



## Mutual exchange viewing guide

**You've found your new home! We've put together a useful guide to help you check the property is in good condition and there aren't any issues that you'll be left with once you move in.**

VIVID don't carry out property condition inspections for mutual exchanges. You are responsible for checking the property thoroughly before you agree to move and again before you collect your keys. You'll need to agree with your exchange partner how you want them to leave the property and decide between yourselves who will be responsible for repairs and rubbish.

If the property has a lean-to, conservatory, extension, or a room that has been split, we'd advise not to take a property because of this extra space. Unfortunately, we can't guarantee to keep these modifications in place should they need extensive repairs, or it's deemed unsafe later.

During our electrical inspections, the operatives also carry out a health and safety visual check of the property known as a HHSRS check. This is to highlight any structural or major concerns that could prevent the exchange taking place, it is not an inspection of the property condition.

If you are a VIVID tenant, you'll need to leave your home in a clean and tidy condition, free from damage, rubbish and all belongings. It's a good idea to take a photo of all the rooms in your home and any outbuildings before you give your keys to your swap partner. You may be recharged if you leave your home with damage or rubbish. When your exchange partner views your home, you should expect them to thoroughly check all rooms.

If you're not happy with the condition of the property and feel that you are unable to carry out the repairs, you should not continue with the mutual exchange.

**If you live in a VIVID property and wish to log a repair, you can do so using your online account.**



Some things to think about when you're viewing the property...

Items in red may be VIVID's responsibility. Your swap partner should check with us if we cover them and request these repairs to be raised.

### Decoration

Are the walls in good condition? Are there any holes? Check behind picture frames/ wall hangings. Is there any damp/mould? Are you happy with the décor?

### Flooring (Carpets)

Is the flooring being removed? Is it in good condition? Do you want the flooring removed? Are floorboards in good condition/are they bouncy?

### Kitchen

Is there any damage to the doors or drawers? Are there handles, are they broken? Are any white goods being left? Do they work? Are there manuals? Is there an extractor fan and is it working?

### Windows

Are curtains and blinds staying? **Do the windows open and are the hinges working properly? Have the windows blown? Are there safety catches?** Are there keys?

### Bathroom

Are the fittings staying? Is the toilet seat broken? Is there an extractor fan and is it working? **Are the tiles cracked? Is the bath panel broken? Are there leaking taps?**



### Doors

Are there handles? Are the handles broken? Do they open/close properly? Is there any damage? Are there keys for all doors?

### Radiators

Are they fixed correctly on the wall? Are there any leaks?

### Loft

Are there any belongings that need removing?

### Outbuildings - wooden sheds/ greenhouses/ conservatories - these are tenants' responsibility

Are they staying? Are they in good condition? Are there keys?

### Garden?

Is it clean and tidy? Free from rubbish and personal belongings? Paving/patios slabs broken? Path to front and rear door damaged?

### Sockets and switches

Are they broken? How many are in each room?

### Other things to think about...

Is the area suitable? How close are the shops? Where are the gas, electric and water meters? Who are the energy suppliers? What day are bins collected?

Remember to take meter readings as soon as you move in for your supplier. If there's debt on a meter, this will be your responsibility to pay.



Here's a handy checklist for you to note down any concerns and agreements with your swap partner that you have noticed from the list above.

	Lounge	Kitchen	Bathroom	WC	Hallway/ Landing	Bedroom 1	Bedroom 2	Bedroom 3	Bedroom 4	Garden	Outbuildings
Walls											
Flooring											
Windows/ Keys											
Doors/ Handles											
Sockets/ Switches											
Anything else											