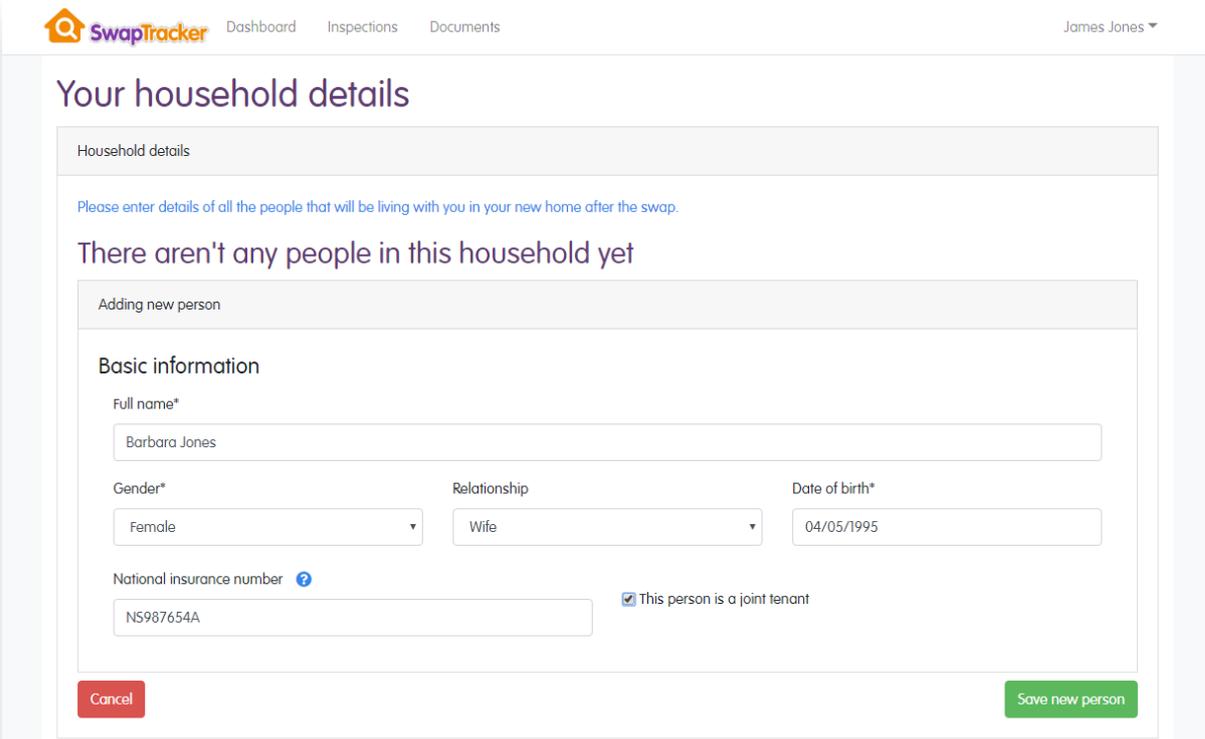
The “Your Household details” section is where you enter the details of everyone who will be moving with you.

To add a person to your household, click the “Add a person” button.



You will then be prompted to enter the details of the person, including name, gender and their relationship to you, e.g. partner, child, etc.

If this person is the joint tenant for your application, make sure you also tick the “This person is a joint tenant” box.



Household details

Please enter details of all the people that will be living with you in your new home after the swap.

There aren't any people in this household yet

Adding new person

Basic information

Full name\*  
Barbara Jones

Gender\*  
Female

Relationship  
Wife

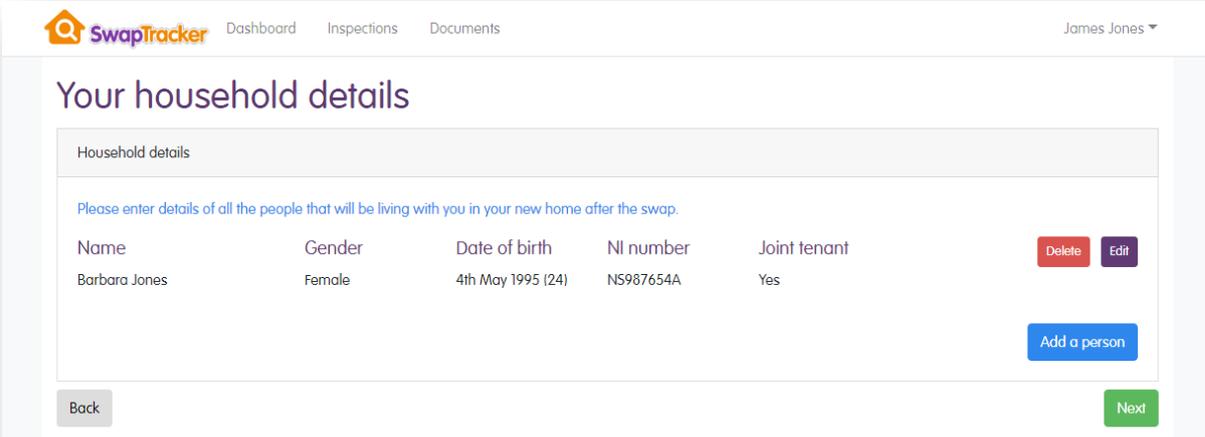
Date of birth\*  
04/05/1995

National insurance number ⓘ  
NS987654A

This person is a joint tenant

Cancel Save new person

When you're happy with the information you've entered, click "Save new person" to save their details. Otherwise, click "Cancel" to discard it.



Household details

Please enter details of all the people that will be living with you in your new home after the swap.

Name	Gender	Date of birth	NI number	Joint tenant	
Barbara Jones	Female	4th May 1995 (24)	NS987654A	Yes	Delete Edit

Add a person

Back Next

To remove someone from your household, click the "Delete" button next to them on the list. To amend their details, click the "Edit" button next to them on the list.

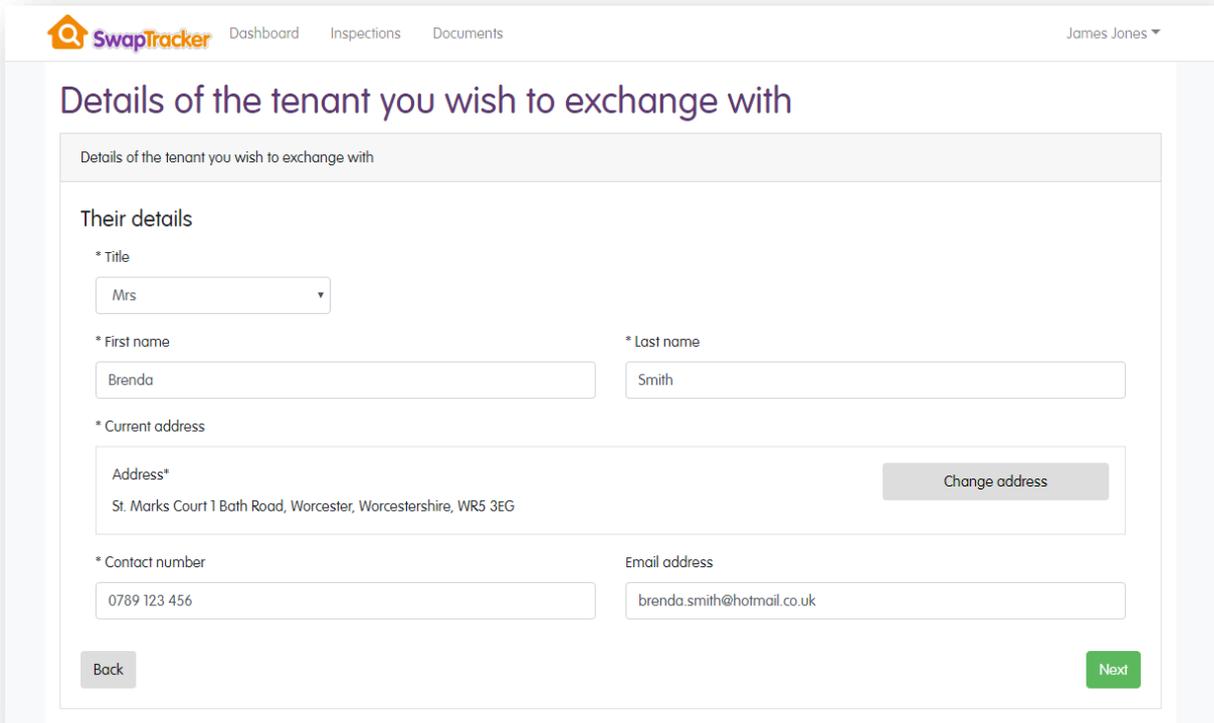
If you need to add more people, simply click "Add a person" again.

When you've finished entering everyone in your household, click "Next" to continue.

## Details of the person you want to swap with

In this section you must enter the name, address and contact information for the person you want to exchange with.

If they have a joint tenant too, you will need to enter their details also.

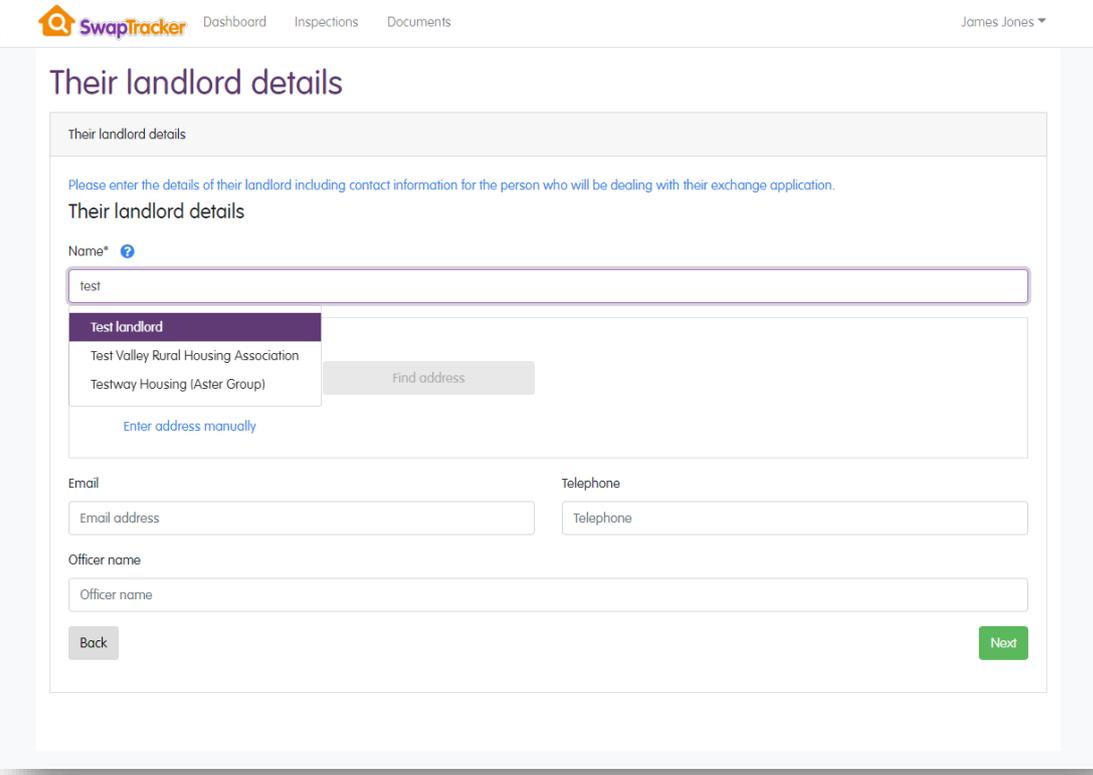


The screenshot shows the SwapTracker web interface. At the top, there is a navigation bar with the SwapTracker logo, 'Dashboard', 'Inspections', and 'Documents' links, and a user profile 'James Jones'. The main heading is 'Details of the tenant you wish to exchange with'. Below this is a form titled 'Details of the tenant you wish to exchange with'. The form is divided into sections: 'Their details', 'Current address', and 'Contact information'. The 'Their details' section includes a dropdown for 'Title' (set to 'Mrs'), text boxes for 'First name' (Brenda) and 'Last name' (Smith). The 'Current address' section has a text box for 'Address\*' containing 'St. Marks Court 1 Bath Road, Worcester, Worcestershire, WR5 3EG' and a 'Change address' button. The 'Contact information' section has text boxes for '\* Contact number' (0789 123 456) and 'Email address' (brenda.smith@hotmail.co.uk). At the bottom of the form are 'Back' and 'Next' buttons.

It is important that the information you enter here is accurate and you provide as much information as possible. This will be used by the landlord to contact the other swapper.

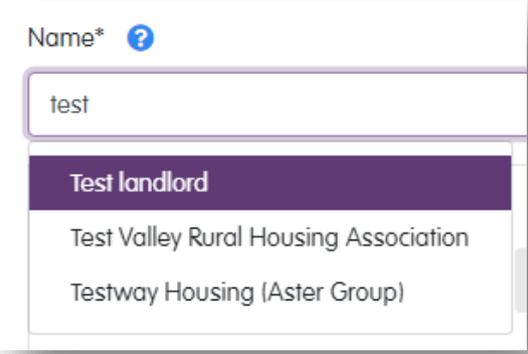
## Their landlord details

The “Their landlord details” section is where you enter the name of the other person’s landlord and any contact information you have for them.



The screenshot shows the 'Their landlord details' form in the SwapTracker application. The form is titled 'Their landlord details' and includes a sub-header 'Their landlord details'. Below the sub-header, there is a blue instruction: 'Please enter the details of their landlord including contact information for the person who will be dealing with their exchange application.' The form contains several input fields: 'Name\*' (with a help icon), 'Email' (with a sub-field 'Email address'), 'Telephone' (with a sub-field 'Telephone'), and 'Officer name'. A 'Find address' button is located next to the 'Name\*' field. Below the 'Name\*' field, a dropdown menu is open, showing a list of matching landlords: 'Test landlord', 'Test Valley Rural Housing Association', and 'Testway Housing (Aster Group)'. A 'Back' button is located at the bottom left, and a 'Next' button is located at the bottom right.

Start typing their landlord’s name in the box and a list of matching landlords should be displayed.



This close-up screenshot shows the 'Name\*' input field with the text 'test' entered. A dropdown menu is open below the input field, displaying a list of matching landlords: 'Test landlord', 'Test Valley Rural Housing Association', and 'Testway Housing (Aster Group)'. The 'Test landlord' option is highlighted in a dark purple color.

Click on their landlord’s name to select it.

## Declaration and signature(s)

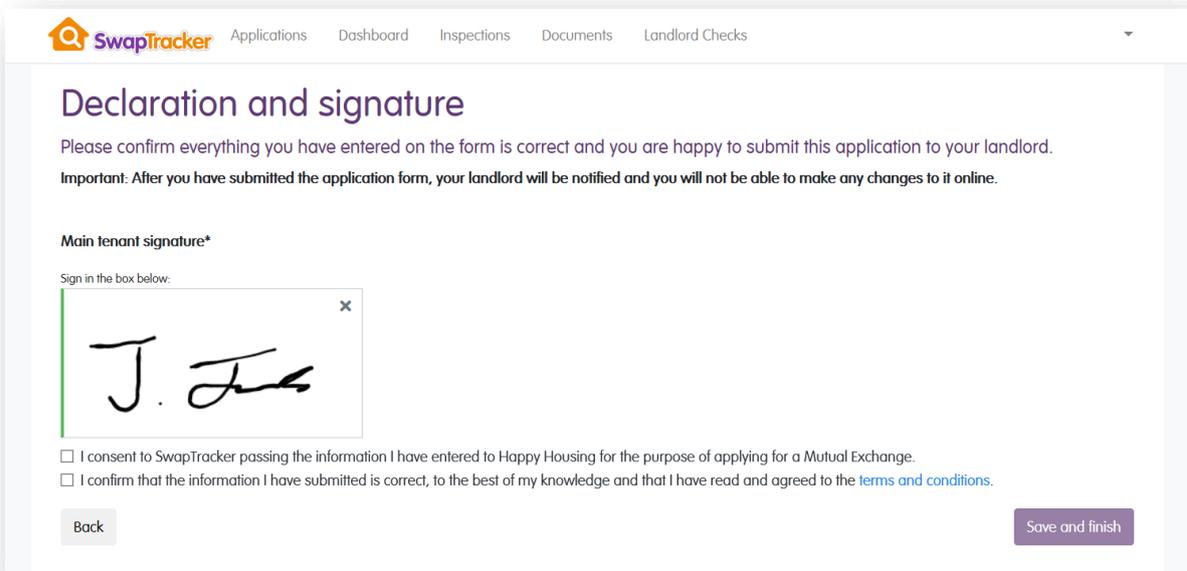
This is the final page of the form.

To submit your application to the landlord you must sign the signature box and tick to confirm the information you have provided is correct and you agree to the terms and conditions and privacy policy (if applicable).

For GDPR reasons, you also need to tick the box to say you agree with the form being passed to the landlord. If you do not do this, your application cannot be submitted.

To sign the box, you can use your finger (or stylus) on your mobile phone or tablet, or you use a mouse on a laptop or desktop PC.

Note: if there is a joint tenant on your application, they will also need to sign the form and tick the confirmation boxes.



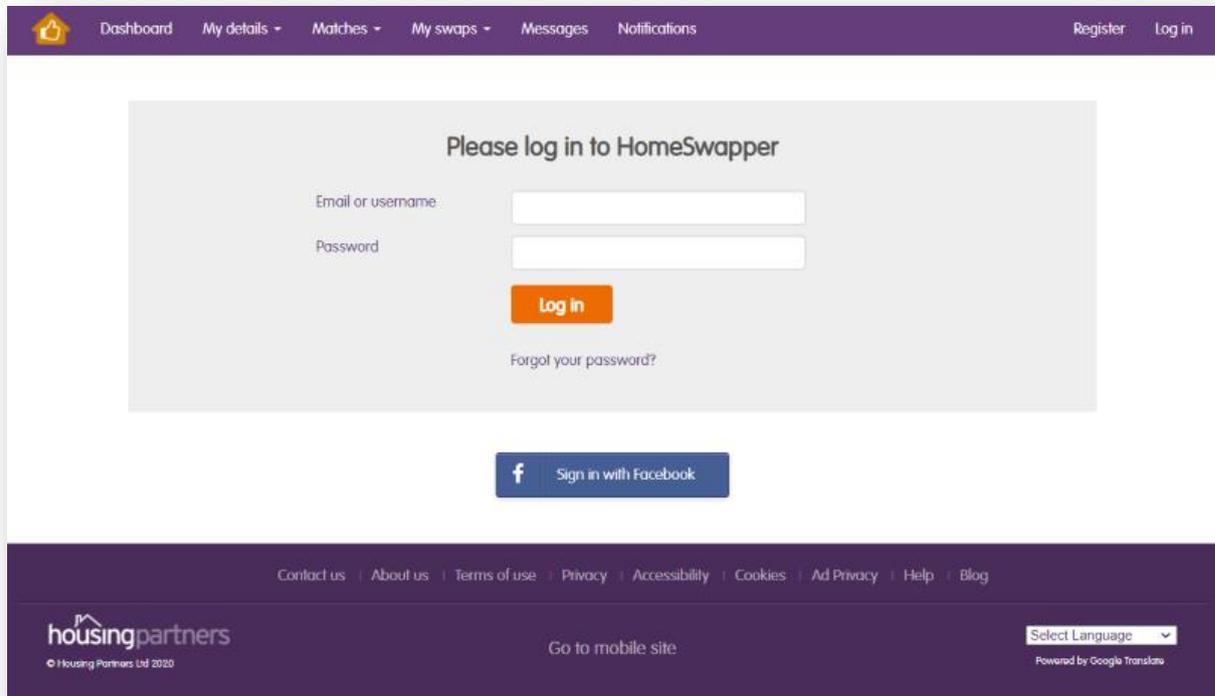
When you are happy with the information you have provided on the application form, click the “Save and finish” button to submit the form to the landlord.



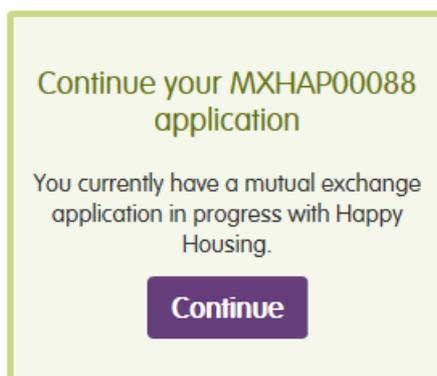
**Important:** when you click “Save and finish” the landlord will be notified of your application and the form will be locked. You will not be able to change the information on this form after you have submitted it.

## Logging into SwapTracker

To log into **SwapTracker** you simply need to use the **HomeSwapper** login page - <https://www.homeswapper.co.uk/Account/Login>.



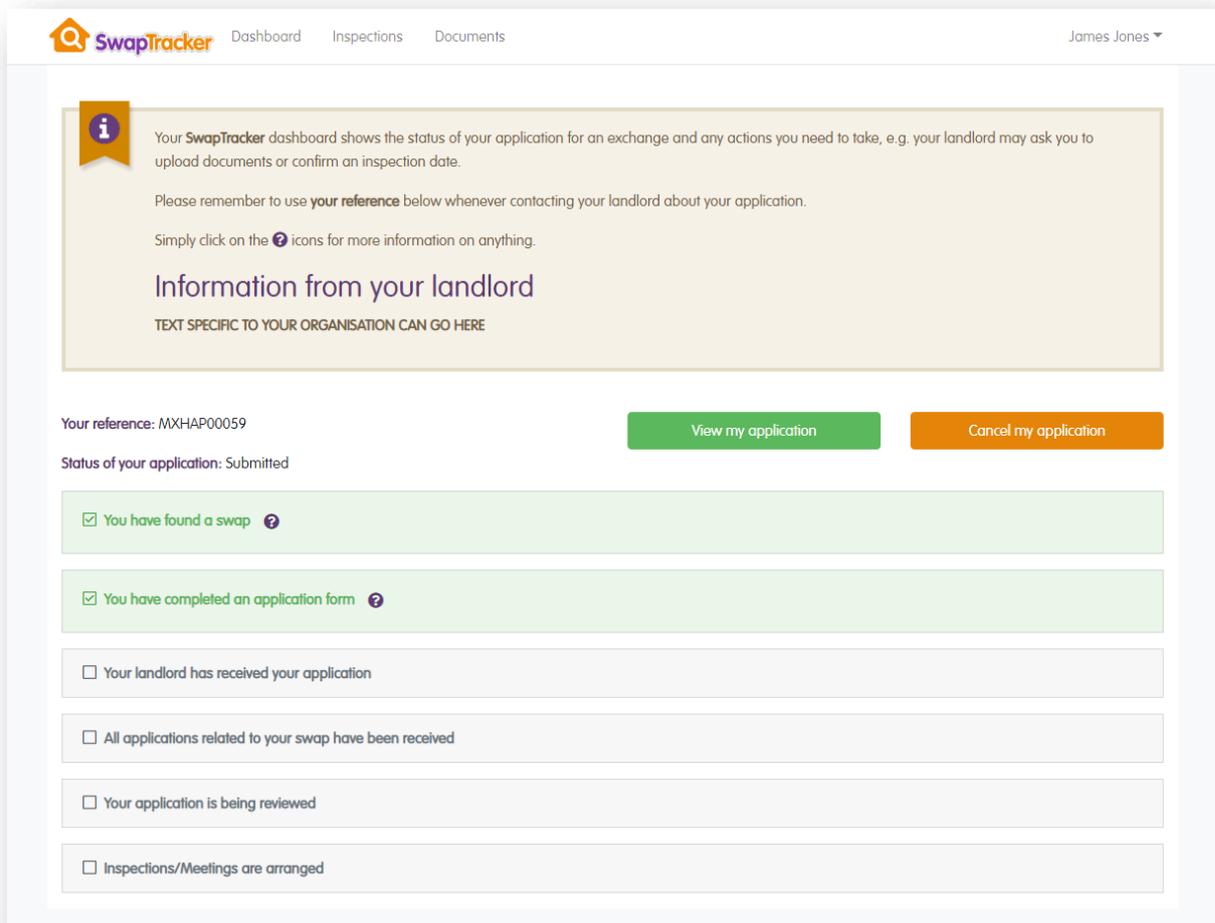
When you've logged in, on your **HomeSwapper** dashboard you should see a "Continue" button like the one below:



Click this to go to **SwapTracker** and continue filling in the application form or see the progress of your application.

## Your SwapTracker dashboard

After you have started an application for an exchange using SwapTracker, you will have a SwapTracker dashboard like the one below:



Your dashboard shows you the reference number for your application (beginning “MX”).

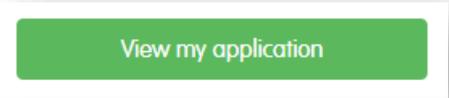
If you need to contact the landlord about your application, please remember to quote this reference number.

You can also see the current status of your application (e.g. “Submitted”). For more information on what this means, go to the [What’s the current status of my application?](#) section of this User Guide.

Your reference: MXHAP00059

Status of your application: Submitted

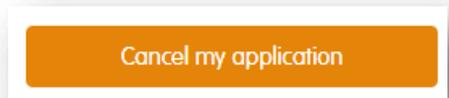
To view your application form, click the “View my application” button.



If you have not submitted your application form yet, this will say “Continue my application” and you will be able to make changes to the form.

If you have already submitted it to the landlord, you will not be able to change it and it will be “read only”.

If you need to cancel your application, click the “Cancel my application” button.



For more information on this, go to the [I want to cancel my application](#) section of this guide.

Your dashboard also shows you the stages of the application process, and which have been completed for your application. These are highlighted in green.

Click the  help icon for more information on what these stages mean.

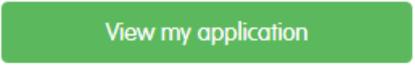


## I need to change my application form

When you've completed filling in the application form and submitted it, the form is locked, and you can't make any more changes to it. This is to allow the landlord to review what you have sent them.

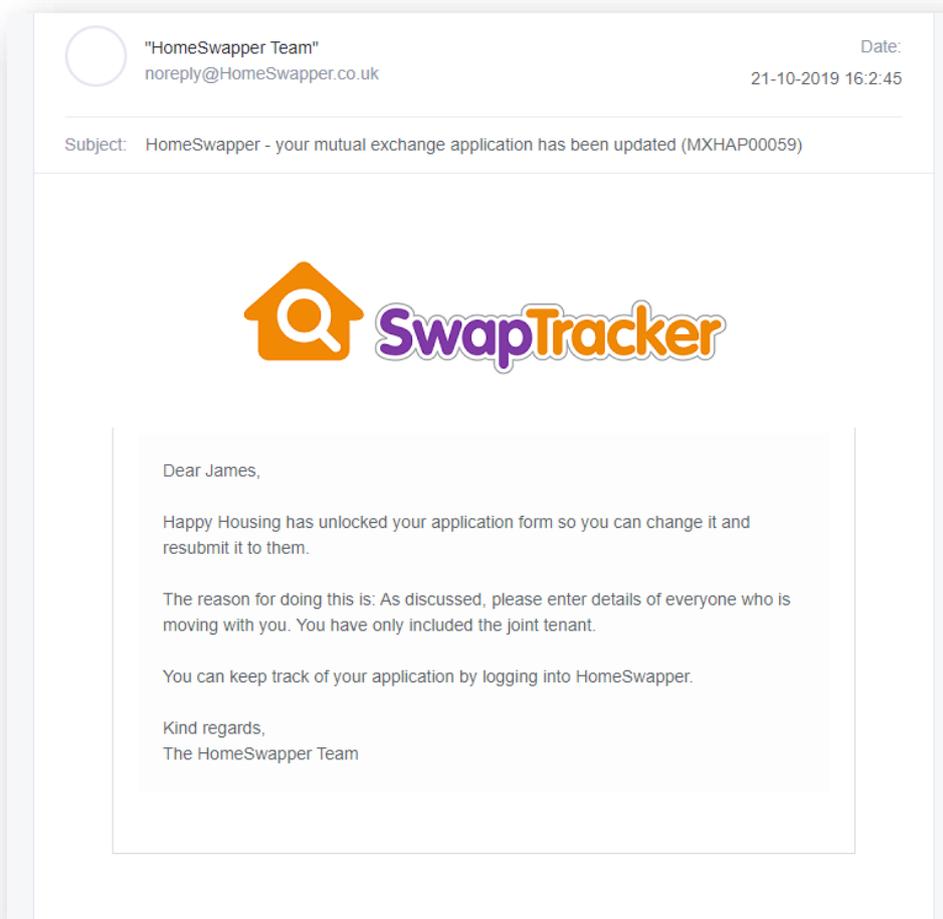
If you've made a mistake and need to change anything on the form, you will need to contact the landlord.

They will unlock the form and you will be able to amend it again by clicking the "View my application" button on your [SwapTracker dashboard](#).

A green rectangular button with the text "View my application" in white.

If the landlord finds a problem with your form, they will also unlock it and provide a reason. For example, you may have missed a question.

When they do this, you will receive an email like the one below with the reason why you need to amend your form:



## What's the current status of my application?

On your [SwapTracker dashboard](#) you can see the status of your application, e.g.

Status of your application: Submitted



The table below shows what each status means:

<p><b>“Form incomplete”</b></p>	<p>This is normally because you have not yet completed the application form and submitted it to the landlord.</p> <p>However, if there was an issue with the form and your landlord has asked you to change something, the status will also have been set back to “Form incomplete”.</p>
<p><b>“Submitted”</b></p>	<p>You’ve completed the application form and submitted it.</p> <p>The landlord will now check your form.</p>
<p><b>“Form received by landlord”</b></p>	<p>The landlord has acknowledged that they have received your form.</p> <p><b>Important:</b> this does not mean that the landlord now has 42* days to decide whether to approve your application. That only starts when the status of your application is “Under review”.</p> 
<p><b>“Under review”</b></p>	<p>The landlord has now received <u>all</u> the forms relating to your exchange and will review your application.</p> <p>They now have 42* days to decide whether to approve or refuse your application.</p> <p>For more information go to <a href="#">What is the 42-day counter all about?</a></p>
<p><b>“Approved by landlord”</b></p>	<p>Good news! Your landlord has approved your exchange.</p> <p>They will contact you with more information on what happens next and to arrange a move date.</p>
<p><b>“Conditionally approved”</b></p>	<p>Your landlord has approved your exchange but depending on certain conditions.</p>

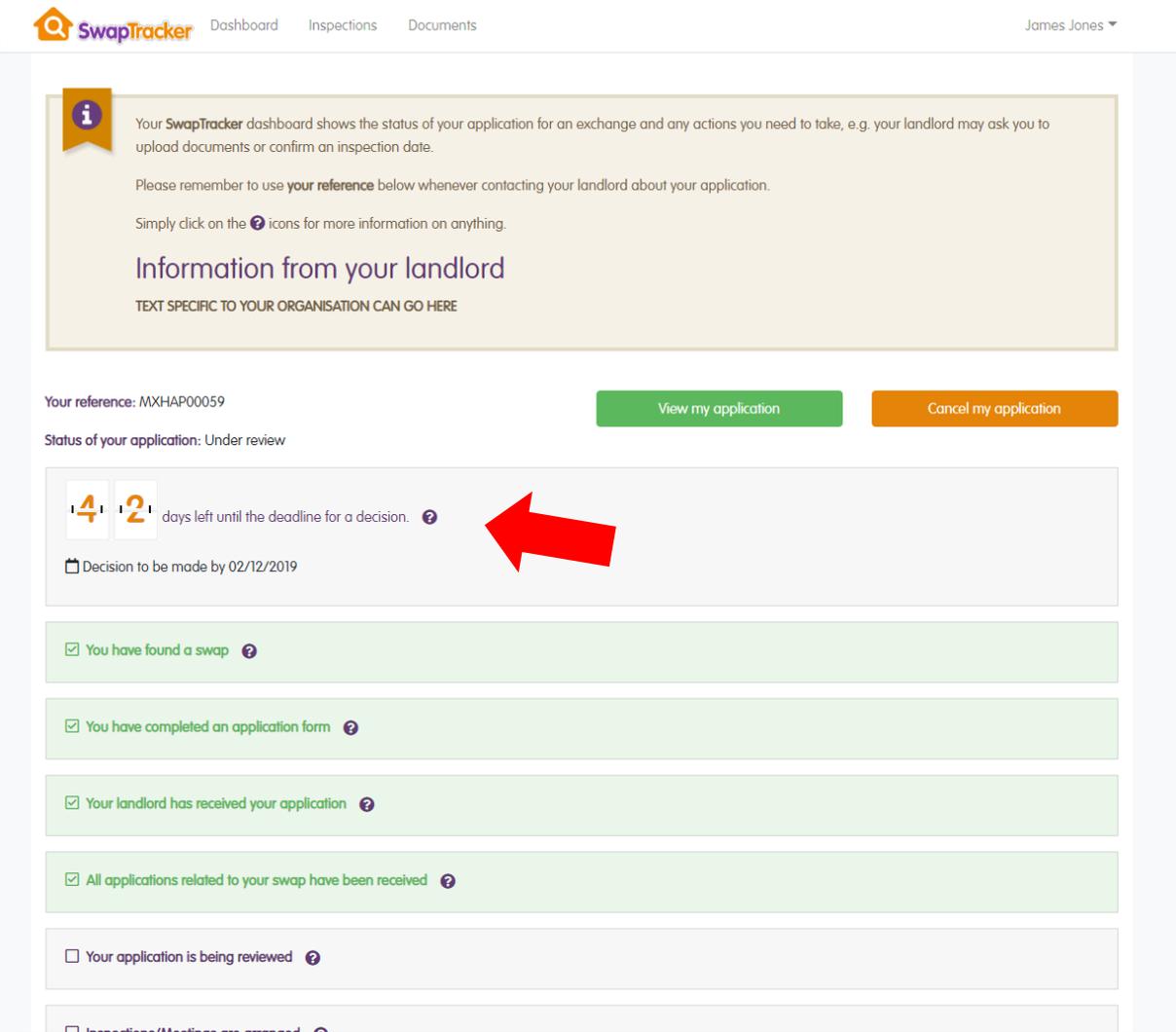
	<p>They will contact you with more information on what these conditions are. For example, you may have outstanding rent arrears that you will need to pay off first.</p> <p>Only if you meet these conditions will the exchange be approved, and you can move.</p>
<b>“Rejected by landlord”</b>	<p>Unfortunately, the landlord has decided to decline your application for an exchange.</p> <p>They will contact you with more information on the reasons for this.</p>

\*Please note: if you applying to a landlord in Scotland, they may only have 28 days to make a decision (not 42)

## What is the 42-day counter all about?

When the landlord has received all the forms relating to your exchange (not just yours), they will change the status of your application to “Under review” and they now have 42\* days to decide whether to approve your application or not.

On your [SwapTracker dashboard](#) you will be able to see how many days are remaining and the actual date by which you should receive a decision.



The screenshot shows the SwapTracker dashboard for a user named James Jones. The dashboard includes a navigation bar with 'Dashboard', 'Inspections', and 'Documents'. A central information box contains instructions about the dashboard and a section titled 'Information from your landlord'. Below this, the user's reference is 'MXHAP00059' and the application status is 'Under review'. A green button says 'View my application' and an orange button says 'Cancel my application'. A prominent feature is a 42-day counter, with '4' and '2' in separate boxes, indicating 42 days left until the deadline for a decision. A red arrow points to this counter. Below the counter, a calendar icon indicates the decision is to be made by 02/12/2019. A checklist of tasks follows, with the first four items checked: 'You have found a swap', 'You have completed an application form', 'Your landlord has received your application', and 'All applications related to your swap have been received'. The last two items are unchecked: 'Your application is being reviewed' and 'Inspections/Meetings are arranged'.



**Important:** this is the date you can expect a decision by.

This is not a move date. Do not make any removal arrangements until your exchange has been approved.

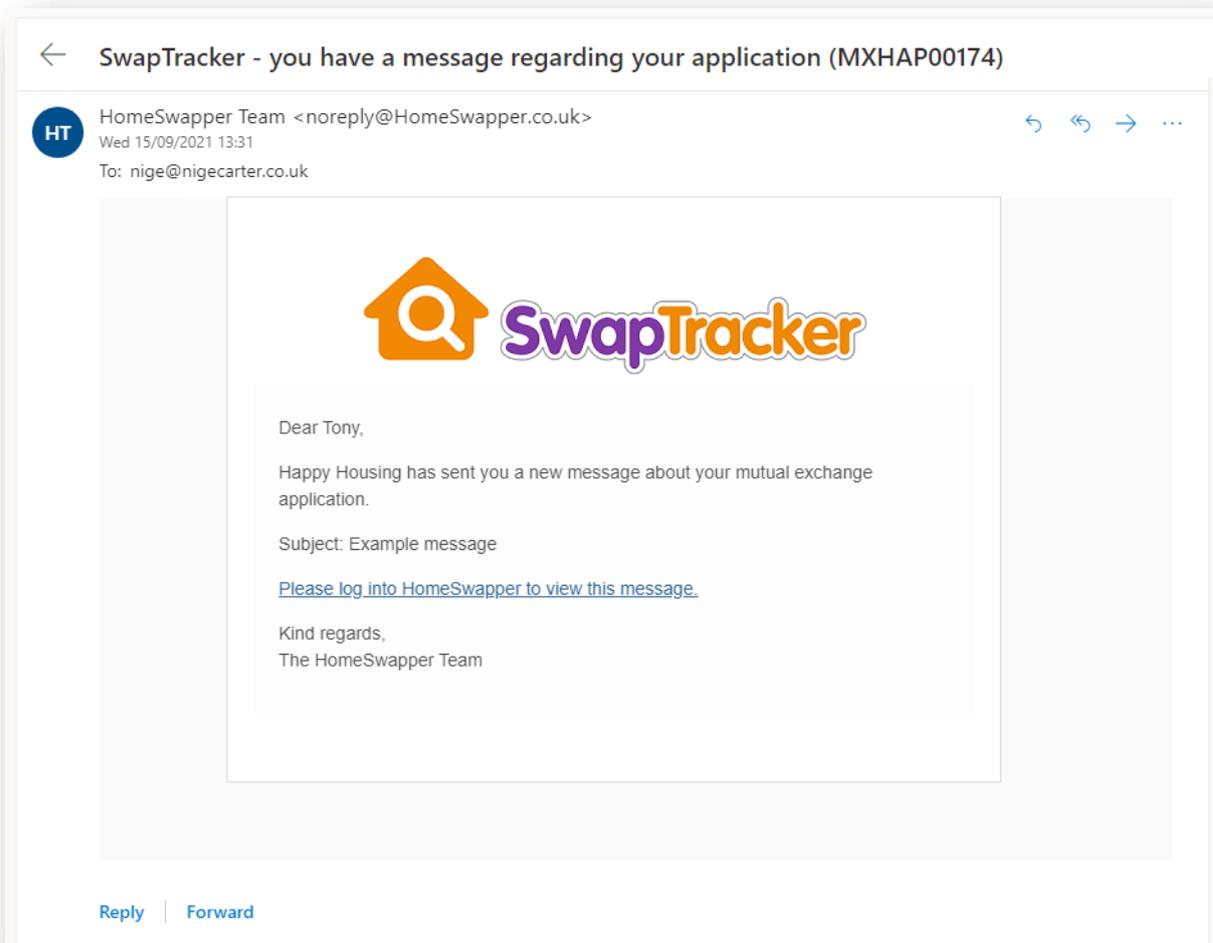
\*Please note: if you applying to a landlord in Scotland, they may only have 28 days to make a decision (not 42)

## My Messages



Sometimes the landlord may send you a private message. For example, they may need some additional information from you.

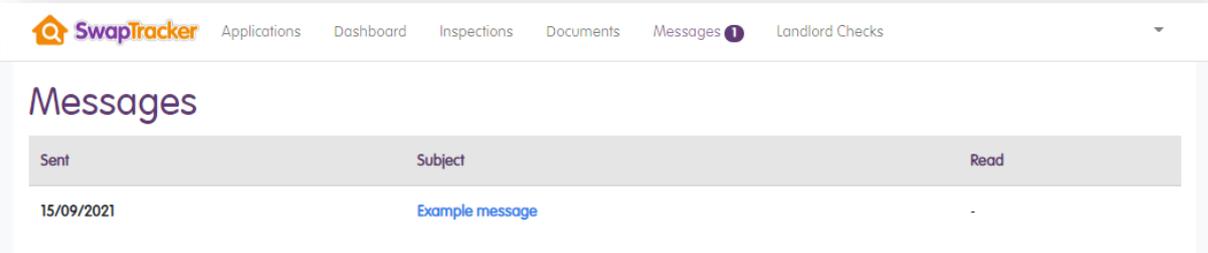
When they do this, you will receive an email telling you that you're a new message has been sent:



The email contains the subject of the message, but not the message itself.

You must log in, go to your **SwapTracker** application and click on the “Messages” link in the top menu.

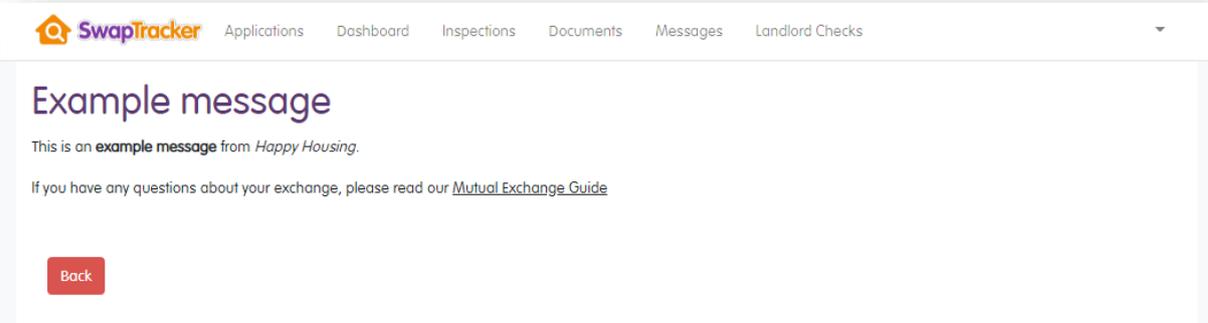
Your list shows you all the message received from the landlord. If you have not read a message, the subject is shown in **bold** and there will be no “Read” date.



The screenshot shows the SwapTracker Messages page. The navigation bar includes: SwapTracker, Applications, Dashboard, Inspections, Documents, Messages (with a notification icon), and Landlord Checks. The main heading is "Messages". Below it is a table with three columns: Sent, Subject, and Read.

Sent	Subject	Read
15/09/2021	<b>Example message</b>	-

Click on the subject of any message to read it:



The screenshot shows the SwapTracker message content page. The navigation bar includes: SwapTracker, Applications, Dashboard, Inspections, Documents, Messages, and Landlord Checks. The main heading is "Example message".

This is an **example message** from *Happy Housing*.

If you have any questions about your exchange, please read our [Mutual Exchange Guide](#)

[Back](#)

## Landlord checks

As part of deciding whether to approve your exchange or not, landlords will perform checks to ensure they are happy for you to proceed.

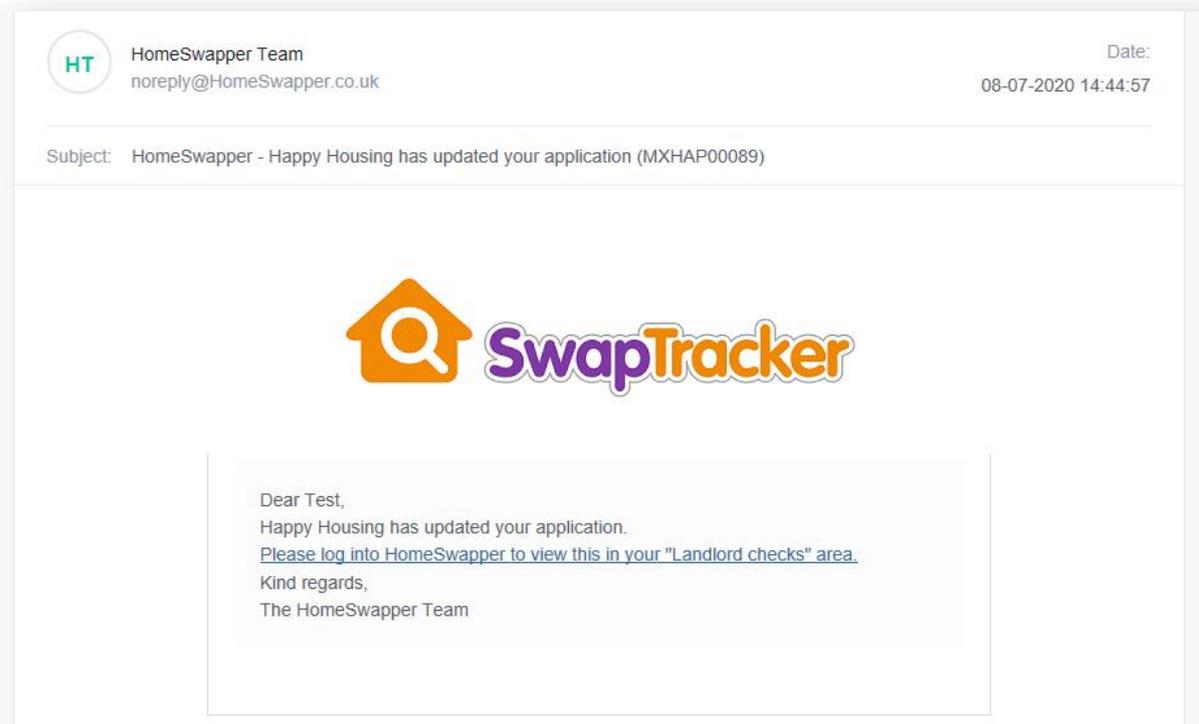
The type of checks will depend on the landlord you are applying to, but examples include:

- Checking you don't have any rent arrears currently
- Confirming there are no current or former issues with Anti-Social Behaviour
- Ensuring that moving to the home will not result in you under-occupying or being overcrowded

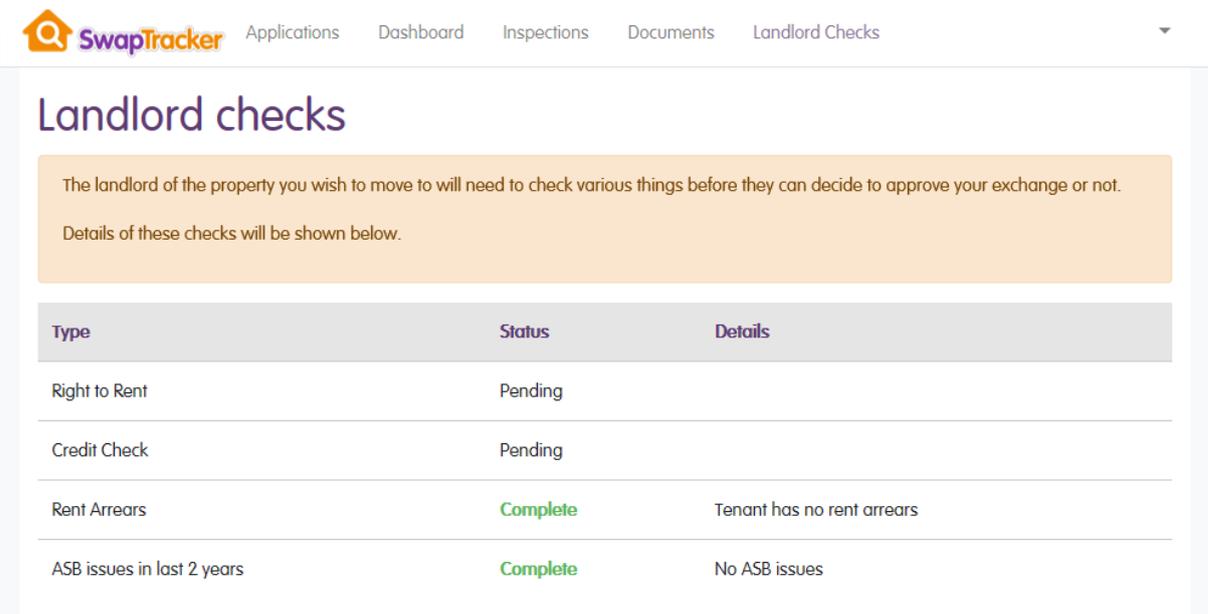


To keep you up to date on progress, landlords can share these checks with you.

When they do this, you will receive an email telling you that your application has been updated.



When you log in and go to your **SwapTracker** application, click on the "Landlord checks" link in the top menu to see any checks regarding your application.



The landlord of the property you wish to move to will need to check various things before they can decide to approve your exchange or not. Details of these checks will be shown below.

Type	Status	Details
Right to Rent	Pending	
Credit Check	Pending	
Rent Arrears	Complete	Tenant has no rent arrears
ASB issues in last 2 years	Complete	No ASB issues

The list of checks shows the type of check being done, the status and any additional details, e.g. if any issues have been found.

The status of each check can be:

- Pending – the landlord has not completed the check yet
- Complete – the landlord has completed the check
- Cancelled – the check has been cancelled and is no longer required

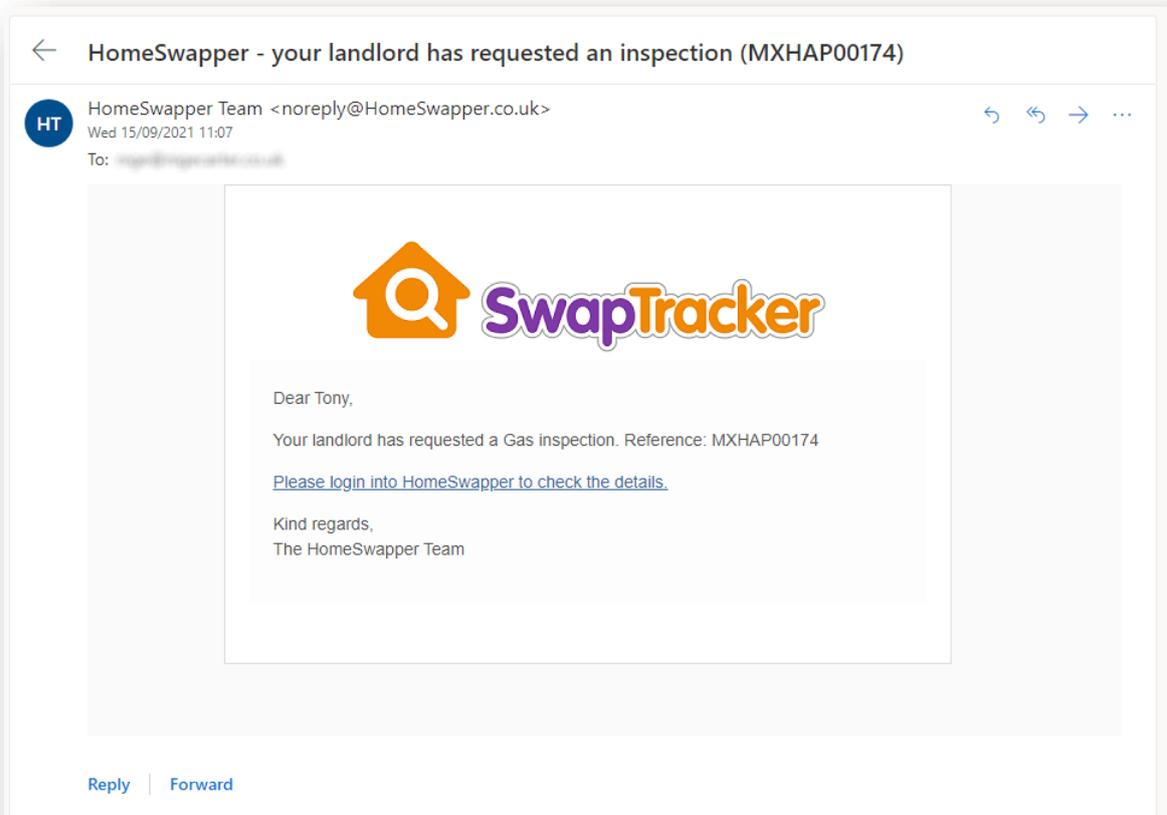
## Inspections and Meetings

During the decision process where the landlord is reviewing your application, it may be necessary to arrange various appointments for inspections and meetings with you or at your home.

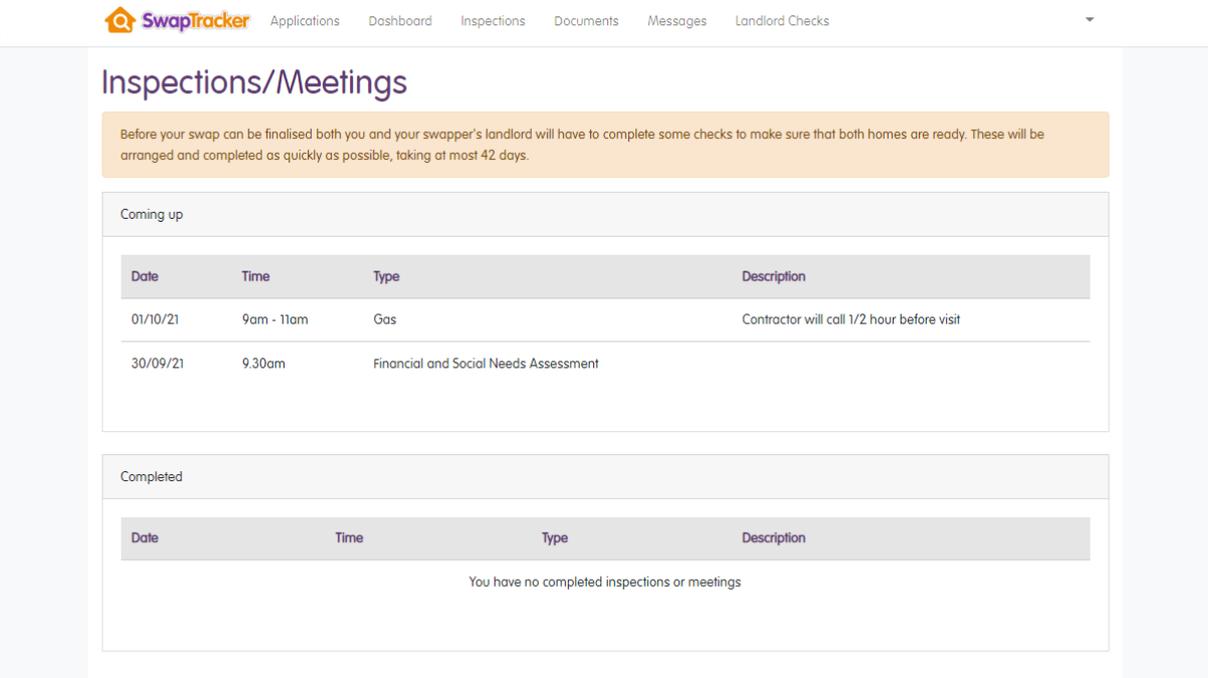
For example, they may need to inspect your current home for damage or alterations, or to check your Gas and Electric.

Any inspections or meetings regarding your application can be seen in the “Inspections” section of **SwapTracker**.

When the landlord schedules a new appointment, you will receive an email letting you know.



When you log in and go to your **SwapTracker** application, click on the “Inspections” link in the top menu to see any scheduled appointments.



**Inspections/Meetings**

Before your swap can be finalised both you and your swapper's landlord will have to complete some checks to make sure that both homes are ready. These will be arranged and completed as quickly as possible, taking at most 42 days.

Coming up

Date	Time	Type	Description
01/10/21	9am - 11am	Gas	Contractor will call 1/2 hour before visit
30/09/21	9.30am	Financial and Social Needs Assessment	

Completed

Date	Time	Type	Description
You have no completed inspections or meetings			

Sometimes, the landlord will also need you to confirm the date and time of an appointment.

When this happens, you will get a warning message on your **SwapTracker** dashboard:



Your reference: MXHAP00174

View my application Cancel my application

Status of your application: Form received by landlord

Your landlord has proposed a date and time for an inspection/ meeting. Please [click here](#) for more information

You have found a swap

Clicking this will take you to your list of appointments where you will need to agree the date and time of that inspection or meeting.

SwapTracker Applications Dashboard Inspections 1 Documents Messages Landlord Checks

## Inspections/Meetings

Before your swap can be finalised both you and your swapper's landlord will have to complete some checks to make sure that both homes are ready. These will be arranged and completed as quickly as possible, taking at most 42 days.

Confirmation required

Date	Time	Type	Description	
01/10/21	9am - 11am	Inspection (Gas)	Contractor will call 1/2 hour before visit	

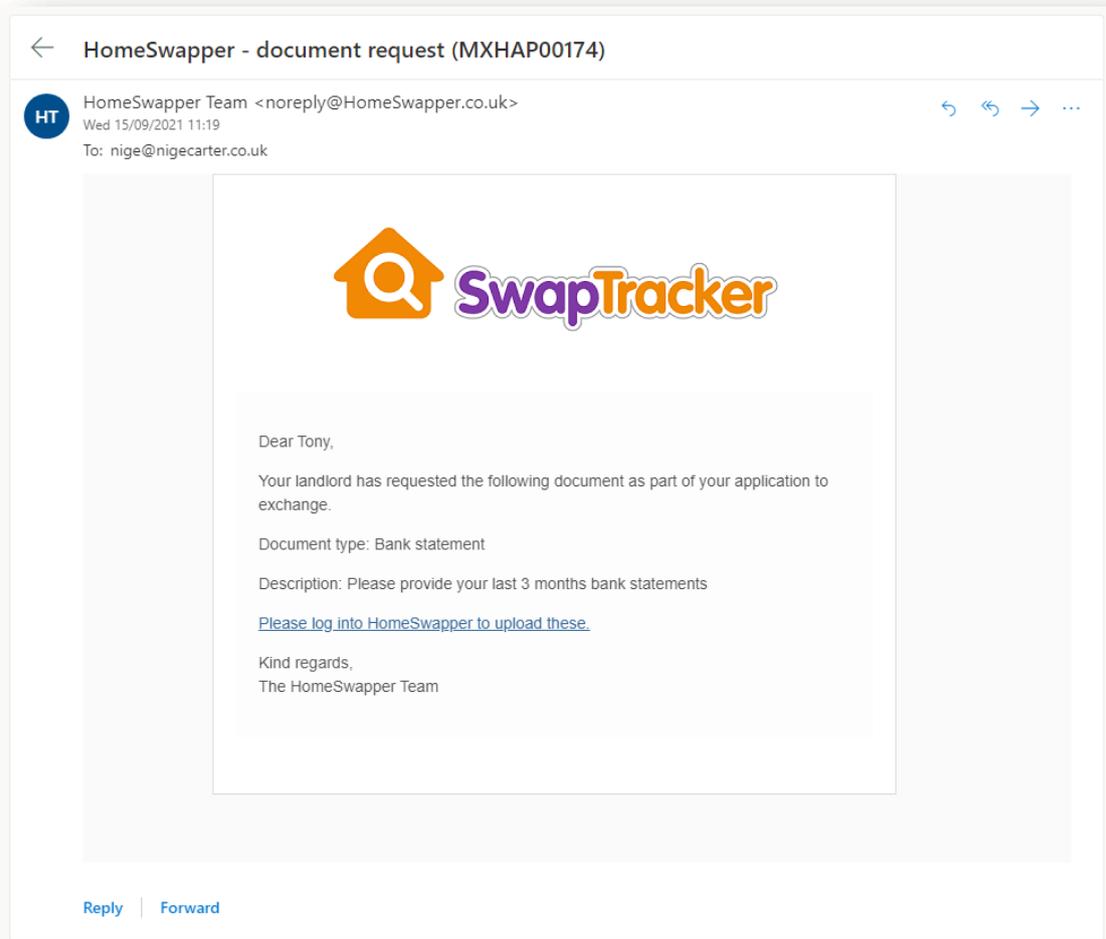


To avoid any delay to your application you should confirm appointments as soon as you can.

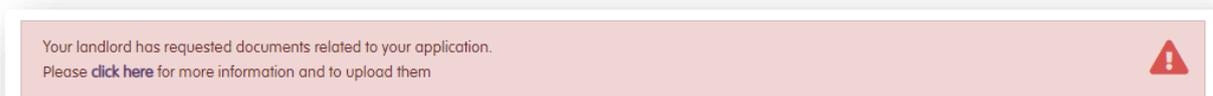
## Uploading documents

During the decision process where the landlord is reviewing your application, they may ask you to provide various documents, e.g. proof of ID, proof of income.

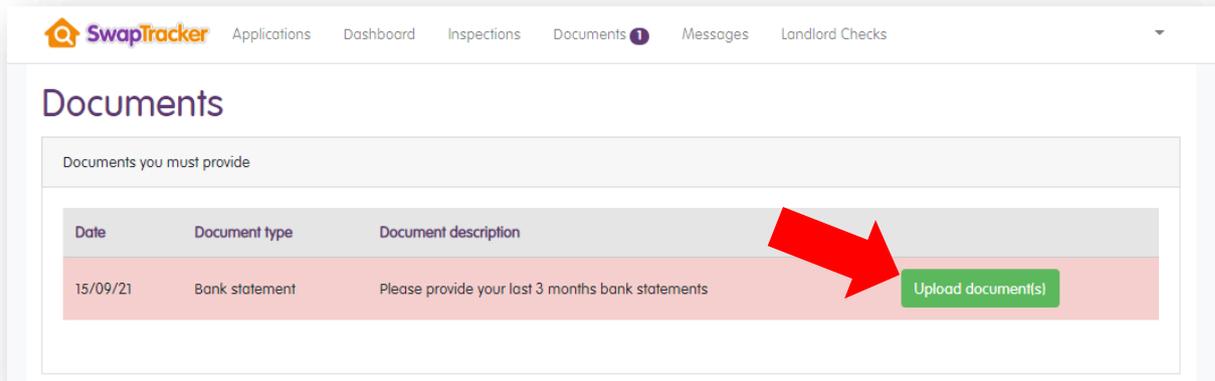
If this happens, you will be sent an email telling you what they need.



A warning message is also displayed on your **SwapTracker** dashboard.

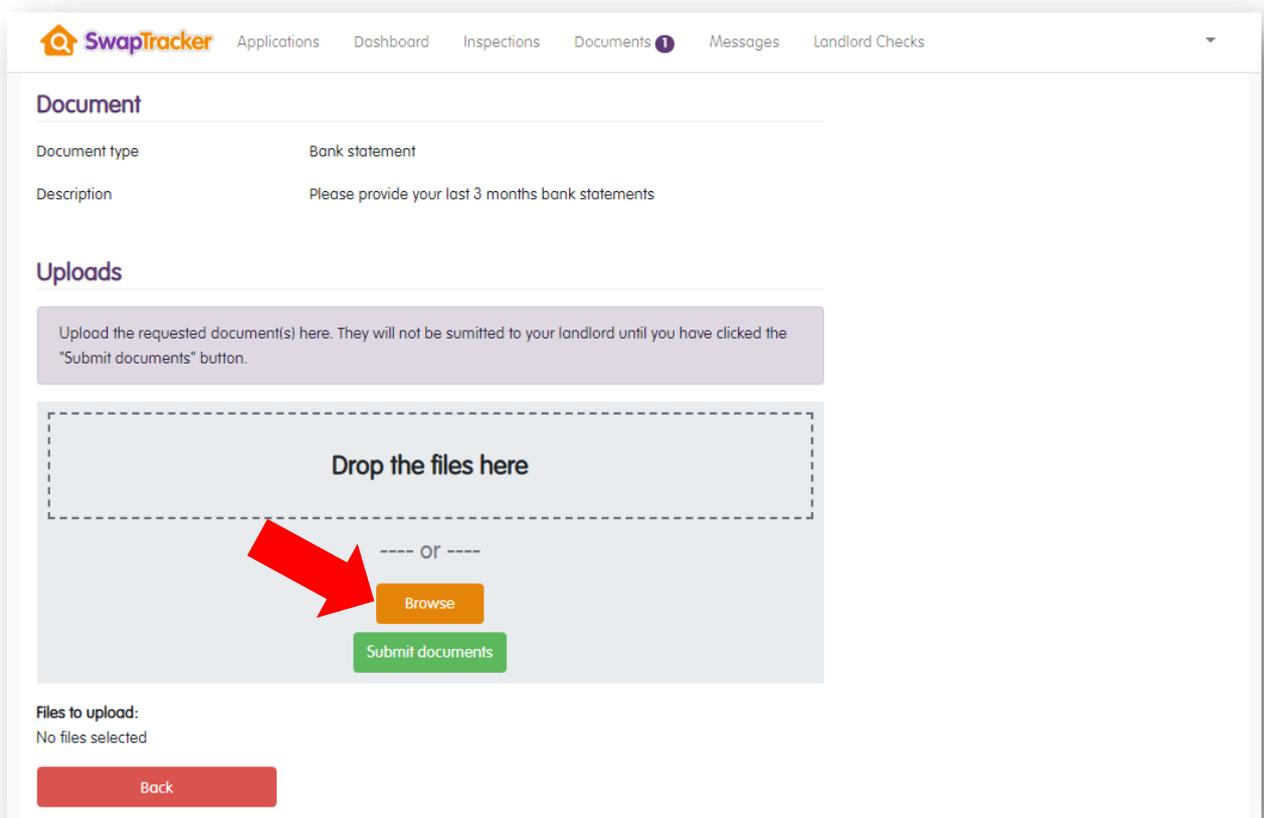


Clicking this will take you to your "Documents" section where you can see details of what they require.

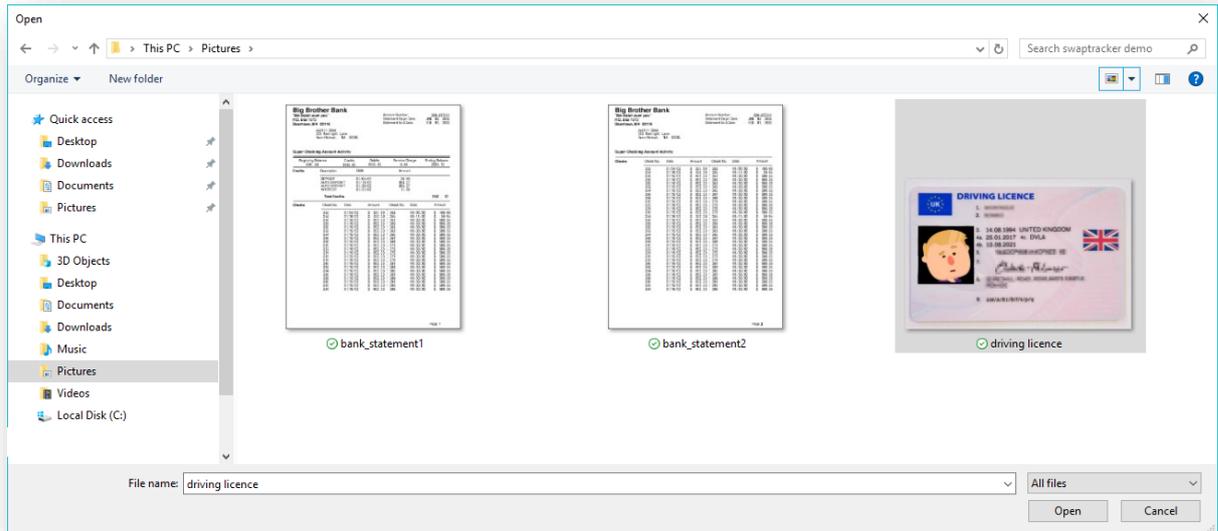


When you're ready to upload the documents requested, click the "Upload document(s)" button.

To select the files you want to upload, click "Browse".



If you are using a laptop or desktop PC, you will need to find the directory your files are in and select them there (as below).



If you are using a mobile phone or tablet, you can take a photo of the documents and select them that way.

Note: you can select more than file, e.g. the landlord might ask you for multiple bank statement pages to prove your income.

When you are happy with the files you have uploaded, click the “Submit documents” button.



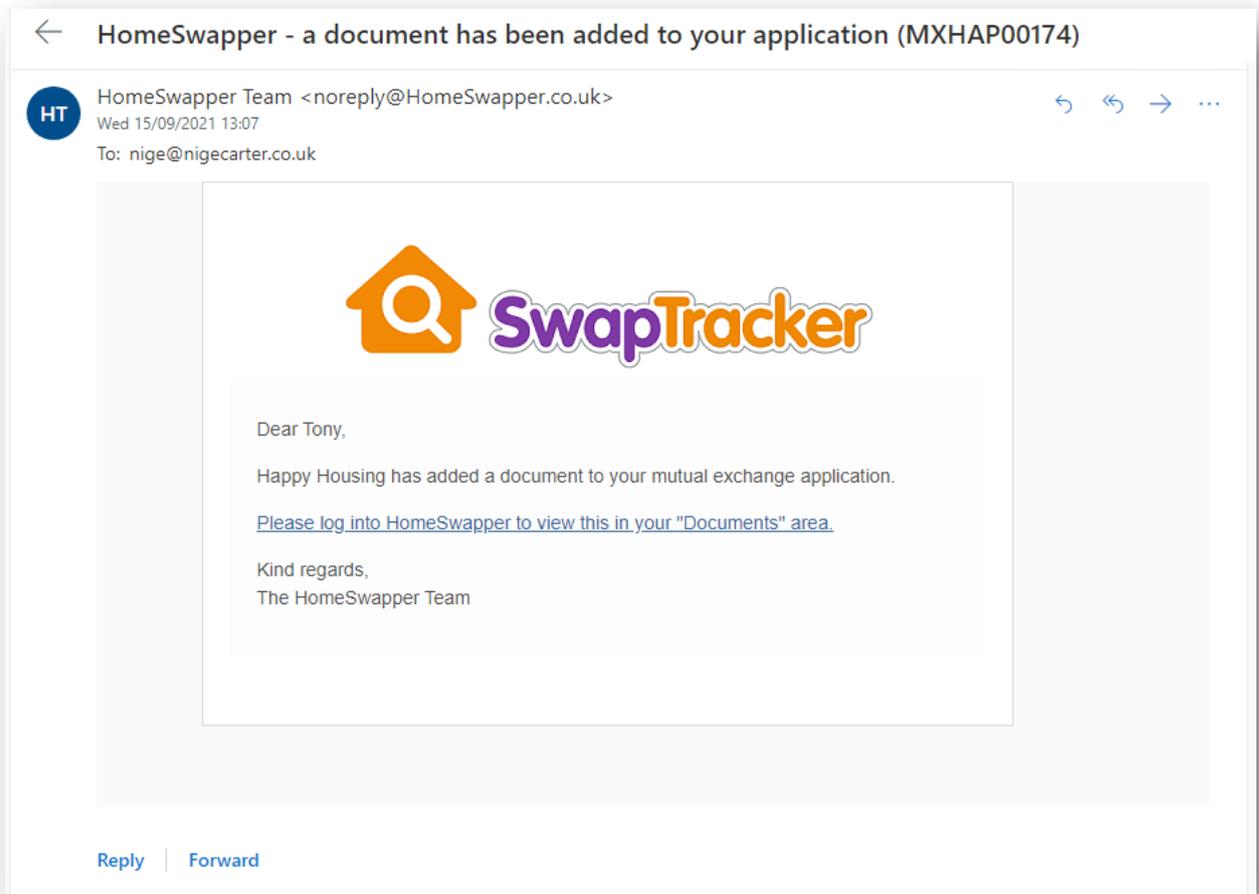
**Important:** Once you have submitted the documents to the landlord you cannot change them so make sure they are correct before submitting.

After you have submitted them, the landlord will review what you have provided and will contact you if there are any problems.

## Landlord documents

A landlord may upload documents relating to your application for you to view.

When this happens, you will be sent an email telling you.



Any documents the landlord has added are shown in your “Documents” section of SwapTracker.

Clicking the “View” button next to a document will take you to a page providing more details and allow you to download the document to view it.

Your documents			
Date	Document type	Document description	
15/09/21	Bank statement	Please provide your last 3 months bank statements	<a href="#">View</a>
-	Property inspection		<a href="#">View</a>



Clicking the file name (see arrow below) will download that file so you can see it, e.g.

SwapTracker Applications Dashboard Inspections Documents Messages Landlord Checks

### Document

Document type: Property inspection

Description:

### Uploads

Click to download:

[MXHAP00174\\_Property\\_inspection.pdf](#)



[Back](#)

## Property inspection report for 11 Running Way, Worcester, MA 01601 2020

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Maecenas hendrerit magna sit amet ex vestibulum, sit amet sollicitudin quam pellentesque. Donec auctor dapibus urna eu suscipit. Vivamus aliquam, neque ac ultrices placerat, lectus lacus porta neque, sit amet dapibus elit nulla hendrerit lacus. Ut urna mi, accumsan sit amet scelerisque id, pretium vel turpis. Suspendisse pharetra arcu quis nulla consectetur rutrum. Fusce scelerisque lectus quis mi finibus sollicitudin. Nullam lectus nisl, vestibulum et porttitor ut, pharetra et metus. Donec sollicitudin metus non mauris aliquam lobortis. Quisque sem diam, mattis quis ultrices id, scelerisque ut elit. Quisque volutpat sagittis neque nec porta. Proin erat nisl, luctus sit amet nibh id, porttitor feugiat dui. Sed ac erat mollis, finibus nisi sed, imperdiet quam. Nunc et malesuada purus. Aenean sodales enim at tortor euismod, id iaculis massa consectetur. Duis in nibh vulputate, dictum magna quis, feugiat enim. Nullam bibendum egestas ex ut laoreet.

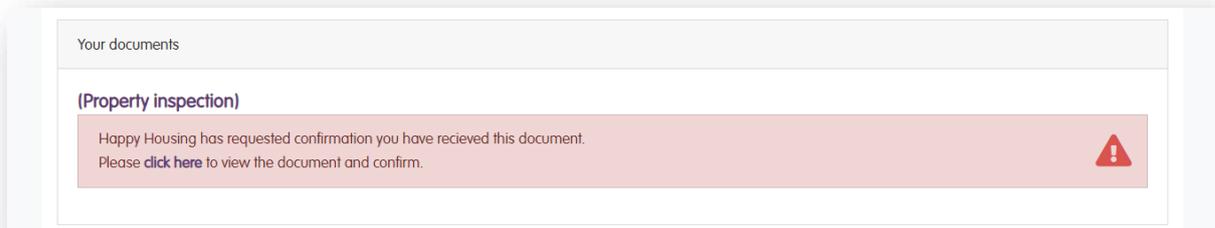
Integer ac congue mi. Etiam nibh dui, fermentum sagittis ipsum ac, viverra euismod lectus. Donec hendrerit lacus quis lacus pellentesque tincidunt. Curabitur eu tempor purus. Sed vulputate accumsan velit quis auctor. Fusce pellentesque, orci hendrerit malesuada consequat, lorem orci volutpat felis, luctus tincidunt velit sapien at erat. Etiam pellentesque lectus et lobortis auctor. Vestibulum eu risus blandit, accumsan leo nec, auctor lectus. Nullam varius urna venenatis, gravida turpis id, sagittis lacus.

Nullam varius sagittis porttitor. Praesent maximus dui non purus consectetur, vitae varius risus

## I've been told I need to confirm I've received a document?

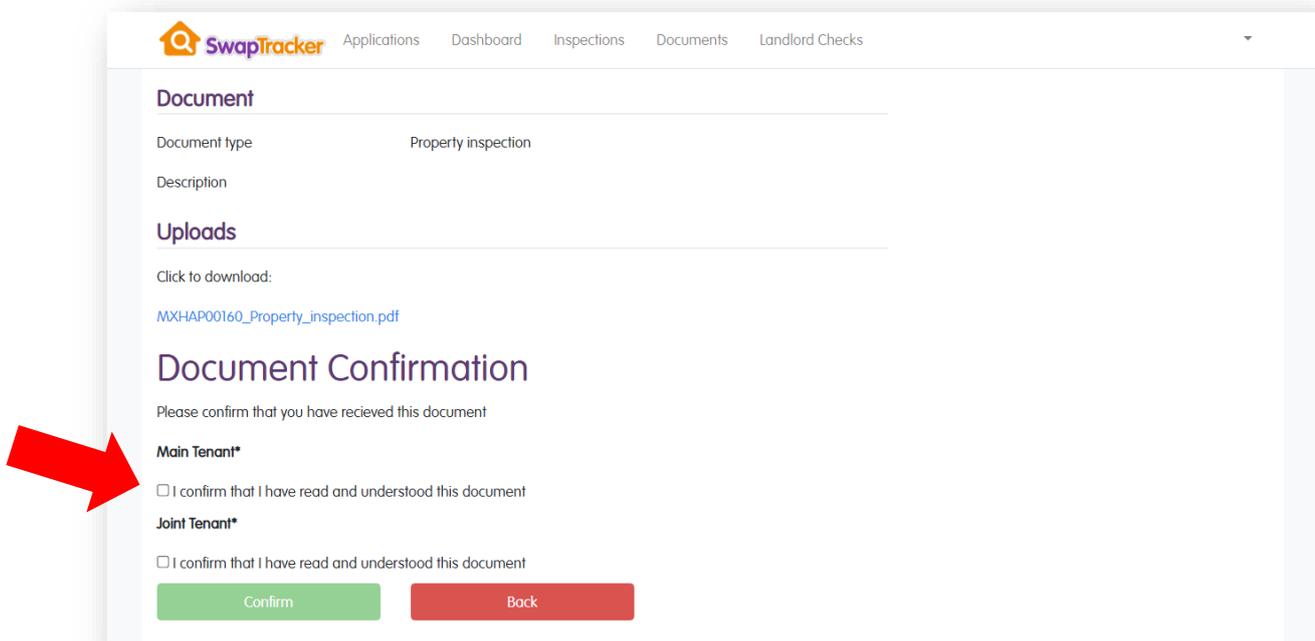
Sometimes the landlord may need you to confirm you've received, read, and understood a document.

Documents you need to confirm are highlighted like this:



After you have viewed the document you now need to tick the box to say you have read and understood it. If there are any issues with the document you have received, contact the landlord directly.

If there is a joint applicant, two boxes will need to be ticked:

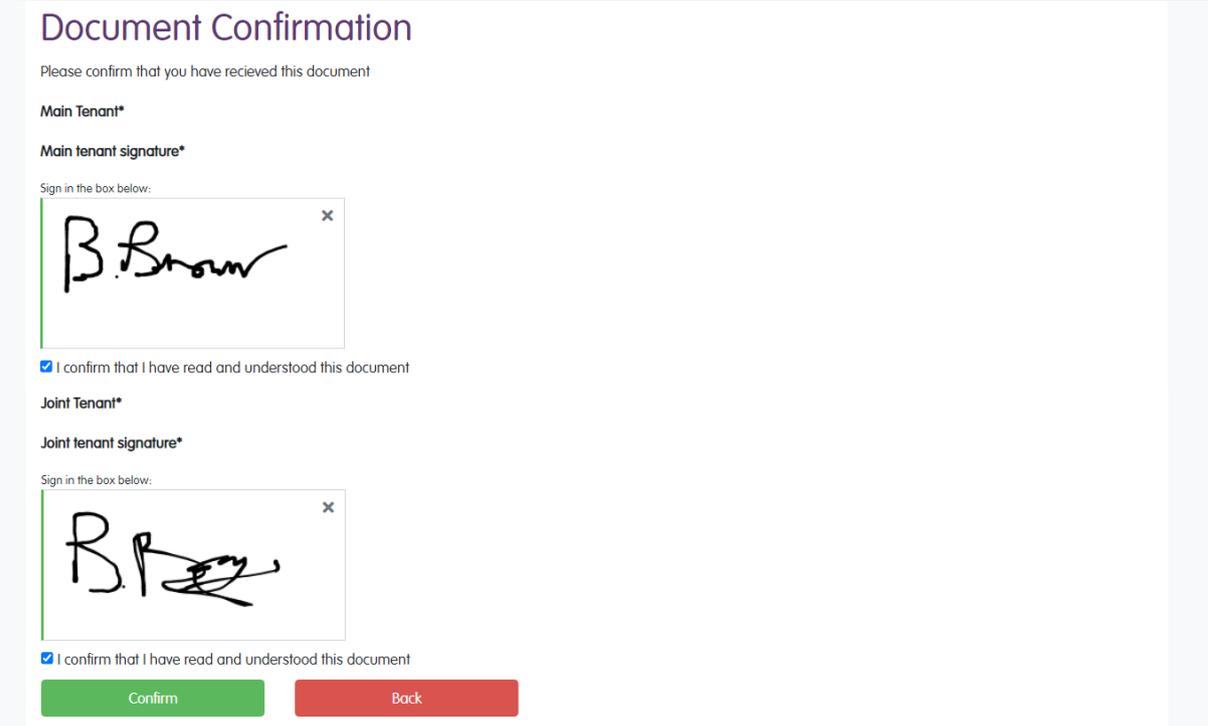


Finally, click the "Confirm" button to let the landlord know. You only have to do this once.

## I've been told I need to sign a document?

Sometimes the landlord may need you to also sign to say you have received, read, and understood a document.

If this happens, you and the joint tenant (if there is one) need to tick the boxes and provide a signature. To sign a box, you can use your finger (or stylus) on your mobile phone or tablet or use a mouse on a laptop or desktop PC.



**Document Confirmation**

Please confirm that you have recieved this document

**Main Tenant\***

**Main tenant signature\***

Sign in the box below:



I confirm that I have read and understood this document

**Joint Tenant\***

**Joint tenant signature\***

Sign in the box below:



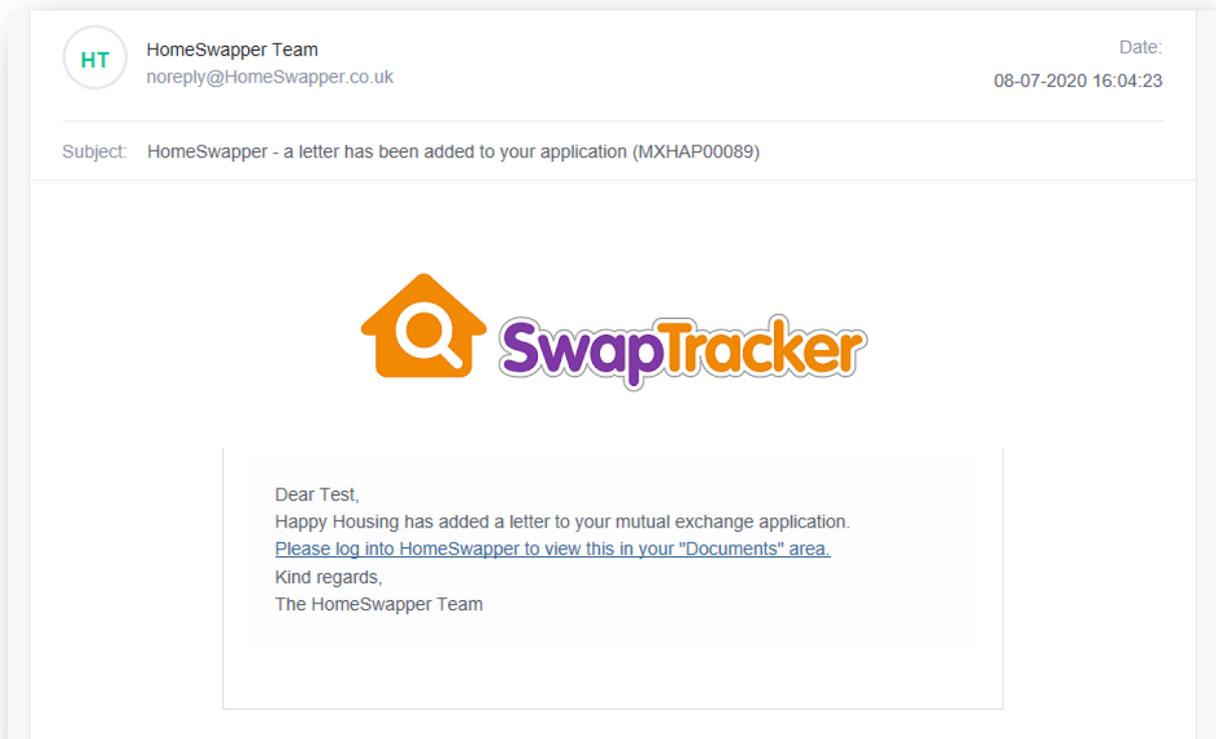
I confirm that I have read and understood this document

Finally, click the “*Confirm*” button to let the landlord know. You only have to do this once.

## Letters

A landlord may upload letters relating to your application for you to view.

When this happens, you will be sent an email telling you.



Any letters the landlord has added are shown at the bottom of your “Documents” section of **SwapTracker**.

Letters	
Name	Date created
MXHAP00089_Happy Housing approval	08/07/2020

Clicking a letter name will allow you to view it, e.g.



Test Carter

56 Bradley Court  
Crossley Road  
Worcester  
Worcestershire  
WR5 3CH

Date: 08/07/2020

Our ref: MXHAP00089

Dear Test Carter,

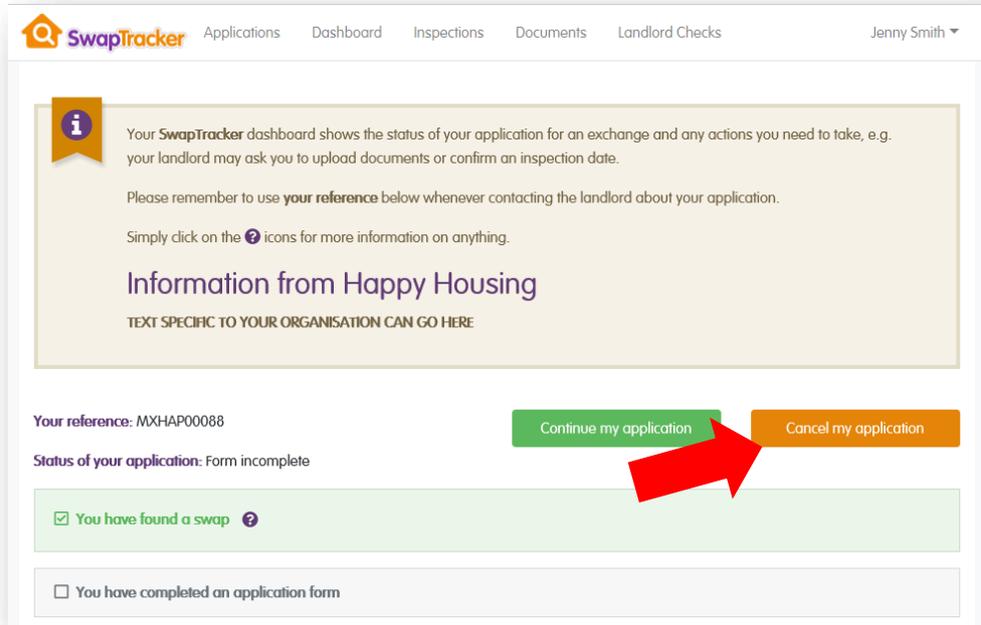
**RE: Mutual Exchange Application**

I would like to confirm that we are now able to agree the requested mutual exchange.

We have suggested a Tenancy start date of 12/08/2020.

## I want to cancel my application

If you need to cancel your application for an exchange, log into **SwapTracker** and click the “Cancel my application” button on your dashboard.



The screenshot shows the SwapTracker dashboard for user Jenny Smith. The navigation bar includes Applications, Dashboard, Inspections, Documents, and Landlord Checks. A central information box contains instructions and a section for 'Information from Happy Housing'. Below this, the user's reference is MXHAP00088 and the application status is 'Form incomplete'. Two buttons are visible: 'Continue my application' (green) and 'Cancel my application' (orange). A red arrow points to the 'Cancel my application' button. Below the buttons are two checkboxes: 'You have found a swap' (checked) and 'You have completed an application form' (unchecked).



**Important:** only cancel your application if you are 100% certain you no longer want to swap homes. The landlord will be notified and if you change your will need to apply all over again.

## Troubleshooting guide

If you're having problems using SwapTracker, here's a list of common issues and how to fix them...



### I've been sent a link to apply but it's not working

First read the [Using SwapTracker to apply for an exchange](#) section to check you are doing it correctly.

If you've still got a problem, please have a look at the following common issues with applying:

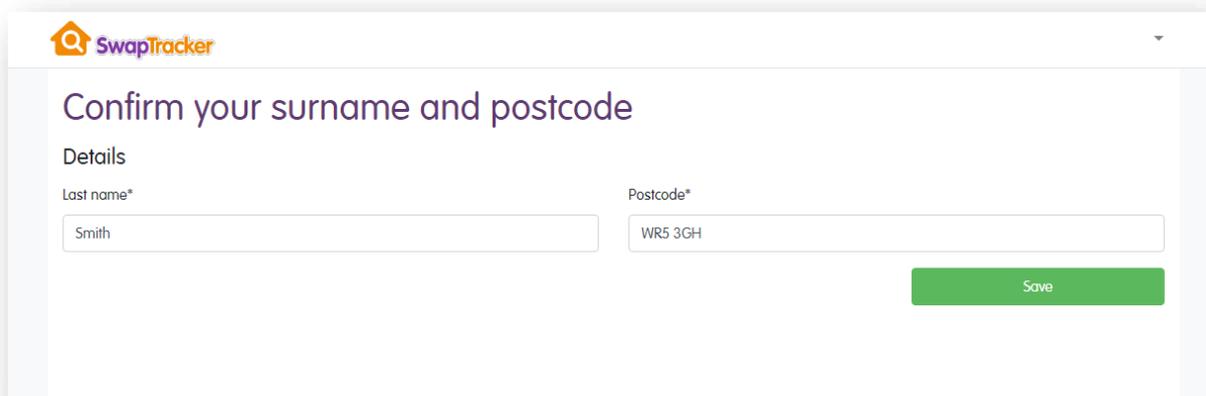
### The link has expired before I can use it

Please contact the landlord and they will send another email with a link in it.

Due to security reasons, these links are only valid for 24 hours.

### It doesn't recognise my last name and postcode

If you are entering your last name and postcode correctly, but they are not recognised, it may be that the landlord set them up incorrectly when they created the "invite".



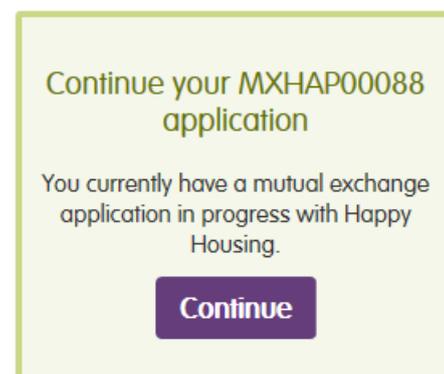
The screenshot shows a web form titled "Confirm your surname and postcode" with the SwapTracker logo at the top left. Below the title is a "Details" section with two input fields: "Last name\*" containing "Smith" and "Postcode\*" containing "WR5 3GH". A green "Save" button is located at the bottom right of the form.

If this is the case, you will need to contact the landlord and ask them to edit the "invite" and re-send it.

### I was sent an invite, but nothing is showing on my HomeSwapper dashboard

Sometimes there can be a slight delay between you receiving the email saying an application has been started for you by the landlord, and the "Continue" button appearing on your HomeSwapper dashboard.

Try leaving it for an hour and coming back later.



### I've applied / verified my account, but now I can't login

If you've already started a **SwapTracker** application or verified your account details, there may be an issue with your password.

Try using the "Forgotten Password" on the **HomeSwapper** website.

See [I've forgotten my password](#) for more details.

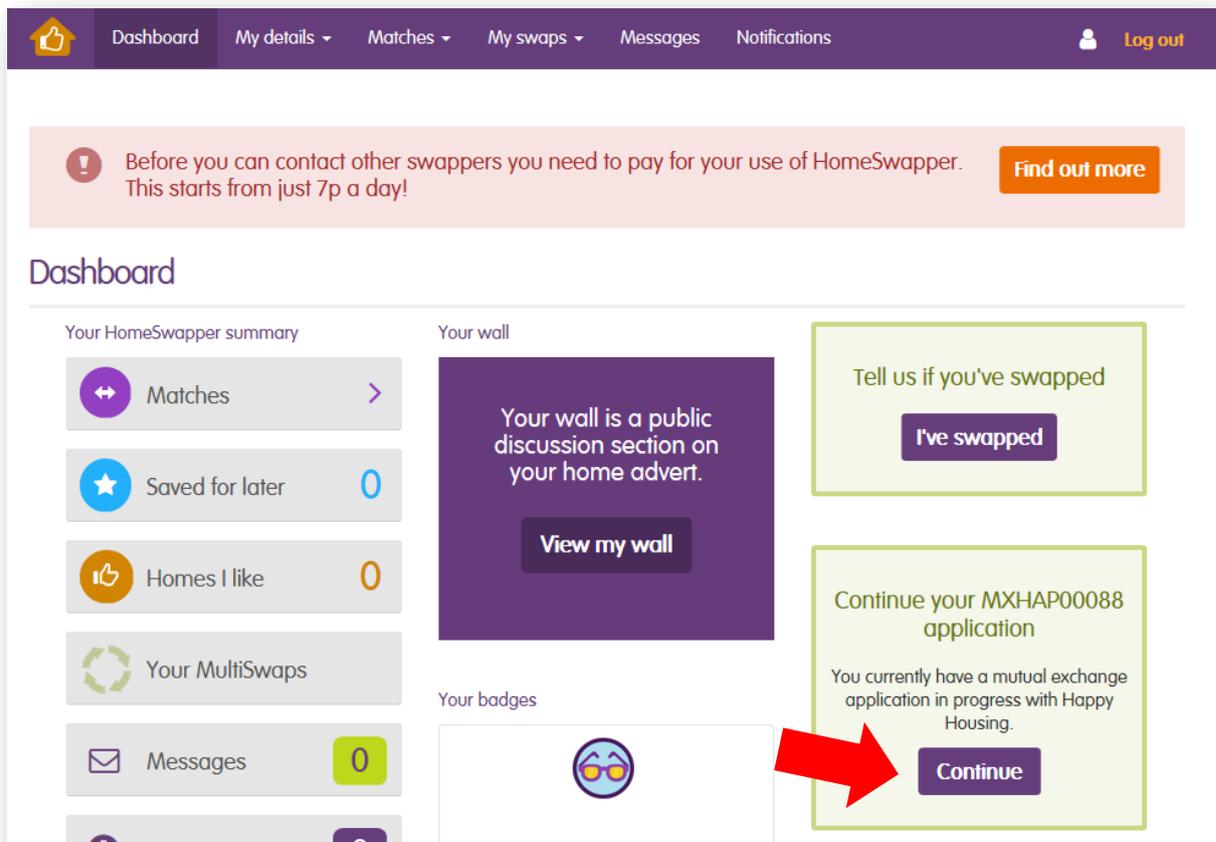
### I've been told I can apply to a new landlord, but I'm being told I need to pay!

Don't worry, you do need to pay to apply for a mutual exchange using **SwapTracker**.

If your own landlord does not pay for their tenant's **HomeSwapper** subscriptions, you may still get a message on your **HomeSwapper** dashboard asking you to pay.

This is only talking about paying to use **HomeSwapper** to find someone to swap with.

If you've been invited to apply by another landlord, just ignore this message and click the "Continue" button instead.

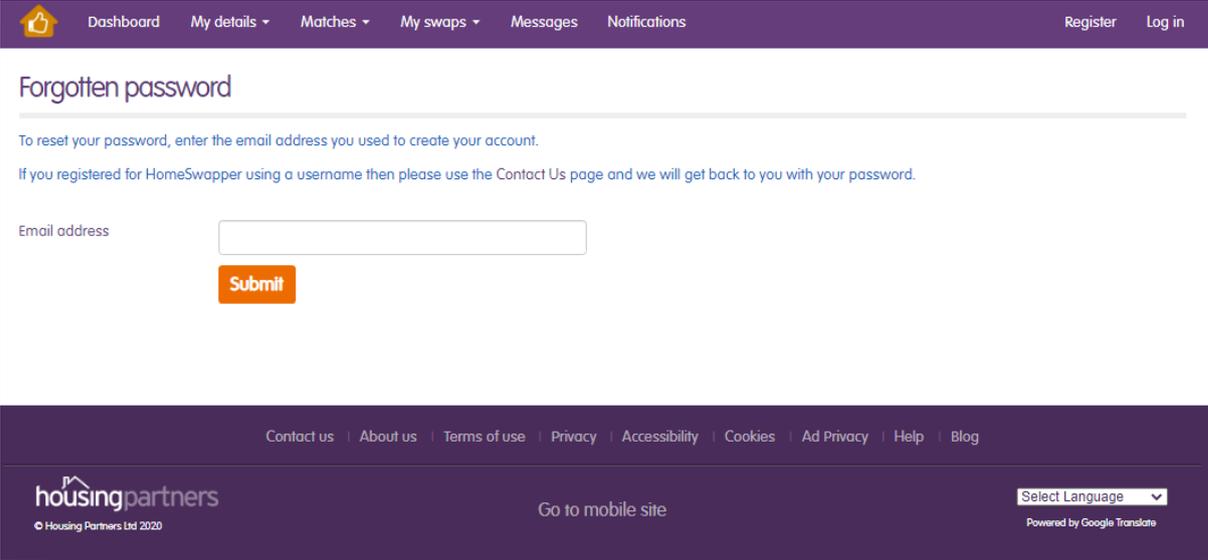


The screenshot shows the HomeSwapper dashboard interface. At the top, there is a navigation bar with links for Dashboard, My details, Matches, My swaps, Messages, and Notifications, along with a user profile icon and a Log out button. Below the navigation bar, a pink notification banner states: "Before you can contact other swappers you need to pay for your use of HomeSwapper. This starts from just 7p a day!" with a "Find out more" button. The main dashboard area is titled "Dashboard" and is divided into several sections. On the left, under "Your HomeSwapper summary", there are buttons for Matches, Saved for later (0), Homes I like (0), Your MultiSwaps, Messages (0), and Notifications. In the center, under "Your wall", there is a purple box with the text "Your wall is a public discussion section on your home advert." and a "View my wall" button. On the right, there are two green boxes. The top one says "Tell us if you've swapped" with an "I've swapped" button. The bottom one says "Continue your MXHAP00088 application" and "You currently have a mutual exchange application in progress with Happy Housing." with a "Continue" button. A red arrow points to the "Continue" button.

## I've forgotten my password

If you've forgotten the password you set, simply use the forgotten password feature on the HomeSwapper website - <https://www.homeswapper.co.uk/Account/ForgotPassword>

Remember, you always log into HomeSwapper to get to your SwapTracker application.



## I'm not getting any emails from SwapTracker

Every time there is an update to your application you should get an email.

If this is not happening, please check:

1. Is the correct email address on your application. Check the form your submitted.
2. Are they going into your junk/spam folder?

If they are, you will need to add the email address to your “safe senders” lists or mark them as not “spam”.

All emails from **SwapTracker** are sent from the email address [noreply@HomeSwapper.co.uk](mailto:noreply@HomeSwapper.co.uk)

## I've been asked to upload a document. What do I do?

Information on how to upload documents a landlord has requested, can be found in the [Uploading documents](#) section of this User Guide.

## What does my application “status” actually mean?

A description of each stage of the application process can be found in the [What’s the current status of my application?](#) section of this User Guide.

## General help

If you’re stuck and need help, please contact our support team by using the HomeSwapper [Contact Us](#) page.

To help us answer your queries as quickly as possible, remember to include as much information as you can.

For example, always include your SwapTracker application reference number (the one beginning “MX”, e.g. MXHAP00123).



**Important:** The Customer Support team can only help you with how to use SwapTracker and HomeSwapper.

You will need to contact the landlord directly if you require any information relating to your mutual exchange application.