

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.

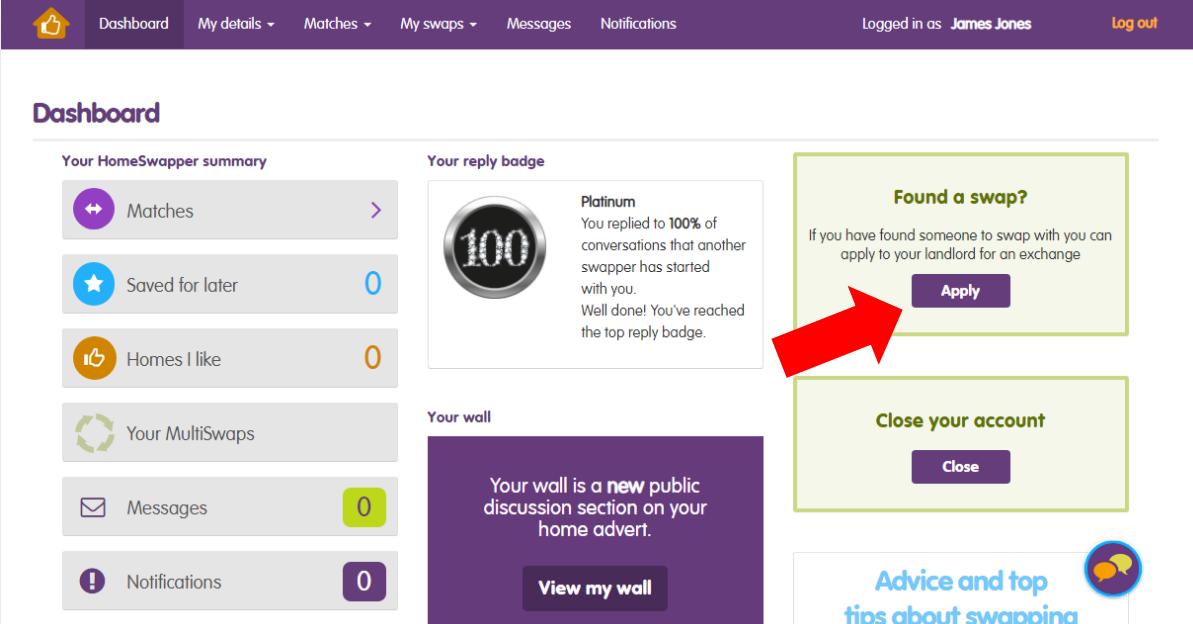
Refer to the sections below depending on your circumstances:

- [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

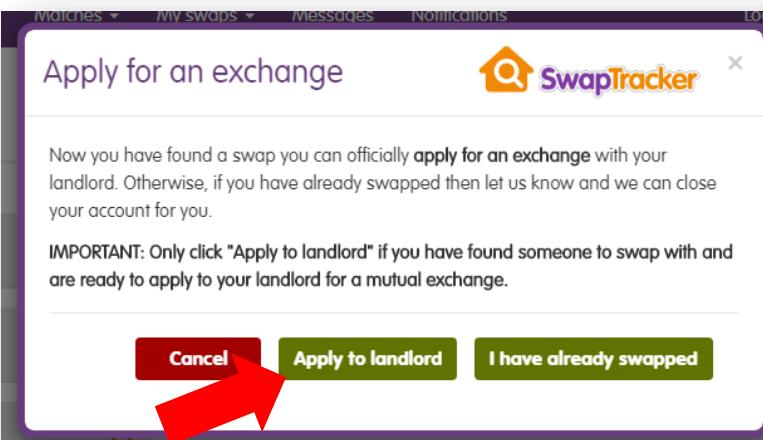
If you already have a HomeSwapper account and are applying to your own landlord, follow these steps:

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



The screenshot shows the SwapTracker dashboard for a user named James Jones. The top navigation bar includes links for Dashboard, My details, Matches, My swaps, Messages, and Notifications, along with a Logout option. The main content area is titled "Dashboard". It features several sections: "Your HomeSwapper summary" with icons for Matches (1), Saved for later (0), Homes I like (0), Your MultiSwaps, Messages (0), and Notifications (0); "Your reply badge" showing a "Platinum" badge for replying to 100% of conversations; "Your wall" which is described as a new public discussion section on home advert, with a "View my wall" button; and a "Found a swap?" box containing text about applying to a landlord for an exchange, with an "Apply" button. A red arrow points to the "Apply" button in the "Found a swap?" box.

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



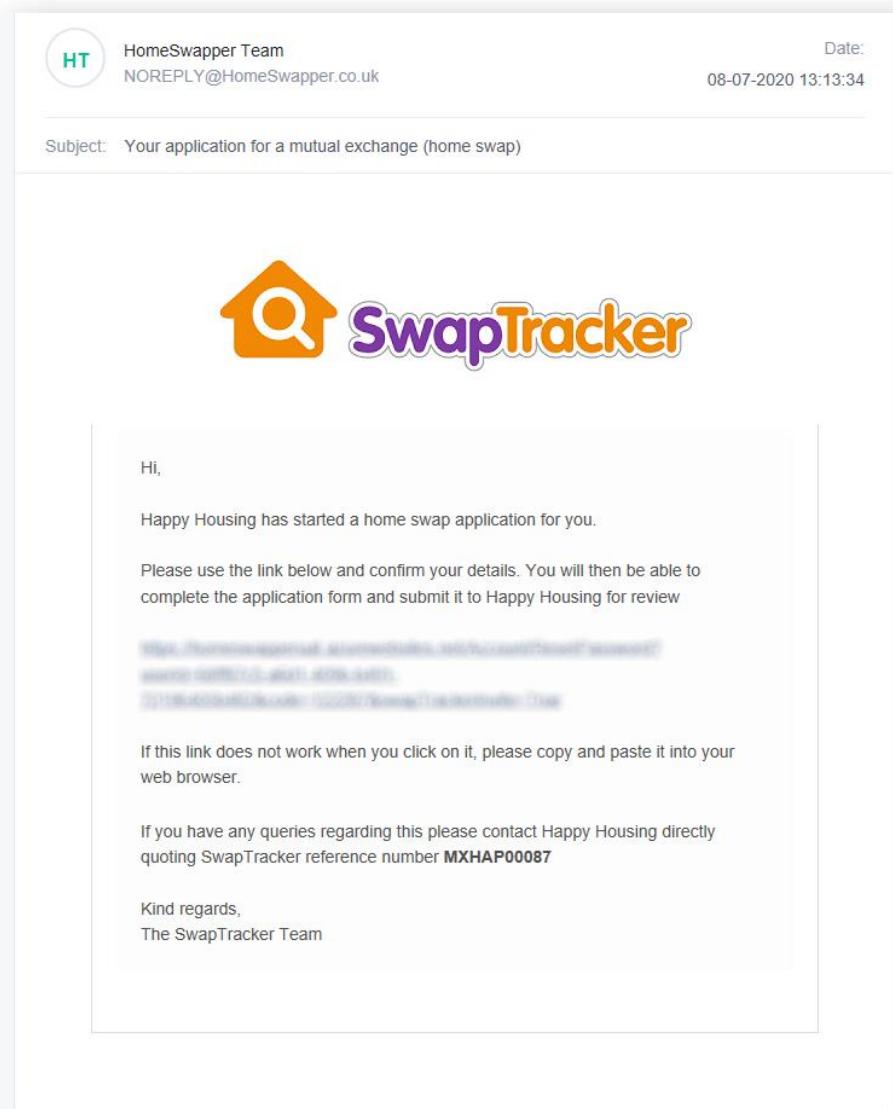
The screenshot shows a SwapTracker pop-up window titled "Apply for an exchange". The window contains the SwapTracker logo at the top right. The main text reads: "Now you have found a swap you can officially apply for an exchange with your landlord. Otherwise, if you have already swapped then let us know and we can close your account for you." Below this, a note says: "IMPORTANT: Only click "Apply to landlord" if you have found someone to swap with and are ready to apply to your landlord for a mutual exchange." At the bottom of the window are three buttons: "Cancel" (red background), "Apply to landlord" (green background), and "I have already swapped" (dark green background). A red arrow points to the "Apply to landlord" button.

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

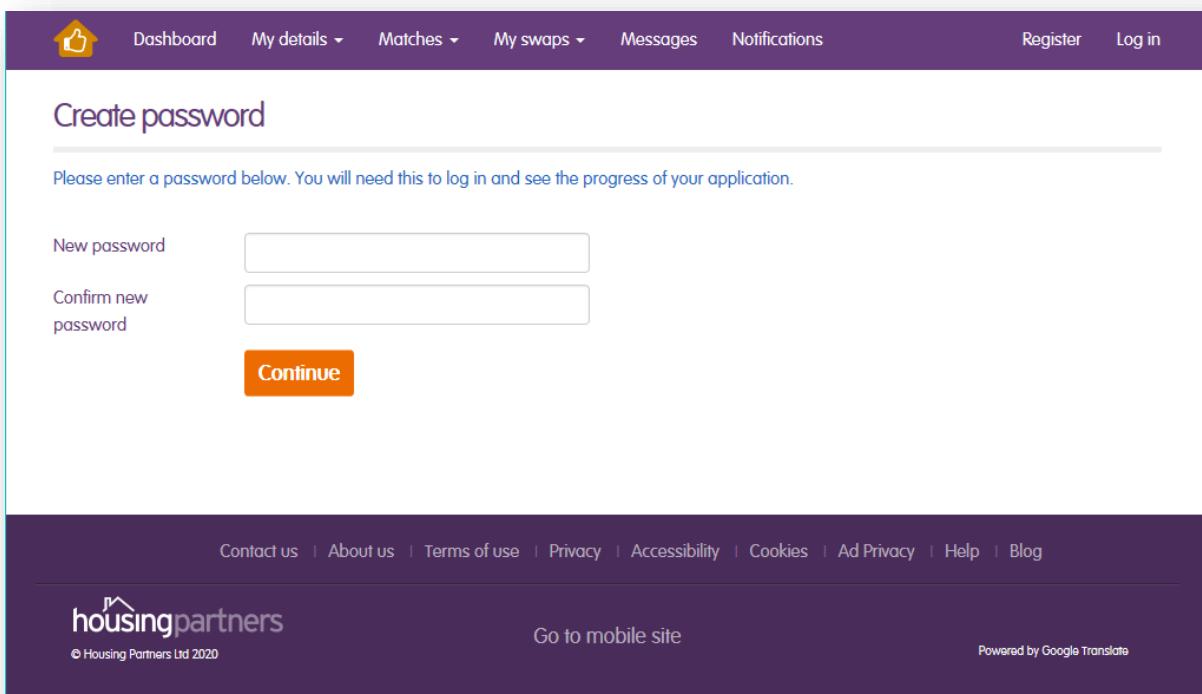
If you do not have a HomeSwapper account and are applying to your own landlord, follow these steps:

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.



Create password

Please enter a password below. You will need this to log in and see the progress of your application.

New password

Confirm new password

Continue

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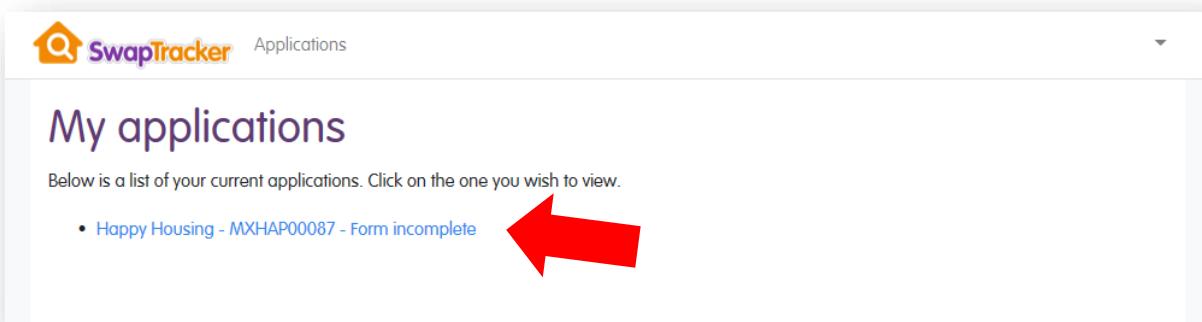
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4. After you've created a password you will then see a list of your mutual exchange applications. Click on the link to continue.



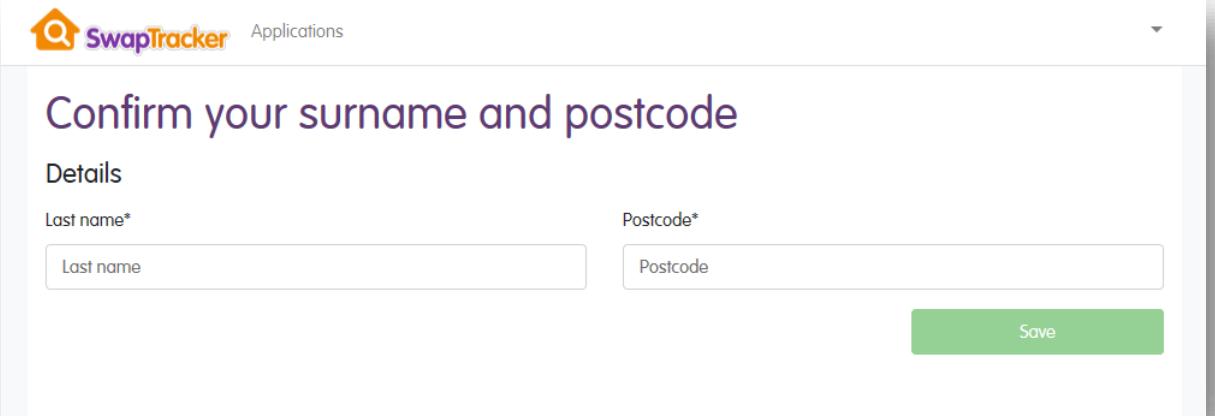
SwapTracker Applications

My applications

Below is a list of your current applications. Click on the one you wish to view.

- Happy Housing - MXHAP00087 - Form incomplete

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-based application interface for SwapTracker. At the top left is the SwapTracker logo. To its right, the word "Applications" is visible. Below the header, the title "Confirm your surname and postcode" is displayed in a large, bold, dark blue font. Underneath the title, the word "Details" is written in a smaller, dark blue font. There are two input fields: one labeled "Last name*" containing the placeholder "Last name" and another labeled "Postcode*" containing the placeholder "Postcode". A green rectangular button labeled "Save" is positioned to the right of the input fields.

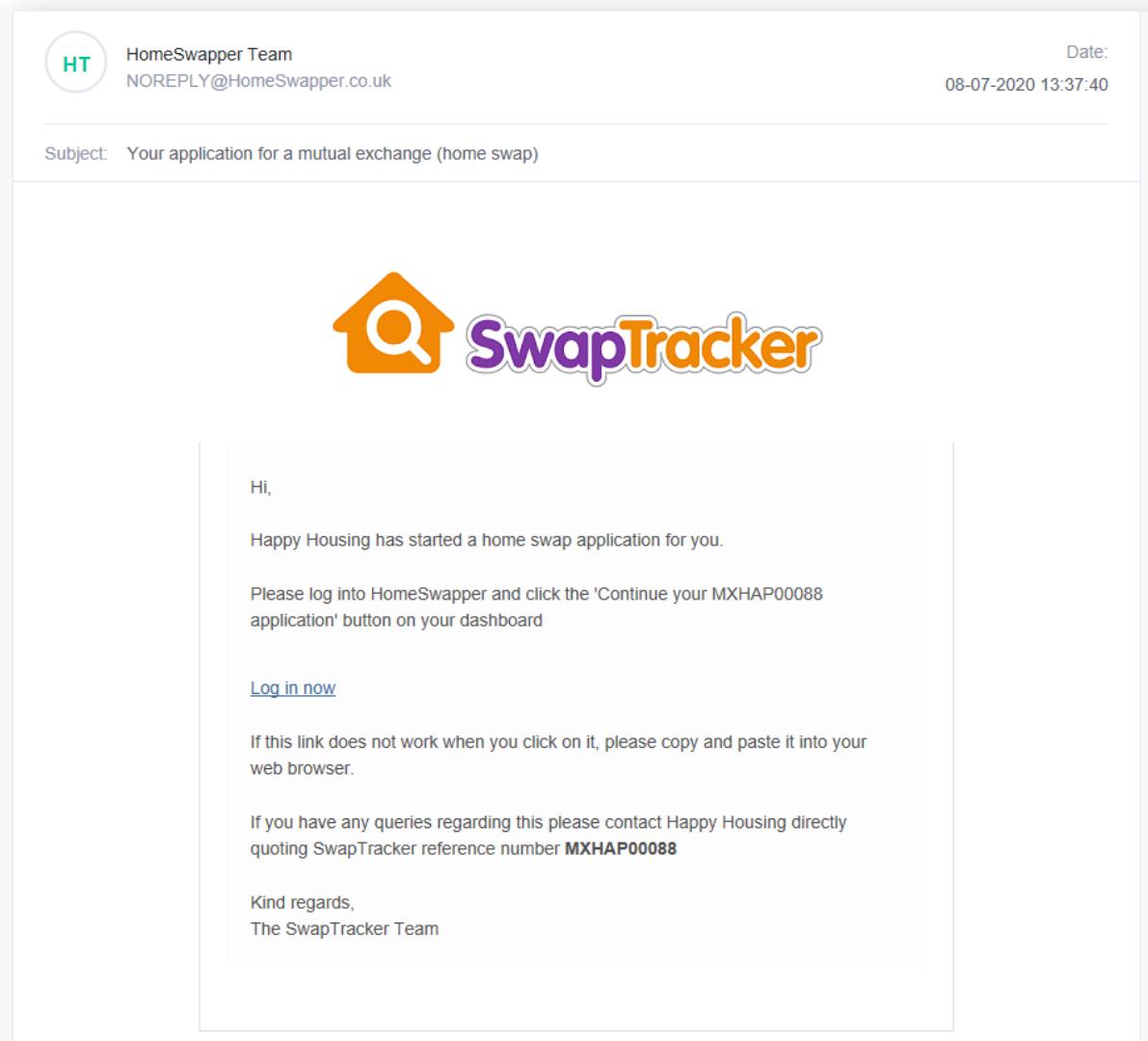
6. If the name and postcode you enter are correct, your account is verified, and you will be taken to the **SwapTracker** application form. For more information on this go to [The SwapTracker application form](#) section of this User Guide.

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:

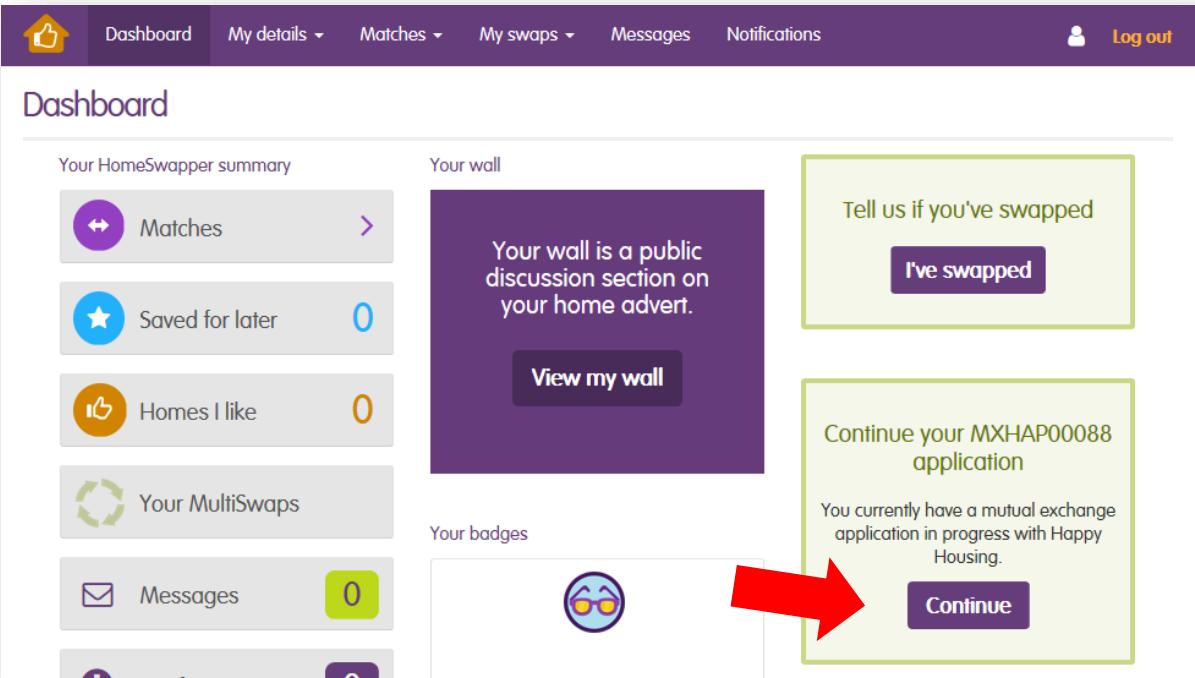
1. Contact the landlord's Mutual Exchange team and tell them you wish to apply for an exchange using **SwapTracker**. Note: you must have an email address to do this. They will also need your last name and your current address.
2. They will "invite" you to apply online and you will receive an email confirming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



The screenshot shows an email from the HomeSwapper Team (noreply@HomeSwapper.co.uk) dated 08-07-2020 13:37:40. The subject is "Your application for a mutual exchange (home swap)". The email body contains the SwapTracker logo and a message from Happy Housing. It informs the recipient that a home swap application has been started and provides instructions to log in to HomeSwapper and click the 'Continue your MXHAP00088 application' button. It includes a link for logging in and notes that if it doesn't work, to copy and paste the link into a browser. It also provides contact information for Happy Housing, quoting the SwapTracker reference number MXHAP00088. The message concludes with "Kind regards, The SwapTracker Team".

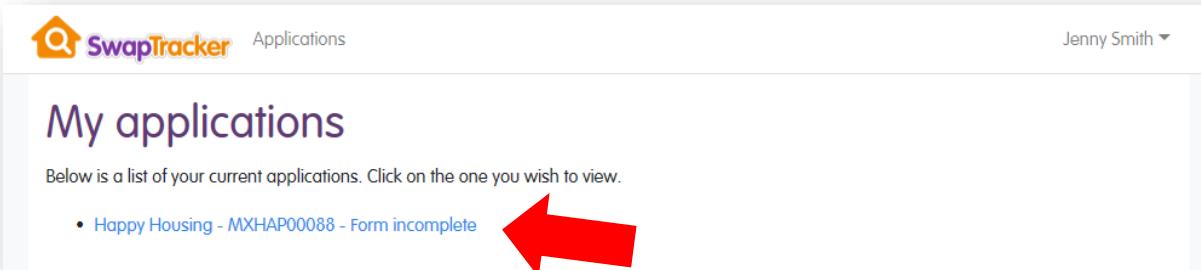
The email also includes your SwapTracker application reference number (beginning with "MX"). Make a note of this because it will be useful when talking to the landlord about your application.

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



The screenshot shows the HomeSwapper dashboard. At the top, there's a navigation bar with icons for Home, Dashboard, My details, Matches, My swaps, Messages, Notifications, and Log out. Below the navigation bar, the word "Dashboard" is displayed. The main area has several sections: "Your HomeSwapper summary" with icons for Matches (1), Saved for later (0), Homes I like (0), Your MultiSwaps, Messages (0), and a partially visible icon; "Your wall" which says "Your wall is a public discussion section on your home advert." with a "View my wall" button; and two callout boxes. The first callout box, titled "Tell us if you've swapped", contains a "I've swapped" button. The second callout box, titled "Continue your MXHAP00088 application", states "You currently have a mutual exchange application in progress with Happy Housing." and features a "Continue" button. A red arrow points from the "Continue" button towards the "My applications" section of the next screenshot.

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



The screenshot shows the "My applications" page. At the top, there's a header with the SwapTracker logo, the word "Applications", and a dropdown for "Jenny Smith". Below the header, the title "My applications" is displayed. A message below the title says "Below is a list of your current applications. Click on the one you wish to view." followed by a bulleted list: "• Happy Housing - MXHAP00088 - Form incomplete". A red arrow points from the "Happy Housing" link towards the "My applications" section of the previous screenshot.

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.

 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!

HT HomeSwapper Team NOREPLY@HomeSwapper.co.uk Date: 08-07-2020 14:27:22

Subject: Your application for a mutual exchange (home swap)



Hi,

Happy Housing has started a home swap application for you.

Please use the link below and confirm your details. You will then be able to complete the application form and submit it to Happy Housing for review

<https://www.happyhousing.org.uk/applyforahomeswap/confirmapplication?reference=MXHAP00089&date=08/07/2020&time=14:27:22>

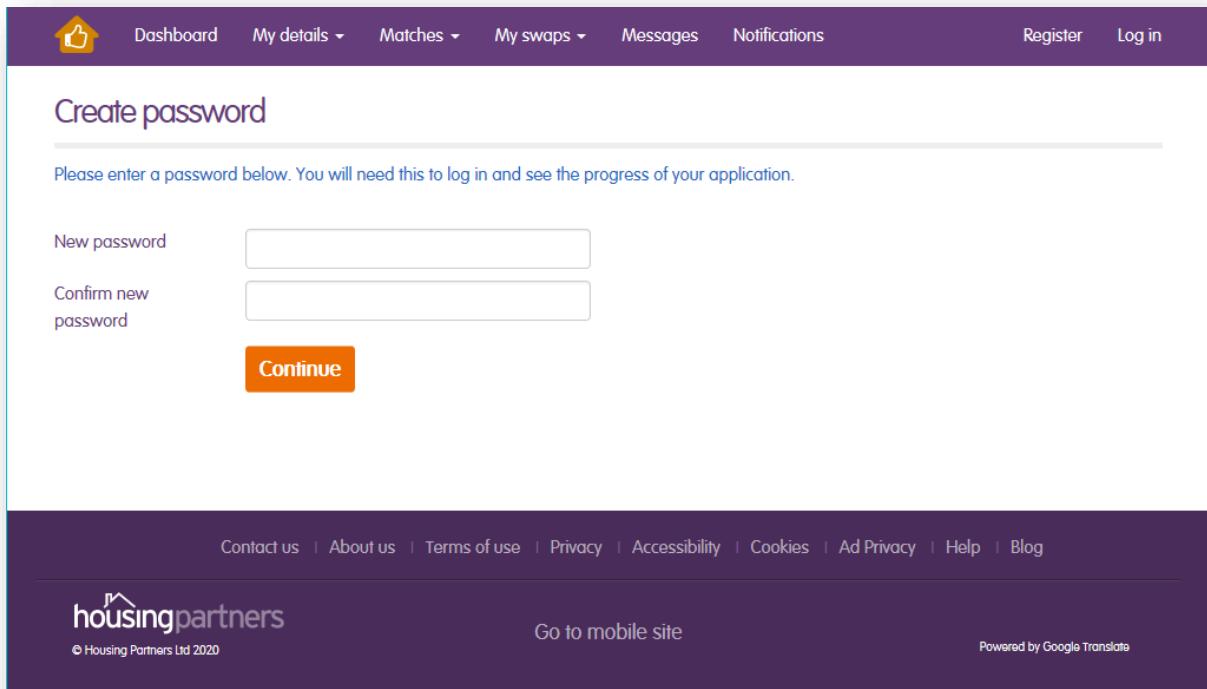
If this link does not work when you click on it, please copy and paste it into your web browser.

If you have any queries regarding this please contact Happy Housing directly quoting SwapTracker reference number **MXHAP00089**

Kind regards,
The SwapTracker Team

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.

- 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.



Please enter a password below. You will need this to log in and see the progress of your application.

New password

Confirm new password

Continue

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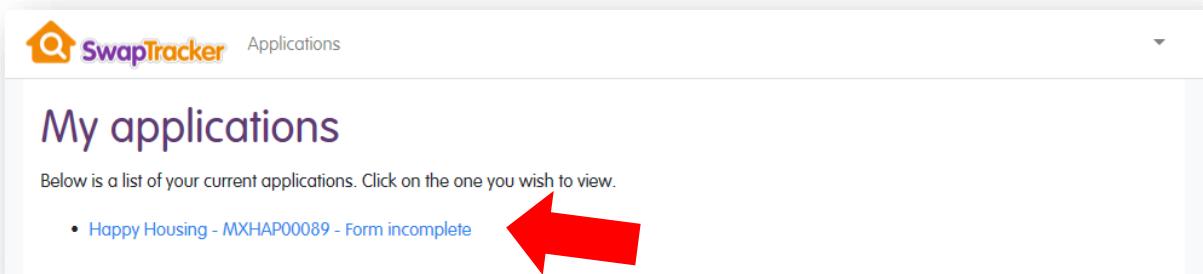
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- After you've created a password you will then see a list of your mutual exchange applications. Click on the link to continue.



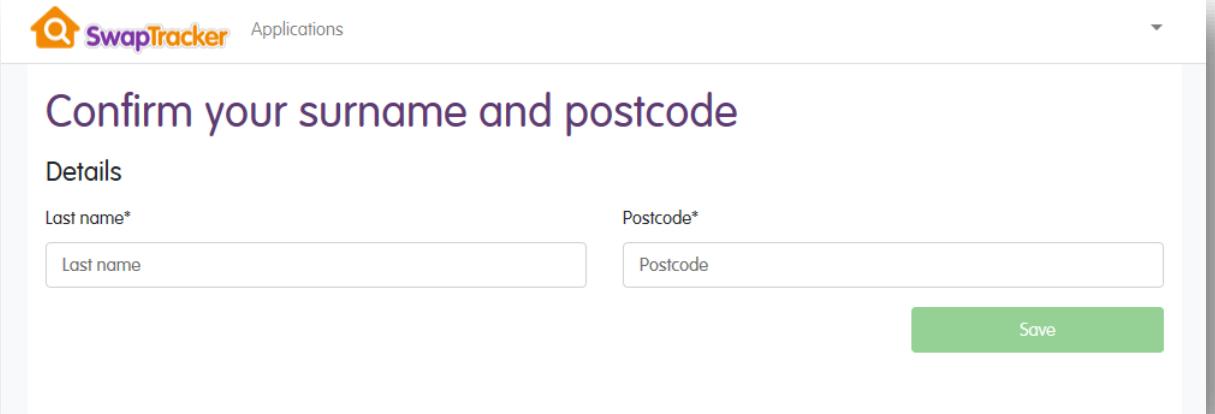
SwapTracker Applications

My applications

Below is a list of your current applications. Click on the one you wish to view.

- Happy Housing - MXHAP00089 - Form incomplete

- 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-based application form titled "Confirm your surname and postcode". At the top left is the SwapTracker logo. To its right is the word "Applications". Below the title, the word "Details" is displayed. There are two input fields: one for "Last name*" containing the placeholder "Last name" and another for "Postcode*" containing the placeholder "Postcode". A green "Save" button is located at the bottom right of the form area.

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\(s\)](#)



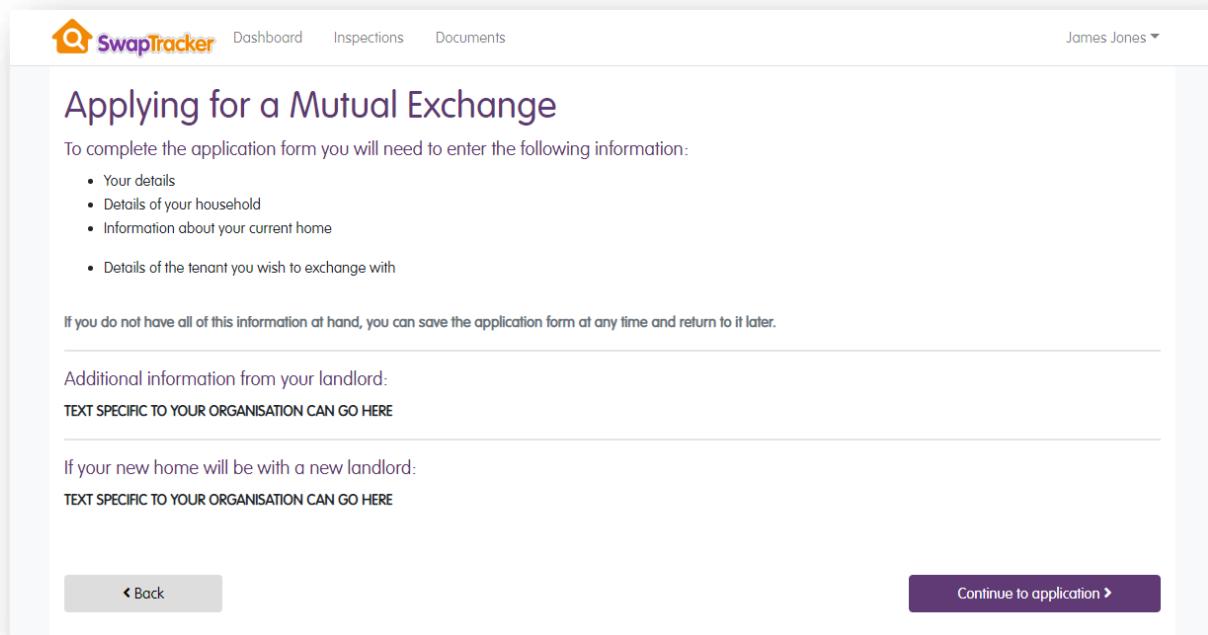
Don't worry, you don't need to complete the whole form in one go!

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 a web-based application interface for SwapTracker. At the top, there is a navigation bar with the SwapTracker logo, a search icon, and links for Dashboard, Inspections, and Documents. On the far right, it shows a user profile for James Jones with a dropdown arrow. The main content area has a title "Applying for a Mutual Exchange". Below the title, a sub-section titled "To complete the application form you will need to enter the following information:" lists five bullet points: "Your details", "Details of your household", "Information about your current home", "Details of the tenant you wish to exchange with", and "Additional information from your landlord". There is also a note: "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." Below this, another section is titled "If your new home will be with a new landlord:" with a note: "TEXT SPECIFIC TO YOUR ORGANISATION CAN GO HERE". At the bottom left is a "Back" button, and at the bottom right is 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.

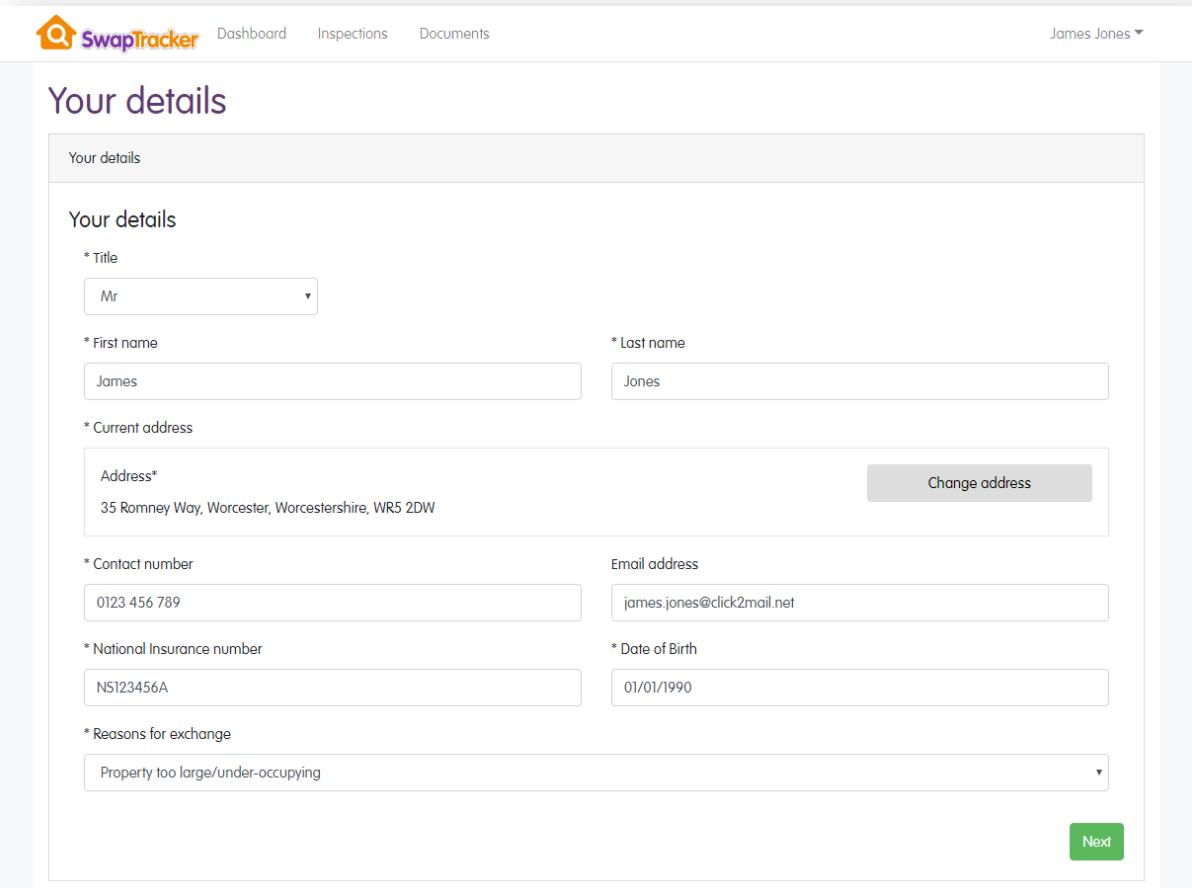
Simply click the “Continue your application” button to go the first section of the form.

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.



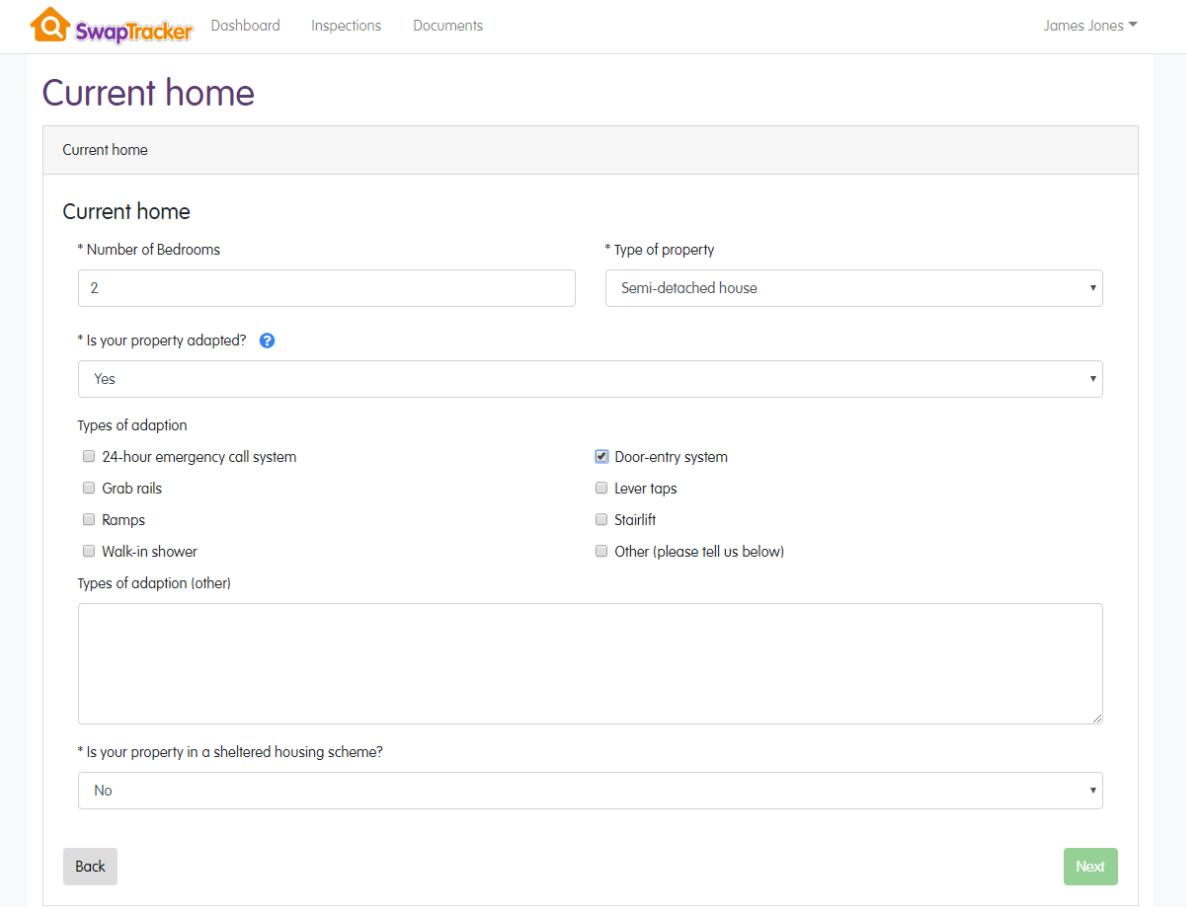
The screenshot shows the 'Your details' form on the SwapTracker platform. At the top, there's a navigation bar with the SwapTracker logo, Dashboard, Inspections, Documents, and a user dropdown for James Jones. The main section is titled 'Your details' and contains the following fields:

- * Title: Mr
- * First name: James
- * Last name: Jones
- * Current address:
Address*: 35 Romney Way, Worcester, Worcestershire, WR5 2DW
Change address button
- * Contact number: 0123 456 789
- Email address: james.jones@click2mail.net
- * National Insurance number: NS123456A
- * Date of Birth: 01/01/1990
- * Reasons for exchange:
Property too large/under-occupying
- Next button (green)

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.



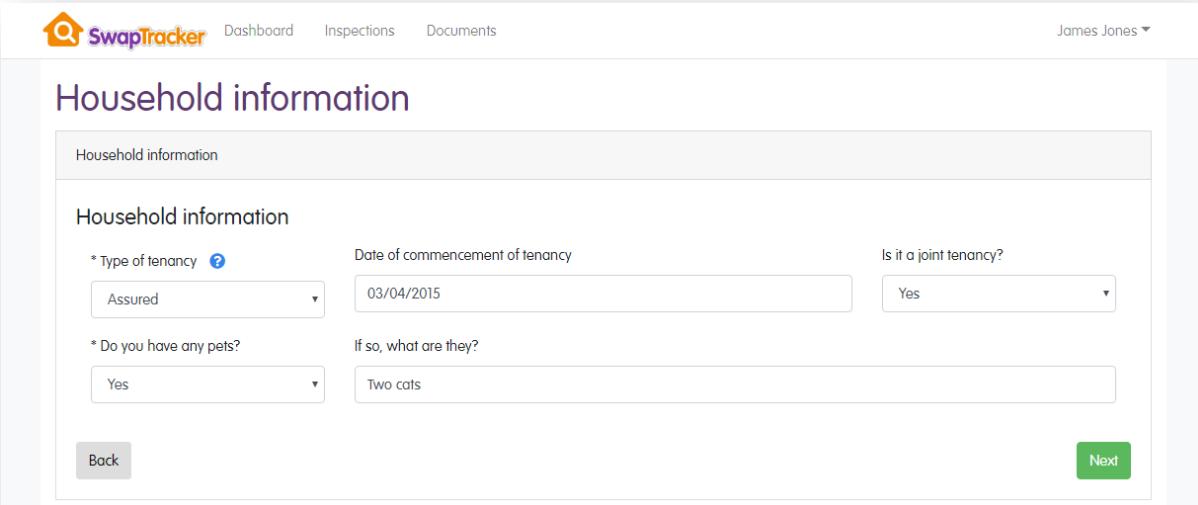
The screenshot shows the SwapTracker application interface for entering current home details. At the top, there's a navigation bar with the SwapTracker logo, Dashboard, Inspections, Documents, and a user profile for James Jones. The main section is titled "Current home". It contains the following fields:

- Current home**
- * Number of Bedrooms**: Input field containing "2".
- * Type of property**: Input field containing "Semi-detached house".
- * Is your property adapted?**: Input field containing "Yes".
- Types of adaption** (checkboxes):
 - 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)**: A large text input area.
- * Is your property in a sheltered housing scheme?**: Input field containing "No".

At the bottom left is a "Back" button, and at the bottom right is a green "Next" button.

Household information

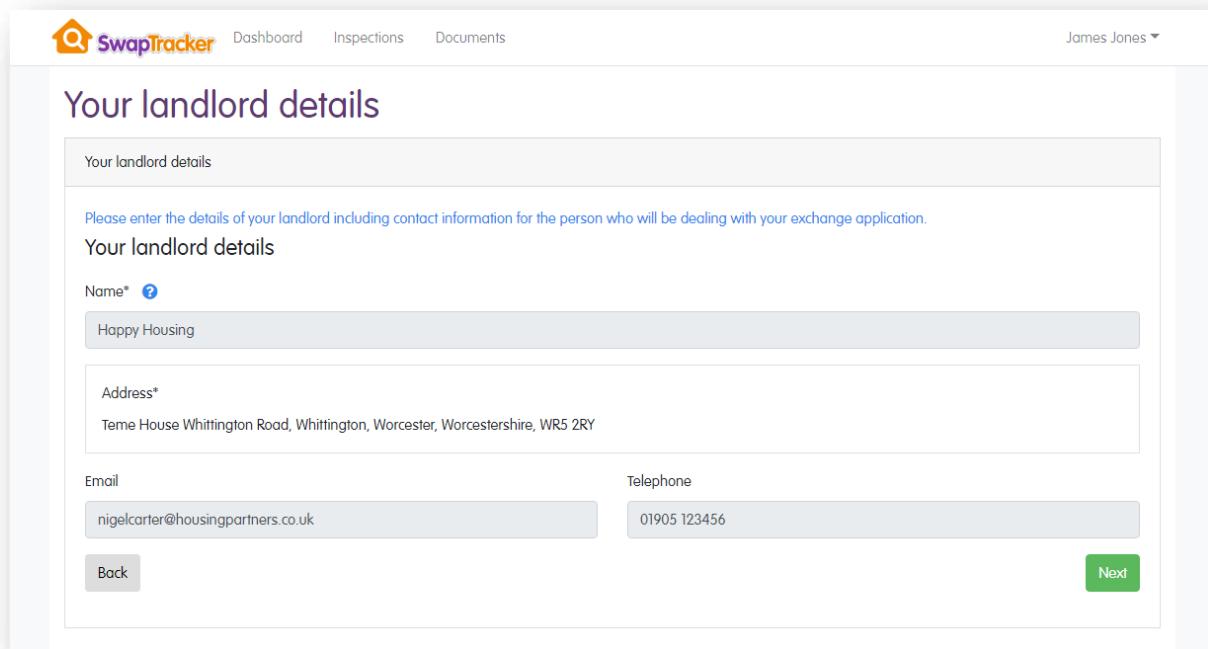
The “Household information” section is where you enter the details of your current tenancy and whether you have any pets.



The screenshot shows the SwapTracker application interface. At the top, there is a navigation bar with the SwapTracker logo, Dashboard, Inspections, Documents, and a user profile for James Jones. Below the navigation bar, the title "Household information" is displayed. A sub-section header "Household information" is followed by several form fields. The first field is a dropdown for "Type of tenancy" with the option "Assured" selected. Next is a text input for "Date of commencement of tenancy" containing "03/04/2015". The third field is a dropdown for "Is it a joint tenancy?" with "Yes" selected. Below these is a question "Do you have any pets?" with a dropdown answer "Yes", and a text input "If so, what are they?" containing "Two cats". At the bottom left is a "Back" button, and at the bottom right is a green "Next" button.

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.



Your landlord details

Please enter the details of your landlord including contact information for the person who will be dealing with your exchange application.

Your landlord details

Name* ?

Happy Housing

Address*

Teme House Whittington Road, Whittington, Worcester, Worcestershire, WR5 2RY

Email

nigelcarter@housingpartners.co.uk

Telephone

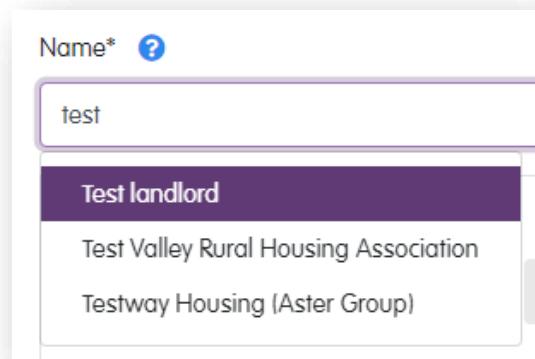
01905 123456

Back

Next

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.

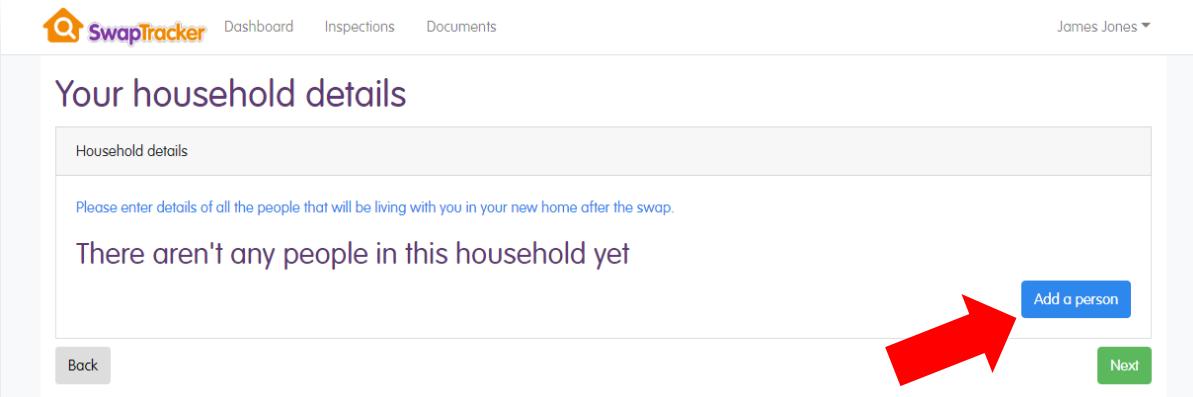


Click on your landlord's name to select it.

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.



SwapTracker Dashboard Inspections Documents James Jones ▾

Your household details

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

Add a person

Back

Next

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.

SwapTracker Dashboard Inspections Documents James Jones ▾

Your household details

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* Relationship Date of birth*
Female Wife 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.

SwapTracker Dashboard Inspections Documents James Jones ▾

Your household details

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.

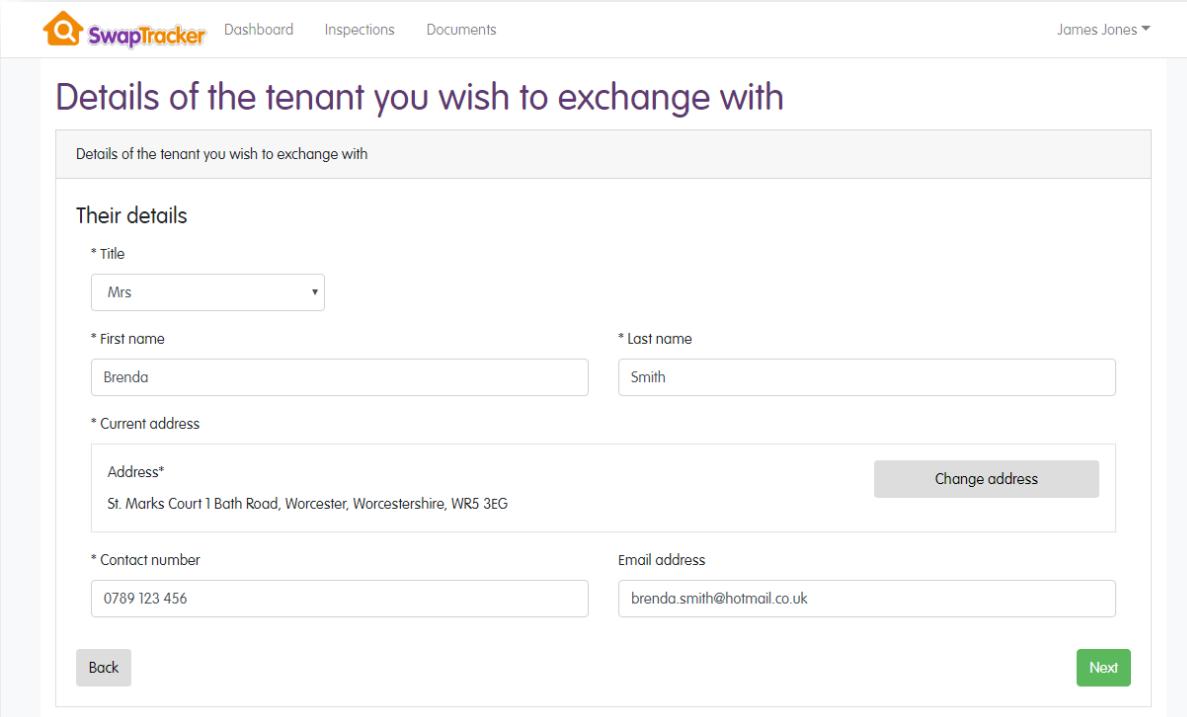
If you need to add more people, simply click "Add a person" again.

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.

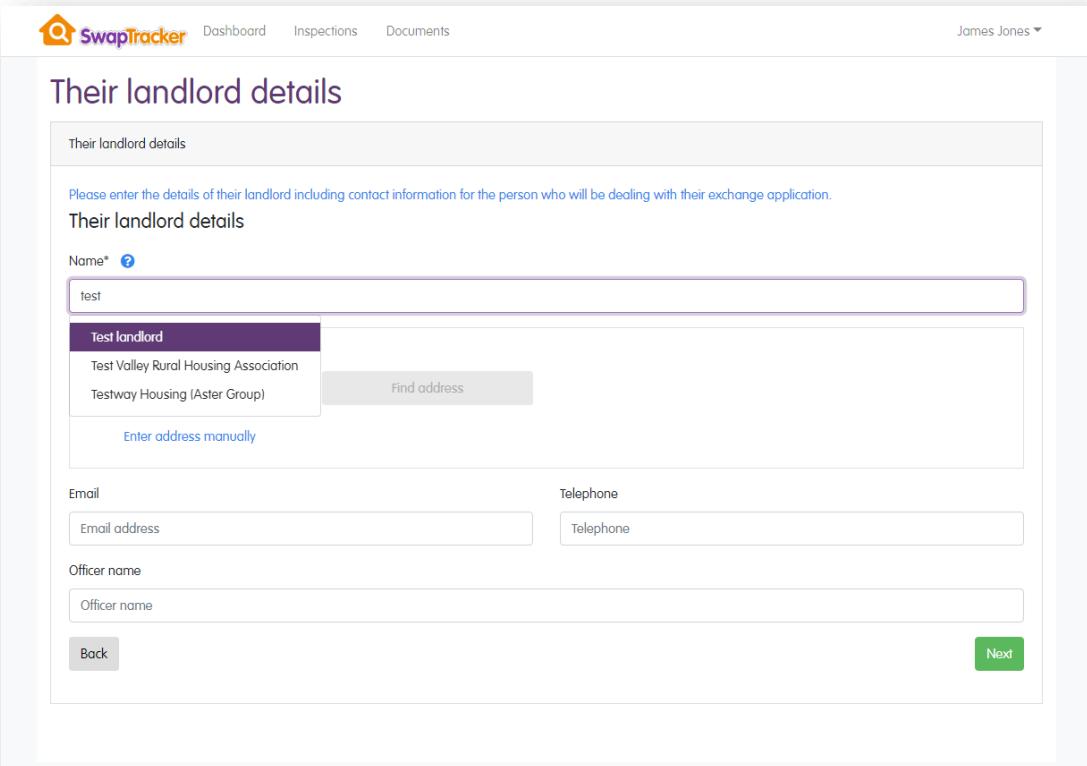


The screenshot shows a web-based application for managing property swaps. At the top, there's a navigation bar with the SwapTracker logo, a search icon, and links for Dashboard, Inspections, and Documents. On the far right, it shows a user profile for James Jones. The main content area has a title 'Details of the tenant you wish to exchange with'. Below this, a sub-section titled 'Their details' contains several input fields: a dropdown for 'Title' (set to 'Mrs'), 'First name' (Brenda), 'Last name' (Smith), 'Current address' (Address: St. Marks Court 1 Bath Road, Worcester, Worcestershire, WR5 3EG, with a 'Change address' button), 'Contact number' (0789 123 456), and 'Email address' (brenda.smith@hotmail.co.uk). At the bottom 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.



Their landlord details

Please enter the details of their landlord including contact information for the person who will be dealing with their exchange application.

Their landlord details

Name* [?](#)

Test landlord
Test Valley Rural Housing Association
Testway Housing (Aster Group)

Find address

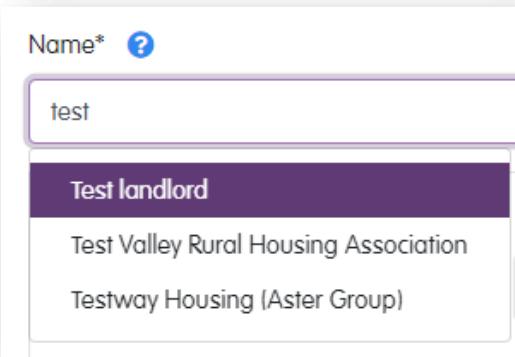
Email
Officer name

Telephone
Officer name

[Enter address manually](#)

[Back](#) [Next](#)

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



Name* [?](#)

test

Test landlord
Test Valley Rural Housing Association
Testway Housing (Aster Group)

Click on their landlord’s name to select it.

Declaration and signature(s)

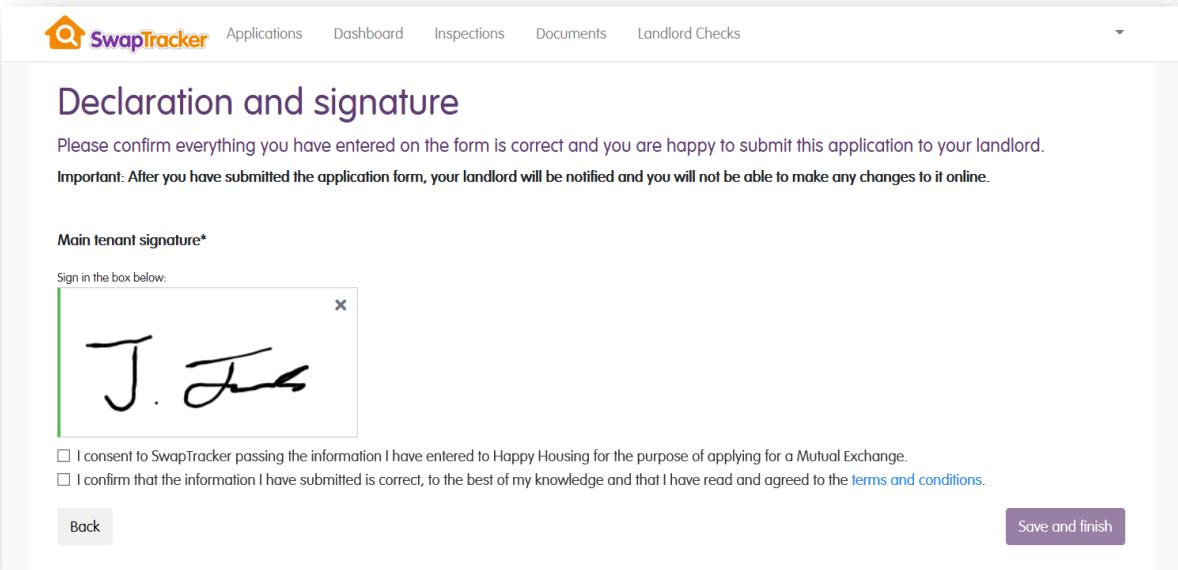
This is the final page of the form.

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.



SwapTracker Applications Dashboard Inspections Documents Landlord Checks

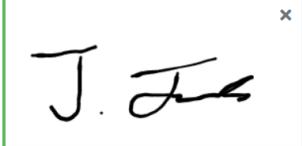
Declaration and signature

Please confirm everything you have entered on the form is correct and you are happy to submit this application to your landlord.

Important: After you have submitted the application form, your landlord will be notified and you will not be able to make any changes to it online.

Main tenant signature*

Sign in the box below:



I consent to SwapTracker passing the information I have entered to Happy Housing for the purpose of applying for a Mutual Exchange.

I confirm that the information I have submitted is correct, to the best of my knowledge and that I have read and agreed to the [terms and conditions](#).

[Back](#) [Save and finish](#)

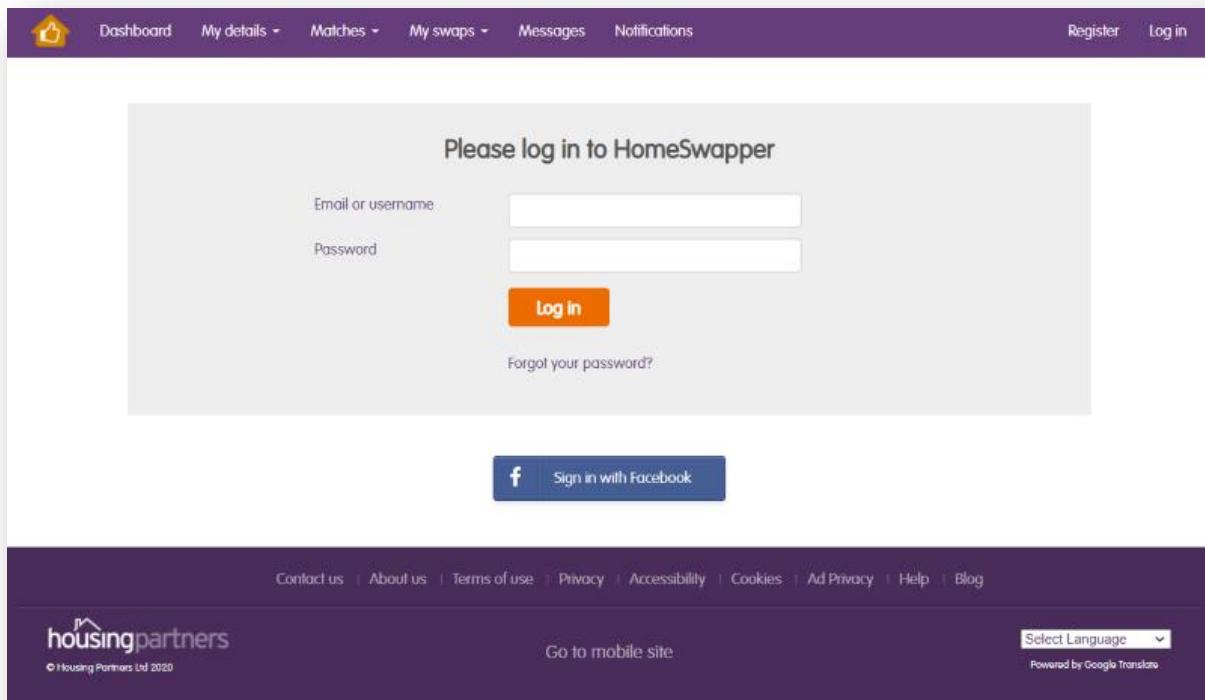
When you are happy with the information you have provided on the application form, click the “Save and finish” button to submit the form to the landlord.



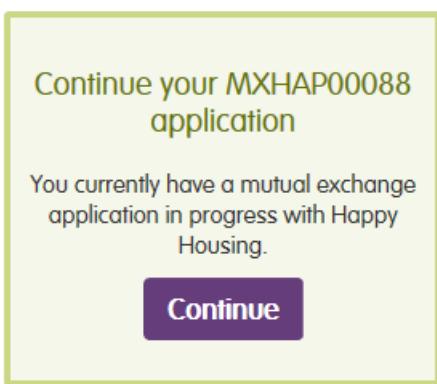
Important: when you click “Save and finish” the landlord will be notified of your application and the form will be locked. You will not be able to change the information on this form after you have submitted it.

Logging into SwapTracker

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



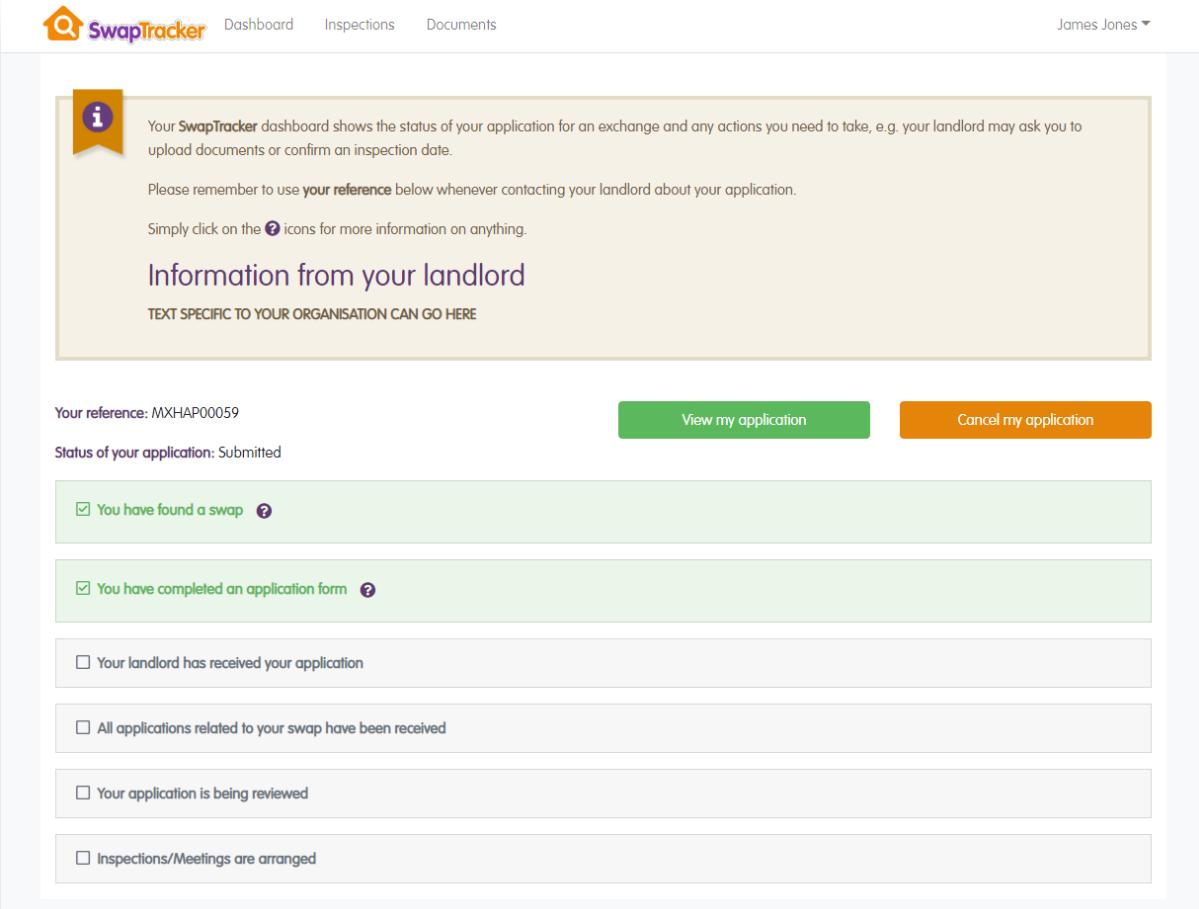
When you've logged in, on your **HomeSwapper** dashboard you should see a "Continue" button like the one below:



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:



The screenshot shows the SwapTracker dashboard interface. At the top, there is a navigation bar with the SwapTracker logo, 'Dashboard', 'Inspections', 'Documents', and a user profile for 'James Jones'. Below the navigation bar is a large yellow information box containing text about the dashboard's purpose and how to contact the landlord. This box also includes a purple 'Information from your landlord' section and a placeholder 'TEXT SPECIFIC TO YOUR ORGANISATION CAN GO HERE'. Below this box, the main content area displays the application status. It shows 'Your reference: MXHAP00059' and 'Status of your application: Submitted'. There are two buttons: 'View my application' (green) and 'Cancel my application' (orange). A list of status items follows, each with a checkbox and a question mark icon: You have found a swap, You have completed an application form, Your landlord has received your application, All applications related to your swap have been received, Your application is being reviewed, and Inspections/Meetings are arranged.

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.

[View my application](#)

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.

[Cancel my application](#)

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.

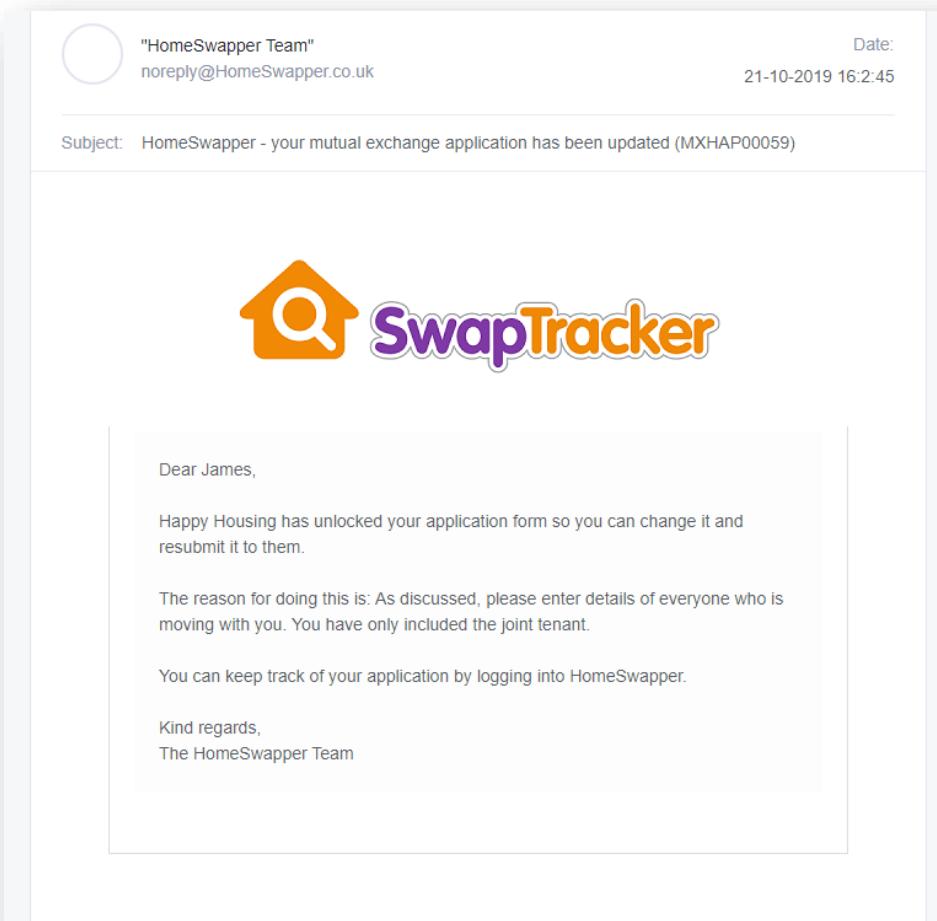
If you've made a mistake and need to change anything on the form, you will need to contact the landlord.

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](#).

[View my application](#)

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:

“Form incomplete”	This is normally because you have not yet completed the application form and submitted it to the landlord. 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”.
“Submitted”	You’ve completed the application form and submitted it. The landlord will now check your form.
“Form received by landlord”	The landlord has acknowledged that they have received your form. Important: 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”. 
“Under review”	The landlord has now received <u>all</u> the forms relating to your exchange and will review your application. They now have 42* days to decide whether to approve or refuse your application. For more information go to What is the 42-day counter all about?
“Approved by landlord”	Good news! Your landlord has approved your exchange. They will contact you with more information on what happens next and to arrange a move date.
“Conditionally approved”	Your landlord has approved your exchange but depending on certain conditions.

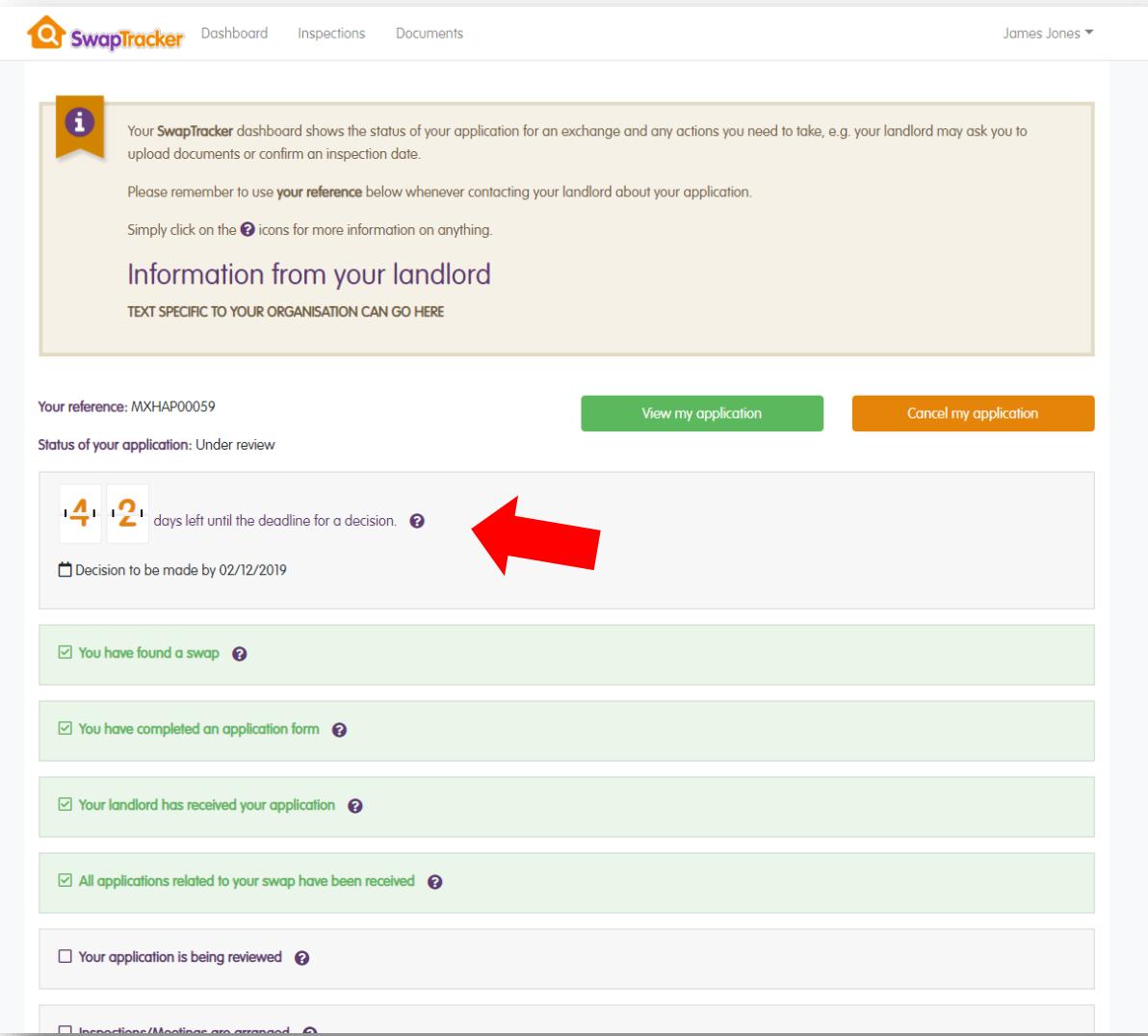
	<p>They will contact you with more information on what these conditions are. For example, you may have outstanding rent arrears that you will need to pay off first.</p> <p>Only if you meet these conditions will the exchange be approved, and you can move.</p>
"Rejected by landlord"	<p>Unfortunately, the 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 with the following details:

- Your reference:** MXHAP00059
- Status of your application:** Under review
- Days left until the deadline for a decision:** 42 (highlighted with a red arrow)
- Decision to be made by:** 02/12/2019
- Checklist items (green checked boxes):**
 - You have found a swap
 - You have completed an application form
 - Your landlord has received your application
 - All applications related to your swap have been received
- Checklist items (grey unchecked boxes):**
 - Your application is being reviewed
 - 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:

← SwapTracker - you have a message regarding your application (MXHAP00174)

HT HomeSwapper Team <noreply@HomeSwapper.co.uk> ⏪ ⏴ ⏵ ⏶ ...
Wed 15/09/2021 13:31
To: nige@nigecarter.co.uk



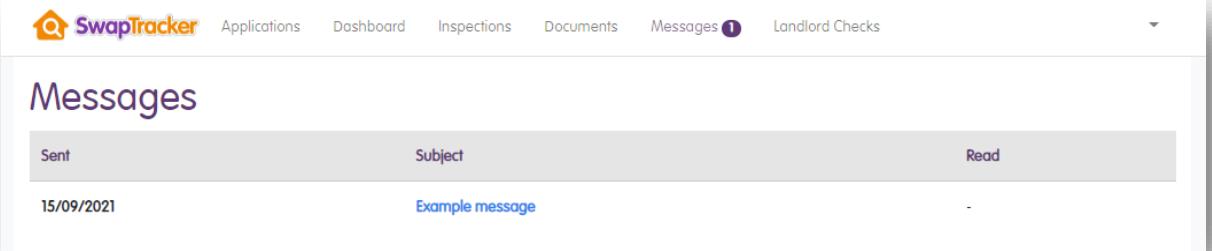
Dear Tony,
Happy Housing has sent you a new message about your mutual exchange application.
Subject: Example message
[Please log into HomeSwapper to view this message.](#)
Kind regards,
The HomeSwapper Team

Reply | Forward

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.

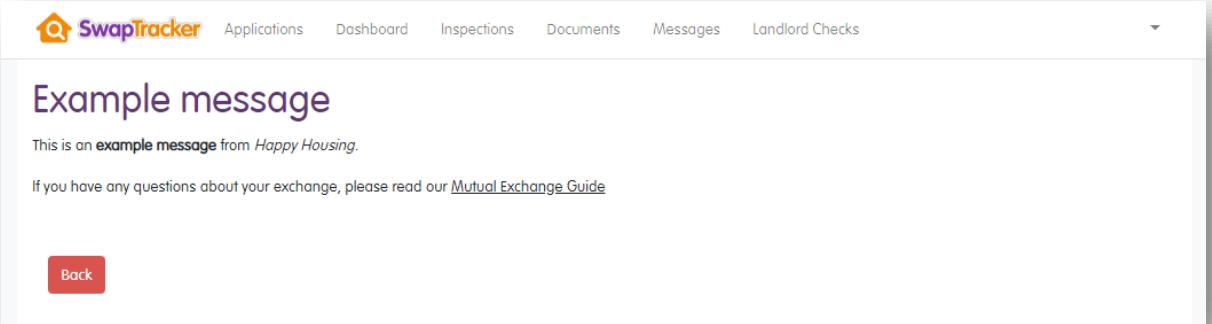
Your list shows you all the message received from the landlord. If you have not read a message, the subject is shown in **bold** and there will be no “Read” date.



The screenshot shows the SwapTracker software interface with the 'Messages' tab selected. The main content area displays a table with one message entry:

Sent	Subject	Read
15/09/2021	Example message	-

Click on the subject of any message to read it:



The screenshot shows the SwapTracker software interface displaying a message detail view. The title of the message is "Example message". The content of the message is as follows:

This is an **example message** from Happy Housing.
If you have any questions about your exchange, please read our [Mutual Exchange Guide](#)

A red "Back" button is visible at the bottom left of the message view.

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.



The screenshot shows an email from the HomeSwapper Team. The sender is 'HomeSwapper Team <noreply@HomeSwapper.co.uk>'. The subject line is 'Subject: HomeSwapper - Happy Housing has updated your application (MXHAP00089)'. The date is 'Date: 08-07-2020 14:44:57'. The body of the email contains the SwapTracker logo and a message: 'Dear Test, Happy Housing has updated your application. Please log into HomeSwapper to view this in your "Landlord checks" area. Kind regards, The HomeSwapper Team'.

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

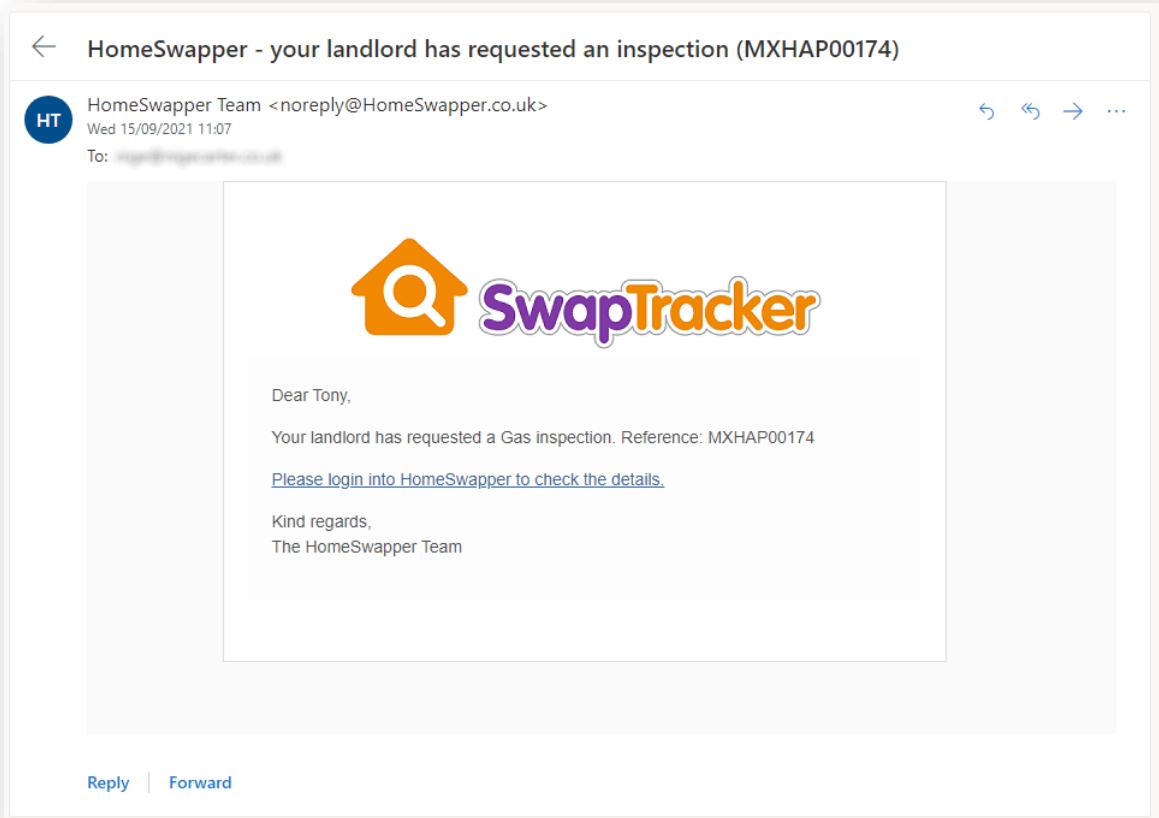
During the decision process where the landlord is reviewing your application, it may be necessary to arrange various appointments for inspections and meetings with you or at your home.

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.



The screenshot shows an email inbox item. The subject line is "HomeSwapper - your landlord has requested an inspection (MXHAP00174)". The sender is "HomeSwapper Team <noreply@HomeSwapper.co.uk>" and the date is "Wed 15/09/2021 11:07". The recipient is "To: tony@swaptracker.co.uk". The email body contains the SwapTracker logo and a message:

Dear Tony,
Your landlord has requested a Gas inspection. Reference: MXHAP00174
[Please login into HomeSwapper to check the details.](#)
Kind regards,
The HomeSwapper Team

At the bottom of the email are "Reply" and "Forward" buttons.

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

SwapTracker Applications Dashboard Inspections 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.

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

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 [?](#)



View my application Cancel my application

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	Agree date

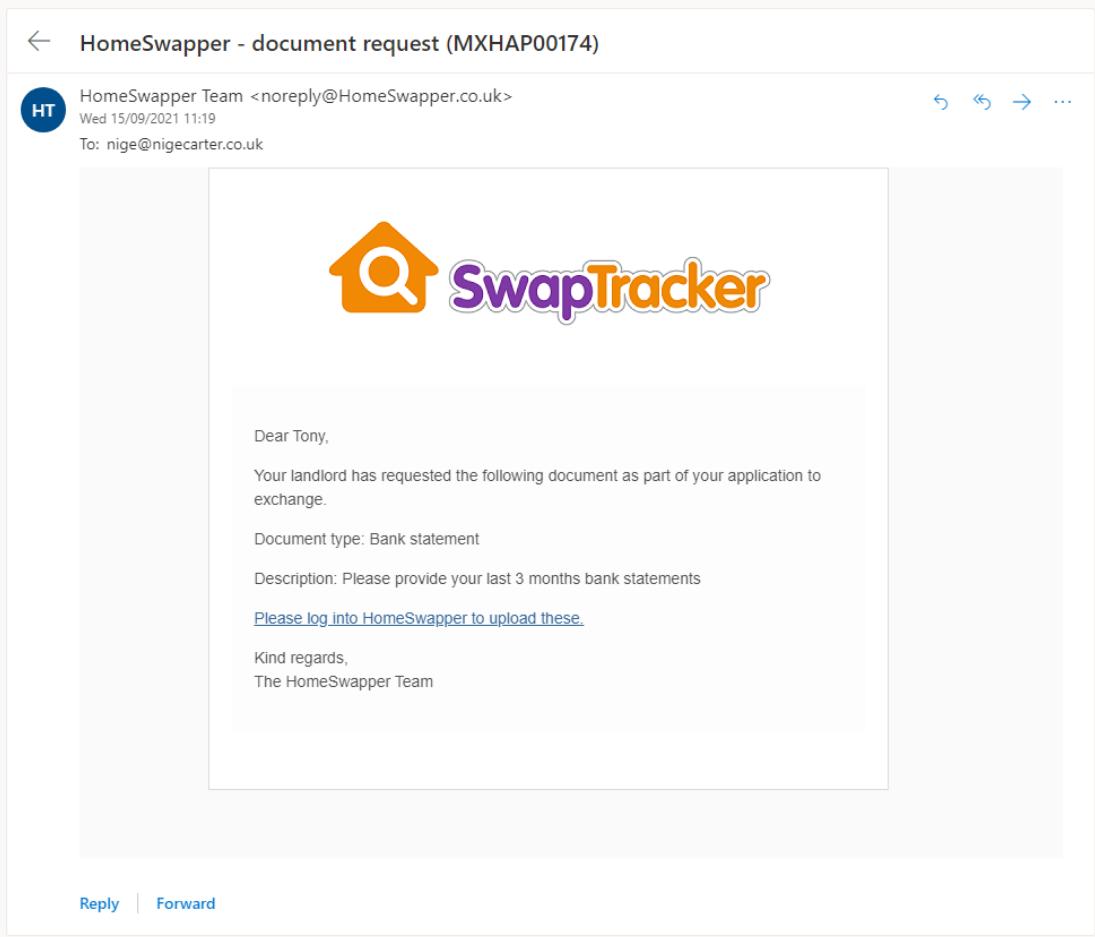


To avoid any delay to your application you should confirm appointments as soon as you can.

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.



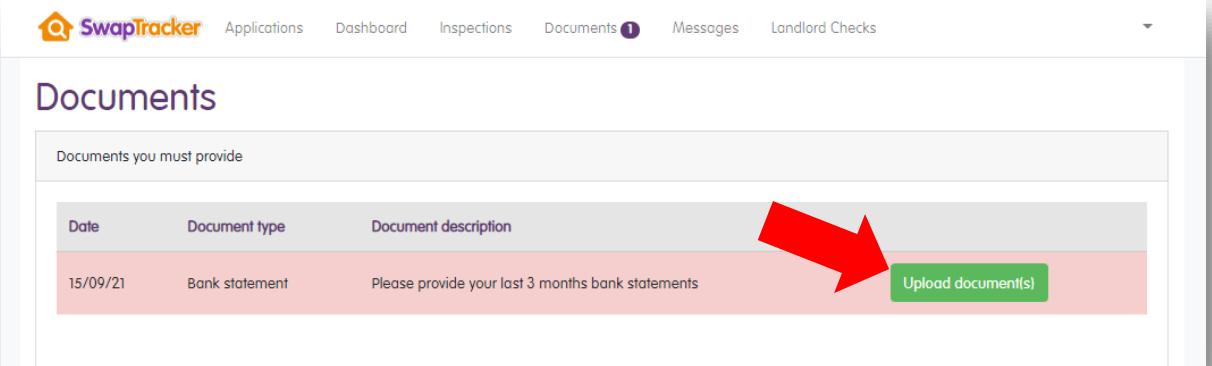
The screenshot shows an email inbox item. The subject line is "HomeSwapper - document request (MXHAP00174)". The sender is "HomeSwapper Team <noreply@HomeSwapper.co.uk>" and the date is "Wed 15/09/2021 11:19". The recipient is "To: nige@nigecarter.co.uk". The email body contains the SwapTracker logo and a message to Tony requesting bank statements. It specifies the document type as a Bank statement and the description as "Please provide your last 3 months bank statements". It also includes a link "[Please log into HomeSwapper to upload these.](#)". The message ends with "Kind regards, The HomeSwapper Team". At the bottom of the email interface, there are "Reply" and "Forward" buttons.

A warning message is also displayed on your SwapTracker dashboard.



The dashboard features a prominent red warning bar at the top. The text inside the bar reads: "Your landlord has requested documents related to your application. Please [click here](#) for more information and to upload them." A small red exclamation mark icon is located in the top right corner of the bar.

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

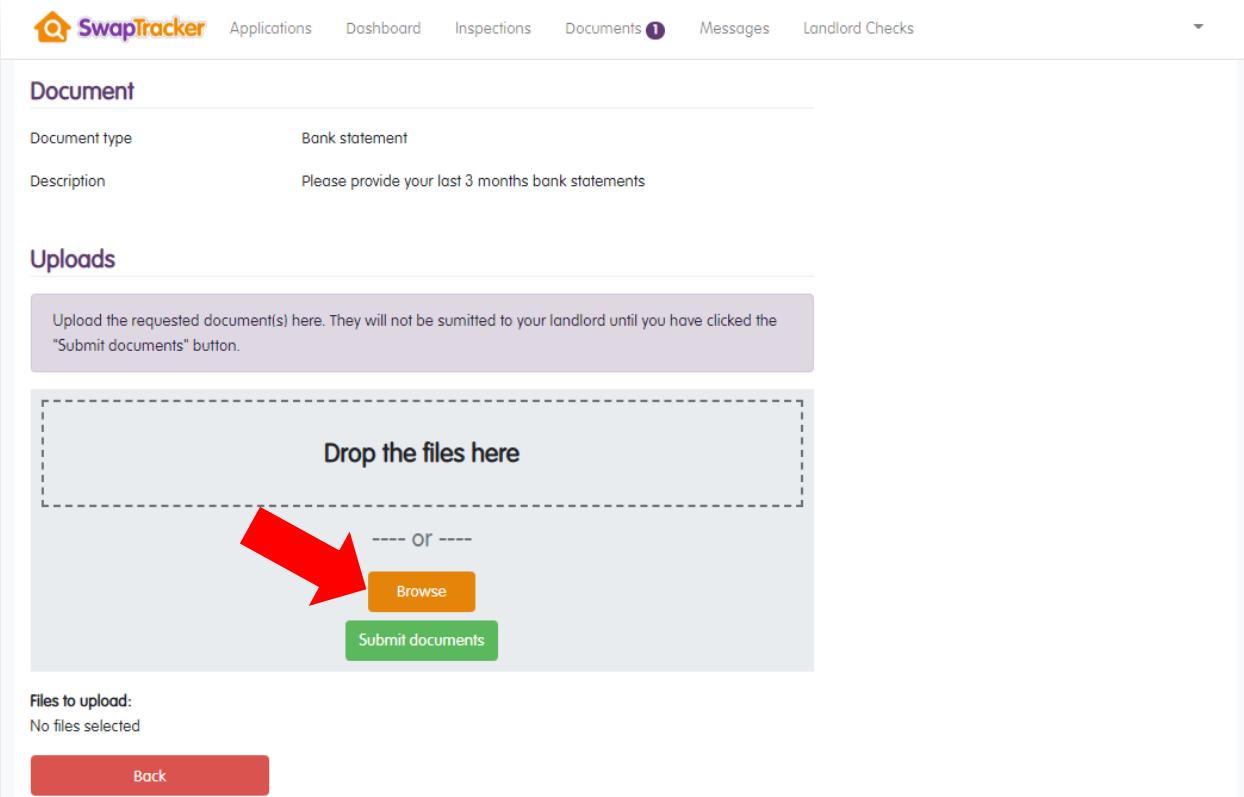


Documents you must provide

Date	Document type	Document description	
15/09/21	Bank statement	Please provide your last 3 months bank statements	Upload document(s)

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”.



Document

Document type: Bank statement
Description: Please provide your last 3 months bank statements

Uploads

Drop the files here

---- or ----

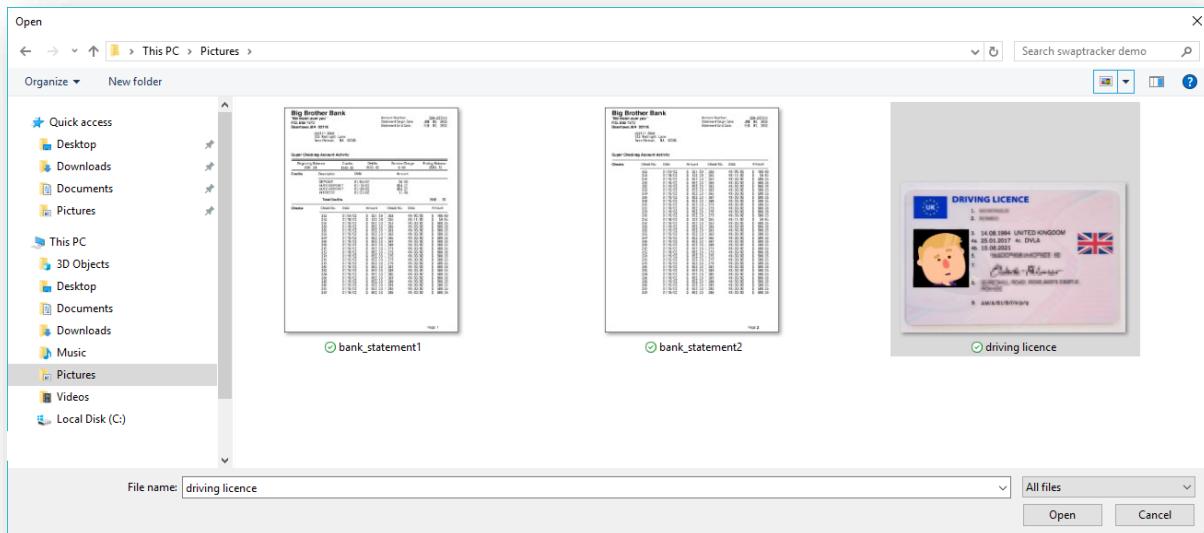
Browse

Submit documents

Files to upload:
No files selected

Back

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.

Submit documents



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.

← HomeSwapper - a document has been added to your application (MXHAP00174)

HT HomeSwapper Team <noreply@HomeSwapper.co.uk>
Wed 15/09/2021 13:07
To: nige@nigecarter.co.uk



Dear Tony,

Happy Housing has added a document to your mutual exchange application.

[Please log into HomeSwapper to view this in your "Documents" area.](#)

Kind regards,
The HomeSwapper Team

Reply | Forward

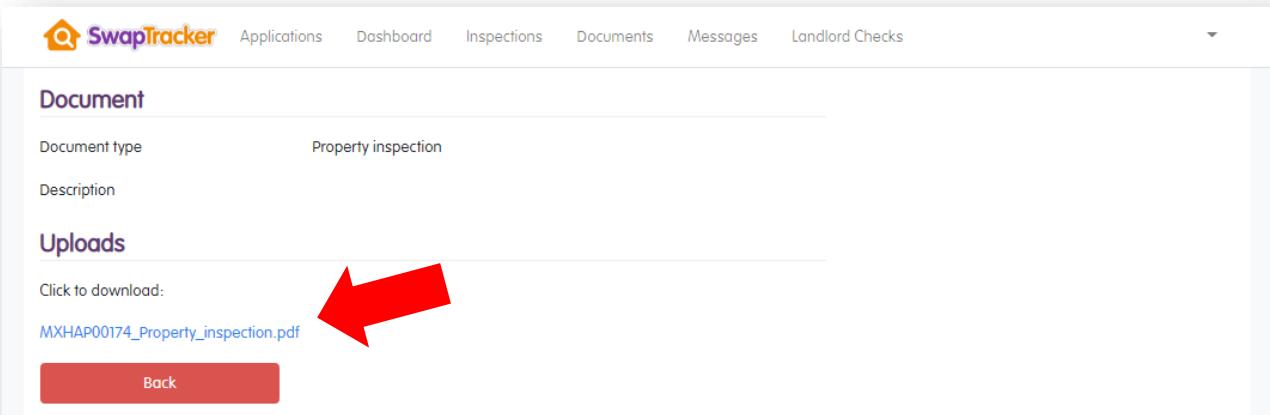
Any documents the landlord has added are shown in your “Documents” section of **SwapTracker**.

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
-	Property inspection	



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 3888 Running Way, Maywood, IL 60156

Lore ipsum dolor sit amet, consectetur adipiscing elit. Donec sagittis tempor scelerisque. Praesent luctus dolor pellentesque, hendrerit lectus quis, egestas ex. Cras molestie sem non commodo fringilla. Nulla at lacus nibh. Sed mollis vitae dui sed egestas. Praesent cursus magna eget dolor elementum, et suscipit enim faucibus. Mauris mollis libero lacus, scelerisque dapibus urna auctor quis.

Integer non mauris volutpat orci imperdiet luctus in id quam. Aenean varius iaculis diam sed venenatis. Praesent augue ipsum, mollis nec purus ut, blandit dignissim ex. Proin ultrices dictum odio, nec ultrices lacus rutrum vel. Cras sapien eros, fringilla aliquet nulla scelerisque, pulvinar euismod eros. Sed tincidunt augue id lacus maximus, nec porttitor velit blandit. Nam sit amet massa magna. Phasellus condimentum purus a augue suscipit vehicula. Fusce et ligula erat. Quisque nec nibh faucibus, mattis turpis et, condimentum turpis. Maecenas rhoncus augue ut maximus ultrices. Vivamus blandit mattis erat vel luctus. Maecenas libero lacus, venenatis quis nibh ac, mattis ultricies velit. Ut porta pulvinar fermentum. Vivamus sed semper mi.

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. Suspensisse pharetra arcu quis nulla consecetur 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.

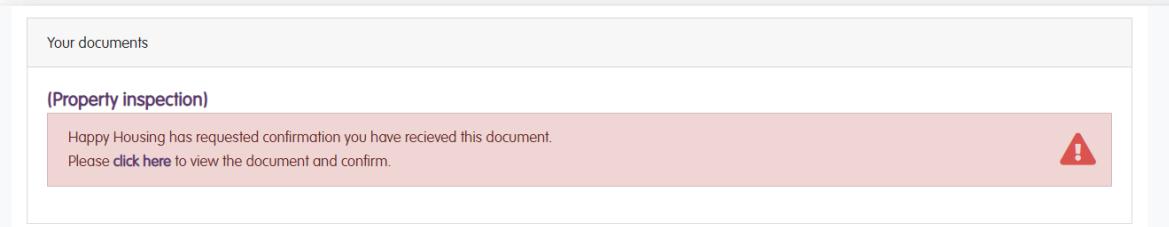
Integer ac congue mi. Etiam nibh dui, fermentum sagittis ipsum ac, viverra euismod lectus. Donec hendrerit lacus quis lacus pellentesque tincidunt. Curabitur eu tempor purus. Sed vulputate accumsan velit quis auctor. Fusce pellentesque, orci hendrerit malesuada consequat, lorem orci volutpat felis, luctus 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?

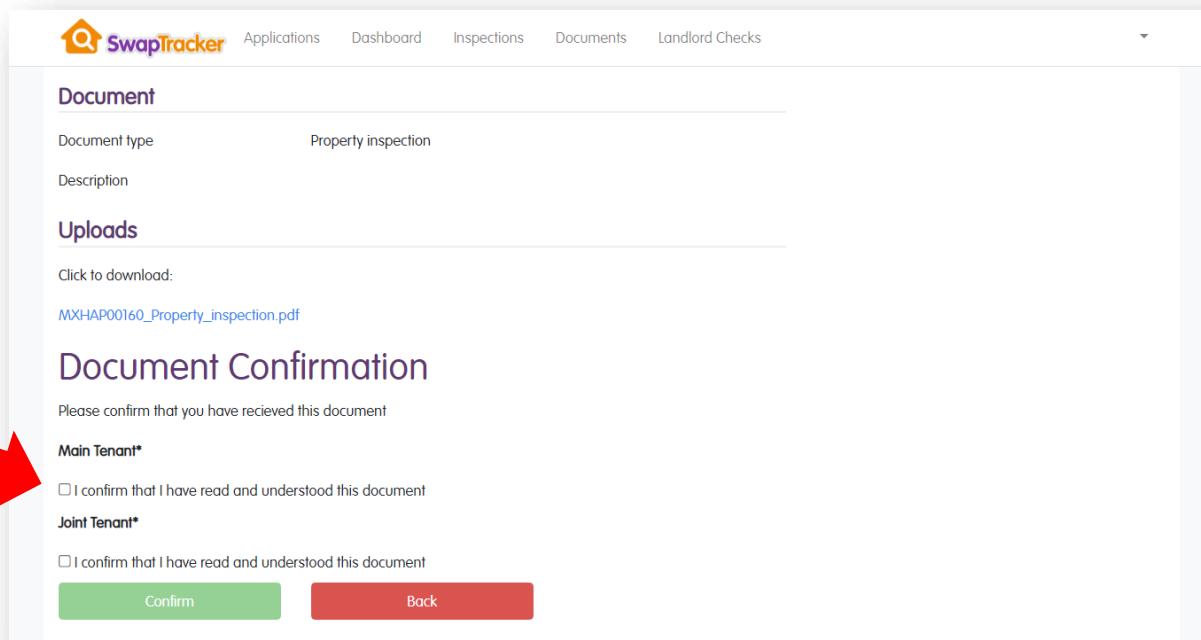
Sometimes the landlord may need you to confirm you've received, read, and understood a document.

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:



A screenshot of the SwapTracker mobile application interface showing the "Document Confirmation" screen. At the top, there is a navigation bar with the SwapTracker logo and links for Applications, Dashboard, Inspections, Documents, and Landlord Checks. The main content area starts with a "Document" section showing "Document type: Property inspection" and "Description: Click to download: MXHAP00160_Property_inspection.pdf". Below this is a "Uploads" section. Further down is a "Document Confirmation" section with the instruction "Please confirm that you have received this document". This section is divided into "Main Tenant*" and "Joint Tenant*" sections, each containing a checkbox labeled "I confirm that I have read and understood this document". At the bottom are two buttons: a green "Confirm" button and a red "Back" button. A large red arrow points from the left towards the "Main Tenant*" section of the confirmation form.

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 received this document

Main Tenant*

Main tenant signature*

Sign in the box below:



B. Brown

I confirm that I have read and understood this document

Joint Tenant*

Joint tenant signature*

Sign in the box below:



B. Brown

I confirm that I have read and understood this document

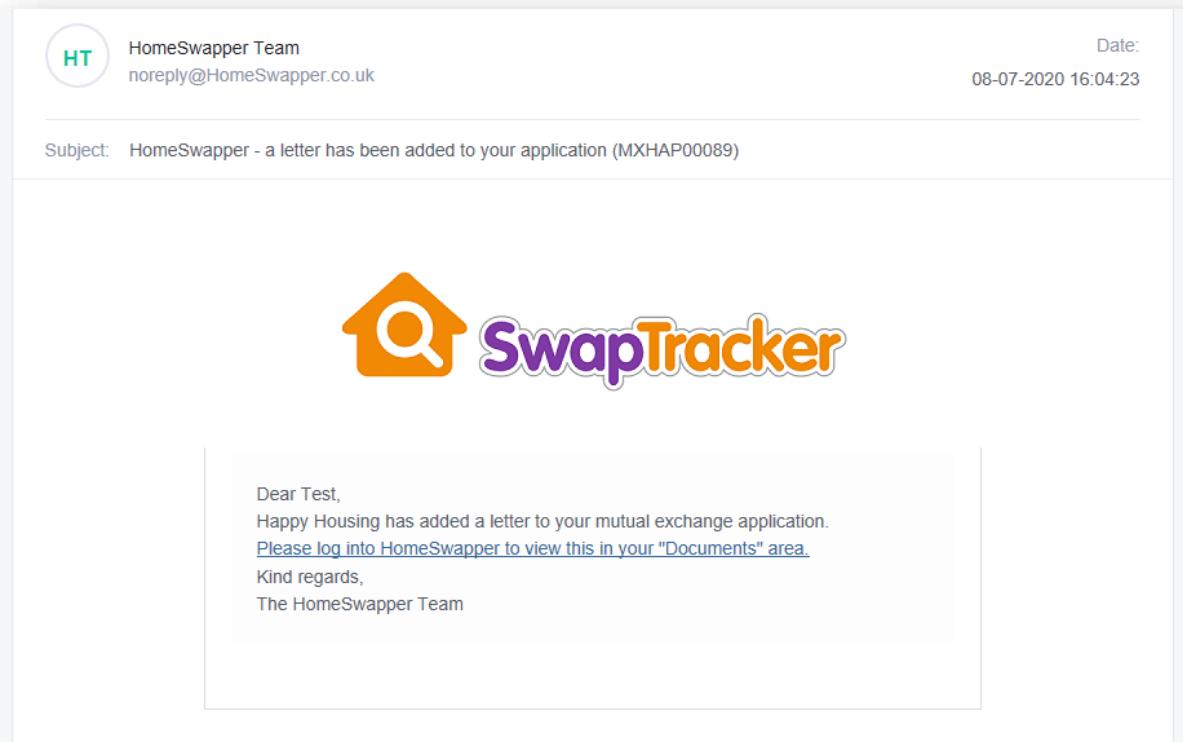
Confirm Back

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 3GH

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.



Screenshot of the SwapTracker dashboard showing the 'Cancel my application' button highlighted with a red arrow.

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](#)



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 mind you 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-based application window for SwapTracker. At the top left is the SwapTracker logo. Below it, the title "Confirm your surname and postcode" is displayed. Underneath, there is a "Details" section with two input fields: "Last name*" containing "Smith" and "Postcode*" containing "WR5 3GH". To the right of these fields is a green "Save" button. The overall interface is clean and modern.

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.

Continue your MXHAP00088 application

You currently have a mutual exchange application in progress with Happy Housing.

Continue

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.

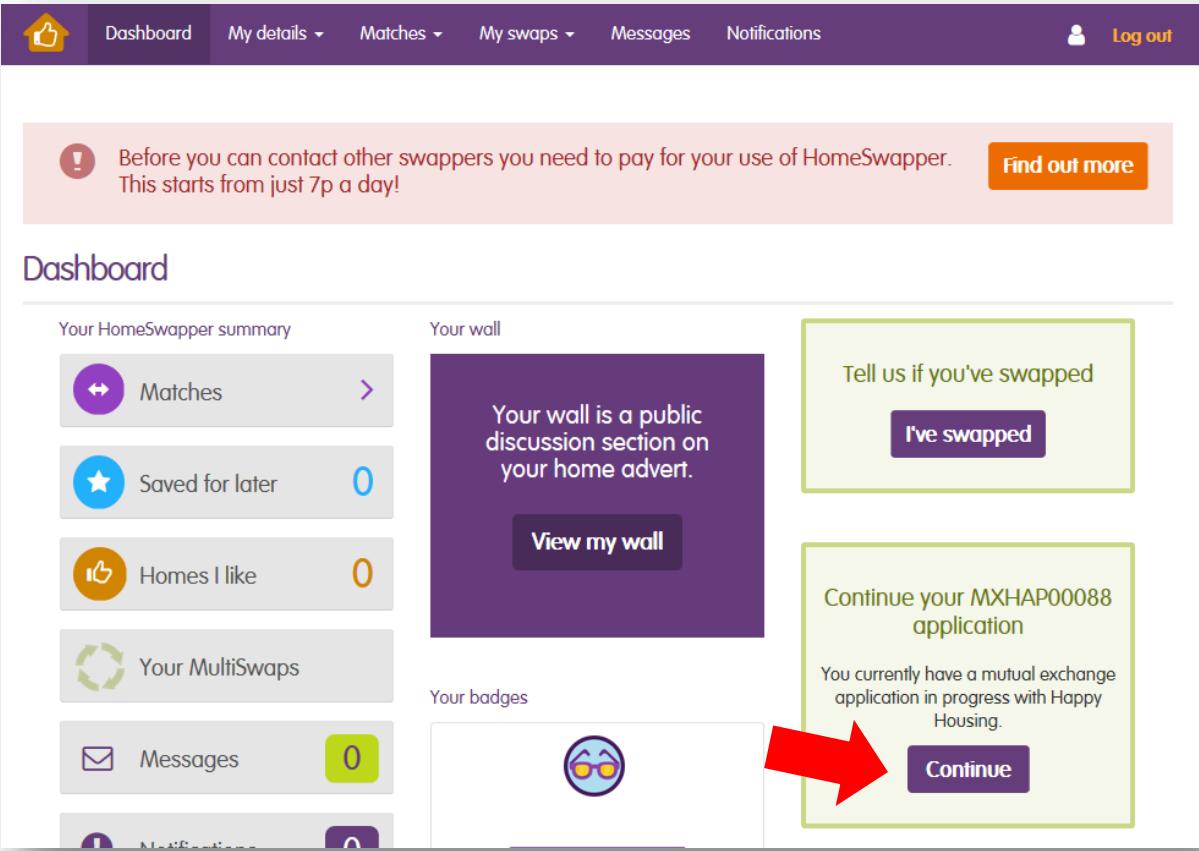
I've been told I can apply to a new landlord, but I'm being told I need to pay!

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.

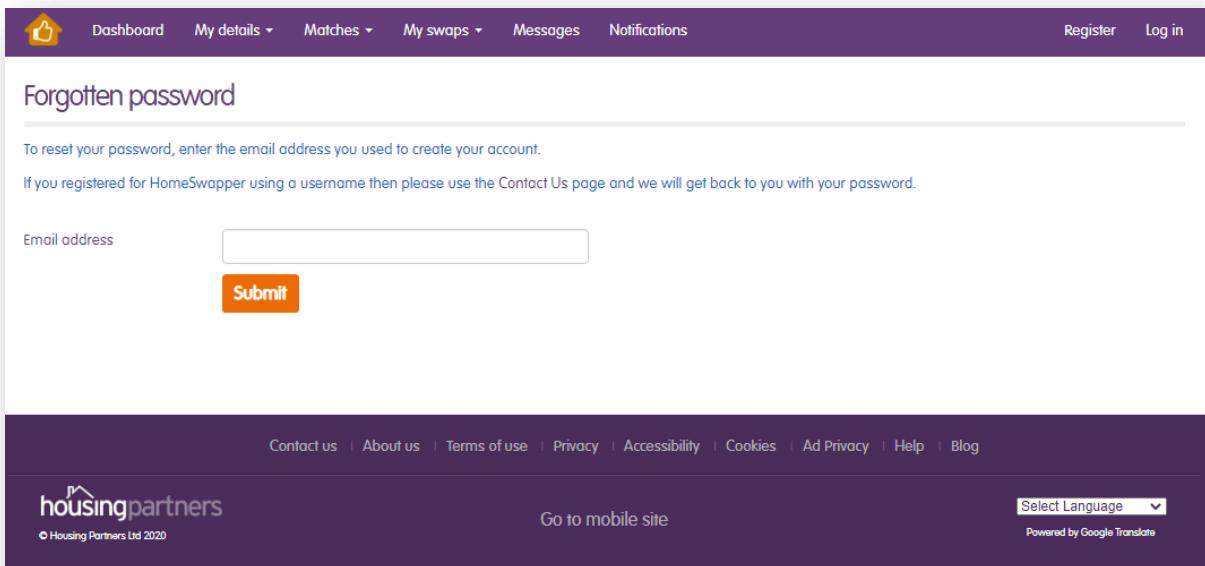


The screenshot shows the HomeSwapper dashboard with a purple header bar containing navigation links: Dashboard, My details, Matches, My swaps, Messages, Notifications, and Log out. Below the header is a red banner with a warning icon and text: "Before you can contact other swappers you need to pay for your use of HomeSwapper. This starts from just 7p a day!" with a "Find out more" button. The main content area is titled "Dashboard". It features several cards: "Your HomeSwapper summary" with icons for Matches (1), Saved for later (0), Homes I like (0), Your MultiSwaps, Messages (0), and Notifications (0); "Your wall" with a purple box stating "Your wall is a public discussion section on your home advert." and a "View my wall" button; "Tell us if you've swapped" with a "I've swapped" button; and "Continue your MXHAP00088 application" with a "Continue" button. A red arrow points to the "Continue" button in the application card.

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 you 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

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.