



Mutual Exchange Application Form

Both you and your **MUTUAL EXCHANGE PARTNER NEED TO COMPLETE A SEPARATE FORM.** We will approve or refuse the request to exchange within a maximum 42 days. However we will always aim to do this in less time and to complete the exchange process as quickly as possible. Please ensure you have read the [Information for Applicants](#) prior to completing the following application form to ensure you are eligible to be considered for a mutual exchange.

Your details

Title (for example Mr, Mrs, Ms or Miss) Mr Mrs Ms Miss

If you have a different title, please tell us here.

First name(s)

Surname

Present address and postcode

Please also give us details of the tenant you would like to exchange homes with

Title (for example Mr, Mrs, Ms or Miss) Mr Mrs Ms Miss

If you have a different title, please tell us here.

First name(s)

Surname

Present address and postcode

About you

Your details

	You	Joint tenant <small>(for example your partner who will be on the tenancy with you)</small>
Title <small>(for example Mr, Mrs, Ms or Miss)</small>	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>
If you have a different title, please tell us here.	<input type="text"/>	<input type="text"/>
First name(s)	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>
National Insurance number	<input type="text"/>	<input type="text"/>
Relationship to you	<input type="text"/>	

We can provide you with a quicker service if we have all of your main contact details.

Home phone number	<input type="text"/>	<input type="text"/>
Work phone number	<input type="text"/>	<input type="text"/>
Mobile phone number	<input type="text"/>	<input type="text"/>
Textphone number	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>	<input type="text"/>

Current landlord/tenancy details

Landlord name	<input type="text"/>
Address and postcode	<input type="text"/>
Phone number	<input type="text"/>
Tenancy type	<input type="text"/>
Tenancy start date	<input type="text"/>
Do you have a starter, fixed term or flexible tenancy?	<input type="checkbox"/> <input type="checkbox"/>
If 'Yes', what date is it due to end?	<input type="text"/>

Question 2 - Anyone who supports you

If you currently have a support worker, family member, friend or carer who helps you and you would like them to help you in future when we contact you, please give us their name and contact details (including their phone number).

Please ask their permission before giving us their details

Title <small>(for example Mr, Mrs, Ms or Miss)</small>	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>
First name(s)	<input type="text"/>
Surname	<input type="text"/>
Address and postcode	<input type="text"/>
Home phone number	<input type="text"/>
Work phone number	<input type="text"/>
Mobile phone number	<input type="text"/>
Relationship to you	<input type="text"/>
Type of support they give you	<input type="text"/>

About your household

Question 3 - Please tell us who will be moving with you

Please list all members of your household who are not living with you now and who will live with you when you are rehoused.

First name	Last name	Are they male or female?	Date of birth	Their relationship to you
1 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
2 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
3 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
4 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
5 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
6 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
7 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
8 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
9 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>
10 <input type="text"/>	<input type="text"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>

For all children under 16, who is the child benefit paid to?

Is this the main residence for all children listed?

Yes No

Please list all members of your household who are not living with you now and who will live with you when you are rehoused.

First name	Last name	Are they male or female?	Date of birth	Their relationship to you
1		Male <input type="checkbox"/> Female <input type="checkbox"/>	/ /	
2		Male <input type="checkbox"/> Female <input type="checkbox"/>	/ /	
3		Male <input type="checkbox"/> Female <input type="checkbox"/>	/ /	

For all children under 16, who is the child benefit paid to?

Is this the main residence for all children listed?

Yes No

Are you a registered foster carer?

Yes No

Do you have any pets to take with you?

Yes No

If 'Yes', please give details. **Please note:** In some properties we operate a no pets policy

Details of present accommodation

Question 4 - Please tell us about the type of home you live in

Type of property

Flat/Maisonette	<input type="checkbox"/>	Bungalow	<input type="checkbox"/>
House	<input type="checkbox"/>	Sheltered accommodation	<input type="checkbox"/>

Number of bedrooms in the property Number of bedrooms used

On which floor do you live?

Ground	<input type="checkbox"/>	Second	<input type="checkbox"/>
First	<input type="checkbox"/>	Third or above (please specify)	<input type="checkbox"/>

Is there a lift?

Yes No

Have you or a member of your household previously had a tenancy with Home (including Stonham, Nashayman, Home Scotland and Copeland Homes)?

Yes No

If 'Yes' please give details below of the name, address and dates of tenancy.

Tenancy details

Has your landlord served a notice of seeking possession on you? Yes No

If 'Yes' when? What for?

Has your landlord obtained a Court Order against you? Yes No

If 'Yes' when? What for?

Getting in touch

Question 5 - Preferred contact

How should we contact you? We usually contact you by phone or letter. Please tell us if you would prefer to be contacted in any additional way. Please tick all boxes that apply.

	You	Joint tenant		You	Joint tenant
Email	<input type="checkbox"/>	<input type="checkbox"/>	Textphone	<input type="checkbox"/>	<input type="checkbox"/>
Text message	<input type="checkbox"/>	<input type="checkbox"/>	British Sign Language (BSL)	<input type="checkbox"/>	<input type="checkbox"/>
Home visit	<input type="checkbox"/>	<input type="checkbox"/>	Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>

Question 6 - Giving you information

We will usually provide you with information by phone or letter. What additional ways would you like to receive information? Please tick all boxes that apply.

	You	Joint tenant		You	Joint tenant
Email	<input type="checkbox"/>	<input type="checkbox"/>	Large-print letter	<input type="checkbox"/>	<input type="checkbox"/>
Text message	<input type="checkbox"/>	<input type="checkbox"/>	Audio tape	<input type="checkbox"/>	<input type="checkbox"/>
Braille	<input type="checkbox"/>	<input type="checkbox"/>	CD	<input type="checkbox"/>	<input type="checkbox"/>

Other (please tell us below)

Question 7 - The languages you want us to contact you in

We will normally contact you in English by phone or letter. If you would prefer to be contacted in another language, please tell us the language you would like us to use to contact you.

Unfortunately we are not able to translate all of our documents, but will try to make sure that important documents are translated for you. Please tell us the preferred language that you would like us to use to contact you in, **if not English.**

	You		Joint tenant
Spoken	<input type="text"/>	Spoken	<input type="text"/>
Written	<input type="text"/>	Written	<input type="text"/>

More about you

In this section we ask for personal information that you may find sensitive. You can refuse to answer any particular question, but we would be grateful if you could answer as many questions as you can.

Question 8 - How would you describe your ethnic background

How would you describe your ethnic background?

		You	Joint tenant			You	Joint tenant
White	British	<input type="checkbox"/>	<input type="checkbox"/>	Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>	
	Irish	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="text"/>						
Mixed race	White and black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>	White and Asian Other mixed background (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>	
	White and black African	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="text"/>						
Asian or Asian British	Indian	<input type="checkbox"/>	<input type="checkbox"/>	Bangladeshi Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>	
	Pakistani	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="text"/>						
Black or Black British	Caribbean	<input type="checkbox"/>	<input type="checkbox"/>	Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>	
	African	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="text"/>						
Chinese or other ethnic group	Chinese	<input type="checkbox"/>	<input type="checkbox"/>	Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="text"/>						
Gypsy or traveller		<input type="checkbox"/>	<input type="checkbox"/>				
Prefer not to say		<input type="checkbox"/>	<input type="checkbox"/>				

Question 9 - Nationality - What is your country of origin?

		You	Joint tenant			You	Joint tenant
UK national, resident in UK		<input type="checkbox"/>	<input type="checkbox"/>	Poland		<input type="checkbox"/>	<input type="checkbox"/>
Estonia		<input type="checkbox"/>	<input type="checkbox"/>	Bulgaria		<input type="checkbox"/>	<input type="checkbox"/>
Lithuania		<input type="checkbox"/>	<input type="checkbox"/>	Czech republic		<input type="checkbox"/>	<input type="checkbox"/>
Slovenia		<input type="checkbox"/>	<input type="checkbox"/>	Latvia		<input type="checkbox"/>	<input type="checkbox"/>
Other European Economic Area (EEA) Country		<input type="checkbox"/>	<input type="checkbox"/>	Slovakia		<input type="checkbox"/>	<input type="checkbox"/>
UK national returning from residence overseas		<input type="checkbox"/>	<input type="checkbox"/>	Romania		<input type="checkbox"/>	<input type="checkbox"/>
Hungary		<input type="checkbox"/>	<input type="checkbox"/>	Any other Country		<input type="checkbox"/>	<input type="checkbox"/>
				Prefer not to say		<input type="checkbox"/>	<input type="checkbox"/>

Question 10 - What is your religion?

		You	Joint tenant			You	Joint tenant
Christian		<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to say I don't have a religion Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>	
Buddhist		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Hindu		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Jewish		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>			
Muslim		<input type="checkbox"/>	<input type="checkbox"/>				
Sikh		<input type="checkbox"/>	<input type="checkbox"/>				

Question 11 - Understanding the needs you or your household have

Do you or anyone living with you have any needs that you would like us to be aware of when we visit you at home or when you call into our office e.g. cultural needs?

Question 12 - Gender Identity & Sexual orientation

Is your gender identity the same as the gender you were assigned at birth?

Yes No Prefer not to say

If 'No' please state opposite whether you are a Trans Woman or Trans Man?

Trans Woman

Trans Man

You Joint tenant

If No please state your current gender identity" with additional options for "Other", "non binary", "Genderfluid"

		You	Joint tenant			You	Joint tenant
Bisexual		<input type="checkbox"/>	<input type="checkbox"/>	Heterosexual (straight) Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>	
Gay man		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Lesbian		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	

Question 13 - Disabilities

Do you or anyone living with you consider themselves to have a disability? Yes No

Disability	Household member affected (name please)
Uses a wheelchair	<input type="text"/>
Has problems getting around but does not use a wheelchair	<input type="text"/>
Is blind or has sight problems	<input type="text"/>
Is deaf or has hearing problems	<input type="text"/>
Cannot speak or has a difficulty with speech	<input type="text"/>
Has a learning difficulty	<input type="text"/>
Has mental-health problems	<input type="text"/>
Long-term health problems	<input type="text"/>
Prefer not to say	<input type="text"/>
Has a disability not mentioned above	<input type="text"/>

If any of the above contributes to the reasons you wish to be re-housed. (Please provide details below).

Question 14 - Adaptations

Do you require any special adaptations to your property? Yes No

Walk-in shower <input type="checkbox"/>	Ramps <input type="checkbox"/>	24-hour emergency call system <input type="checkbox"/>
Grab rails <input type="checkbox"/>	Door-entry system <input type="checkbox"/>	Other (please tell us below) <input type="checkbox"/>
Lever taps <input type="checkbox"/>	Stairlift <input type="checkbox"/>	

Question 15 - Why do you wish to mutually exchange your home?

Please tick the main reason you wish to exchange.

- | | |
|---|--|
| <input type="checkbox"/> Property too small | <input type="checkbox"/> To move nearer to family/friends |
| <input type="checkbox"/> Property too large/under-occupying | <input type="checkbox"/> To move nearer to work/school |
| <input type="checkbox"/> Property unsuitable because of ill health/disability | <input type="checkbox"/> To move to accommodation with support |
| <input type="checkbox"/> Cannot afford the rent | <input type="checkbox"/> Other (please tell us below) |

Your housing requirements

When considering an application for mutual exchange we use Home Group's room requirement criteria. Applicants may be entitled to more than the minimum depending on circumstances, the age and gender of any children. This is a guideline only as variations may occur.

Household members	Number of bedrooms
Single person/couple	Bedsit or 1 bedroom
Two adults who are not a couple	2 bedrooms
Couple/single parent with one or two children aged under 10	2 bedrooms
Couple/single parent with up to four children aged under 10	3 bedrooms
Couple/single parent with up to four children, and at least one whom is 10 years or over	2 - 4 bedrooms depending on the age and gender of the children
Couple/single parent with three adult dependants	4 bedrooms

- 'Adult' refers to anyone aged 16 or over
- Households with a medical requirement for level access will be given priority for ground floor flats and bungalows, where they are available

Eligibility for spare bedrooms

A separate bedroom is considered necessary for:

- Every adult couple (married/civil partnership or unmarried)
- Any adult aged 16 or over who lives with you
- Any two children of the same sex aged under 16
- Any two children aged under 10
- A child with severe disabilities who is unable to share a bedroom
- Any other child
- An approved foster carer to use for placements (subject to meeting the DWP rules)
- A carer (or team of carers) who does not live with the applicant but provides the applicant or their partner with overnight care.

NOTE: Children whose main residence is elsewhere are not eligible for a bedroom.

Your financial and work status

Question 16 - You and the joint tenant's work status

Please tell us whether or not you and the joint applicant work?

Please tick the box that you think is most relevant.	You	Joint applicant		You	Joint applicant
Works full-time	<input type="checkbox"/>	<input type="checkbox"/>	Is in full-time education at school, college or university	<input type="checkbox"/>	<input type="checkbox"/>
Works part-time	<input type="checkbox"/>	<input type="checkbox"/>	Is looking after family or the home	<input type="checkbox"/>	<input type="checkbox"/>
Is self-employed	<input type="checkbox"/>	<input type="checkbox"/>	Is permanently sick or disabled	<input type="checkbox"/>	<input type="checkbox"/>
Is on government-supported training	<input type="checkbox"/>	<input type="checkbox"/>	Is doing something else	<input type="checkbox"/>	<input type="checkbox"/>
Is unemployed	<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>
Is retired from work	<input type="checkbox"/>	<input type="checkbox"/>			

You Name and address of employer

Joint applicant Name and address of employer

Question 17 – Which of the following benefits do you (and your partner if they live with you) receive?

Please tick as many boxes as apply.

I DO NOT receive any benefits

Universal Credit

Job Seekers Allowance

Income Support

Employment and Support Allowance

Incapacity Benefit

Child Benefit

Child Tax Credit

Working Tax Credit

You Joint tenant

Carer's Allowance

Personal Independence Payment

Disability Living Allowance

State Pension

Pension Credit

Attendance Allowance

Housing Benefit

Council Tax Benefit

Prefer not to say

You Joint tenant

Question 18 – Do you have a bank, building society, savings or cheque account?

Yes Joint tenant

No Joint tenant

Prefer not to say Joint tenant

No Joint tenant

Declaration

Question 19 – Immigration status

Did you or any of the persons applying with you come into the UK during the last five years? Yes No

Are you or any of the persons applying with you subject to any immigration controls? Yes No

Are you or the persons applying with you Asylum Seekers? Yes No

Question 20 – Relationship to Home Group

Have you or the joint applicant, currently or in the past 12 months been:

• employed by Home Group? Yes No

• involved in customer and client activities? Yes No

• a Board Member of Home Group? Yes No

Are you or the joint applicant closely connected to anyone who would fall into the categories listed above? Yes No

If 'Yes' to any of the above, please give details below:

For office use only: If 'Yes' to the above, please refer application to your line manager prior to banding.

Information for applicants

Process

Once we have received an application form, a reference will be requested from the other landlord (if applicable) and we will carry out a home visit. The home visit is to ensure all the details on the form are correct and to check the condition of your property before we can approve your exchange. Mutual exchanges are intended to be a voluntary arrangement between tenants, each accepting the accommodation they are moving into in the condition that its is left in by the outgoing tenant. This includes accepting responsibility for tenant's improvements and or/alterations.

The home visit will always be at your current address. We will aim to contact you within 7 working days of the home visit to discuss if the exchange can go ahead or whether certain works need to be carried out before you exchange.

Home Group will not accept responsibility for any environmental health issues, repairing damage, waste disrepair or poor decorative condition except where this is clearly the landlord's responsibility and where the fault is not the consequence of abuse or misuse.

Things to consider

- You can exchange with most other Home Group tenants, or a tenant(s) of another social landlord including local authorities.
- Applications can only be made by the tenant(s) as only tenants can exchange.
- No exchange can take place without prior written consent from Home Group and the other landlord (if applicable).
- You may be required to repair any defect which has been caused by alterations damage or neglect.
- You should remember that fixtures and fittings such as kitchen units, electric dimmer switches, shower units and gas fires are part of the property and must be retained in the property, even if you fitted them yourself.
- If you have a garage and/or shed you should agree to leave all keys to the incoming tenant.
- You should also remember to dispose of any unwanted effects or rubbish from the property/garages/sheds and gardens.
- You should also be aware that pets are only permitted with permission from Home Group.
- Depending on the type of tenancies you and your exchange partner have, you may lose security of tenure or benefits of your current tenancy by exchanging your home. In some cases, you take on the same terms as the tenant you are exchanging with. If for example you have the right to buy or preserved right to buy, you may lose these rights. In other cases, you will be given a new tenancy which is equivalent of the one you currently have. Whether you swap tenancies or have a new tenancy depends on who you swap with and what type of tenancy they have, as well as the type of tenancy you have. Please contact Home Group or your landlord (if it is not Home Group) for more information on how this will work.

Viewing the proposed exchange property – what to look for

When viewing the proposed exchange property please consider the following points and confirm with the outgoing tenant what they are leaving including sheds, garage, as part of their tenancy.

- What kind of heating is there?
- Has the garden been maintained?
- The decorative condition of the property – has there been any alterations by the tenant which will become your responsibility.
- Is there allocated parking?
- Is there a garage or shed with the property?

- What do they cook with (gas/electric)?
- Will your cooker, fridge-freezer, washing machine etc. fit in these spaces?
- Are there enough electrical sockets?
- Will your furniture fit into the rooms?
- Are there any washing machine or dishwasher points?
- Is the outgoing tenant leaving carpets behind?
- What type of tenancy agreement do they have?
- How much is the rent?
- Are there any service charges for the property?

Reasons for refusal

Permission for an exchange will usually be granted however it may not be given if any of the tenants who wish to exchange:

- Are subject to an order of the court for the possession of their tenancy.
- Face legal action for possession of their tenancy, or have been served with a notice of proceedings of possession and it is still in force.
- Has an application pending before any court for an order in relation to anti-social behaviour, demotion of their tenancy in relation to them or a person living with them.
- Has a property adapted for a person with special needs and nobody in the new tenant's household has special needs.
- Would have a home that is much larger than their household needs.
- Would have a home that is too small for their household needs.
- Is living in a property that is in a building that's not used for housing purposes and was let to the tenant or their predecessor as part of their job.

This list is not exhaustive and is intended to give applicants an indication of the main reasons for refusal. We will consider each application carefully and give full consideration to the applicants' circumstances.

Tenants who have housing related debts to Home Group will be required to repay all money owed before the exchange can take place.

Right to appeal

If you are unhappy with a decision we make, you have the right to appeal that decision. You can appeal against the decision made but not the policy itself.

If you have either given or accepted any money in order to exchange, Home Group may take legal action to gain possession of the property.

When undertaking a mutual exchange you take the property you are moving to in its present condition. If there is any damage in the property to which you are moving which is the tenant's responsibility, you should be aware that this will become your responsibility if not remedied.

Additional comments

Translation service

If you need help to complete this form, or need any part of it to be translated or in another format, please contact your local office.

Please let us know if you would like an audio or large print version of this document.

Arabic

إذا رغبت بأن تحصل على كامل محتويات هذه الوثيقة أو احد أجزاء هذه الوثيقة مترجماً برايل أو على هيئة صوتية أو مطبوعاً بالخط الكبير، فيرجى الاتصال مع مركز خدمة الـ 0345 141 4663.

Chinese

您如果需要将本文件或者其中的一部分进行翻译，或者需要以盲文、声音、或者大号印刷体的形式显示，请您联系我们的‘顾客服务中心’，电话号码是 0345 141 4663.

Polish

Jeśli chciał(a)by Pan(i) uzyskać tłumaczenie tego dokumentu lub dowolnej jego części, czy też otrzymać jego wersję alfabetem Braille'a, audio lub dużym drukiem, prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Service Centre) pod numerem tel. 0345 141 4663.

Russian

Если вы хотели бы получить полный или частичный перевод этого документа, или он нужен вам шрифтом Брайля, в аудиоформате или крупным шрифтом, пожалуйста, свяжитесь с нашим Центром клиентского обслуживания по телефону 0345 141 4663.

Tamil

இந்த ஆவணத்தின் எந்த ஒரு பகுதியை மட்டுமோ அல்லது முழு ஆவணத்தையோ, உங்களுக்கு மொழிபெயர்த்தோ, பிரெய்ல் எழுத்து வடிவிலோ, ஒலி வடிவிலோ அல்லது பெரிய எழுத்து பிரசுரித்தல் செய்தோ தரவேண்டுமென நினைத்தால், தயவு செய்து வாடிக்கையாளர் சேவை மையத்தை 0345 141 4663 என்ற எண்ணில் தொடர்பு கொள்ளுங்கள்.

Portuguese

Se desejar que este documento ou qualquer parte do mesmo seja traduzido, ou em Braille, áudio ou letras grandes, entre em contacto com o nosso Centro de Atendimento ao Cliente através do número 0345 141 4663.

Welsh

Os hoffech chi i'r ddogfen hon neu unrhyw ran ohoni gael ei chyfieithu, neu os oes arnoch ei hangen mewn braille, sain, neu brint fawr, cysylltwch â'n Canolfan Gwasanaethau i Gwsmeriaid ar 0345 141 4663.

Urdu

اگر آپ اس دستاویز کا یا اس کے کسی حصے کا ترجمہ چاہتے ہیں، یا اگر یہ آپ کو بریل، چاہئے تو 0345 141 4663 پر ہمارے کسٹمر سروس سنٹر سے رابطہ کریں۔

Data Protection:

In order to help us deliver efficient services and to manage your relationship with us, we need to collect relevant personal details from you. We comply with the General Data Protection Regulation and Data Protection Act 2018 when dealing with personal data. This means that your personal data will be processed in accordance with the law.

Please note in some circumstances we may share your personal data with external third parties.

For more information on how we process your personal data, including on data security, data retention and lawful processing bases, please access our full privacy notice at: www.homegroup.org.uk/Privacy-Policy