



HomeSwapper®

Top 10 tips!

Moving home is one of the biggest changes you can make, and it's really important to do it right. When swapping, especially if you're keen to get out of where you're living, it can be easy to get swept away in the excitement and forget the practicalities.

Here are our top 10 tips for a successful swap!

1

Research the area

Location, location, location – for some this is almost as important as the home itself. Think of what is important to you - do you need good local schools? A quiet area with parks and playgrounds? Or is your priority being close to public transport? Does it feel safe during the day? What about at night? Are there playgrounds and good schools nearby for the kids? Is it near a hospital? If so, can you hear ambulances all the time? Make sure you've researched it all before making the move.

2

What's included?

You need to find out what belongs to the tenant and what belongs to the landlord. Even if they say they're leaving something of theirs behind, there is no guarantee they will as this isn't included in the paperwork. If in doubt, assume anything that isn't the landlord's property will be going. Ask specifically about white goods, curtains etc.

3**Décor**

Many swappers are searching for a 'dream home' that ticks all their boxes. Whilst this can happen, the realistic chances of finding perfection will reduce your options a lot. It can often be necessary to do a bit of decoration (with permission of course!) once you move in to make the property really feel like home. It's worth jotting down what you'd like to change and how important it is, so you've got a realistic picture of any costs before you move in. Most of all when searching, keep in mind a property's potential! Once you've put your mark on it, you might just find that it is in fact that dream home you were searching for after all.

4**Tenancy type**

Check the tenancy type of the home you want to swap into, and make sure you know yours. If you're not sure, ask your landlord. A different tenancy type means that you may lose your 'Right to Buy' or may not have the 'Right to Acquire' with this new property, so it's worth checking this ahead.

5**Rent and bills**

Find out how much the rent is. Remember this can be different to the amount the current tenant pays as they may receive housing benefit as a 'top up'. It's also worth asking what the usual bills are – gas, electricity, internet, water, council tax – as these can vary a lot between council areas. It's no guarantee that yours will be the same, but at least you'll have an indicator.

6**Neighbours**

A great neighbour is almost priceless, but a bad neighbour can ruin your experience of a new home... so what are the neighbours like? Can you meet them? Are there any disputes or noise issues? Visit a potential home at different times of day to really get a feel for the area, and if it's a block of flats, make sure you think about the neighbours above and below too.

Condition

Remember that you're accepting the property 'as seen' – so give it a good look over! Inspect any white goods that will be staying (fridge, freezer, washing machine, cooker, microwave, dishwasher, etc) and check they're in good working order.

It's really important to check that the current tenant has permission to make any changes to the property. If they haven't got this permission, it can be a reason for the landlord to refuse a swap.

Some things you should think about are:

- Is it in good condition? Are there signs of damp, flaking paint or infestations of any kind? Do repairs need to be carried out?
- Are there any broken items of furniture that will be staying?
- Is there central heating? Do all the radiators function properly? Is it properly insulated? Is there double glazing?
- Is there enough storage space for your belongings?
- Are there enough kitchen cupboards and work surfaces?
- Check the bathroom(s) and make sure taps are not leaking. Does the shower work properly? Are the sealants around the bath / shower intact?
- Are there enough electrical and telephone points and are they in the right places for your needs?

All of these are important things to look out for during any viewing and the landlord will have expected you to do your research.

8

Any eligibility issues

Some homes have eligibility rules in place that you must meet in order to move in. These often don't come up until late in the process and we've seen plenty of swappers be really disappointed because of this.

Some of the things to check are:

- Age restrictions
- Mobility restrictions, e.g. it's a sheltered home
- The need for a local connection
- If it's been adapted for disability and this isn't applicable for you
- You have to work for the council or in a specific job to move in

There can be other eligibility issues, but these are the most common. If you're unsure, ask.

9

Occupancy requirements

If the home is too big or too small for your needs, you probably won't be able to move in.

Some landlords are more flexible about 'over-occupation' than others, but it is a valid reason to decline a swap and it's one of the most common.

How serious is the other swapper?

Anyone on a swapping site will have read stories about 'timewasters'. People selling furniture only to be let down at the last minute, even withdrawing their children from schools in advance of a move. Our advice is simple:

Don't make any major changes to your life until your swap has been approved and you've signed the paperwork. Swappers (including you) have a legal right to pull out of a mutual exchange at any point before paperwork is signed.

If you're worried about not having time to do everything, sign the paperwork and set a swap date for a couple of weeks later to give you chance to make all these changes. Remember that swaps can fall through for lots of reasons, and someone pulling out usually has a valid reason – they're not doing it to be spiteful. We know it's really tough but try not to get too emotionally invested in your potential new home before the paperwork is signed.

If you have any questions or need further advice, please contact your landlord or get in touch with our Help Desk team by emailing **tenants@homeswapper.co.uk**.

Good luck with your search!

Find out more at
www.homeswapper.me



How to register

1

Go to **www.homeswapper.co.uk** and choose the **Register** option at the top of the page

Enter your first name, last name and email address (if you have one!)

Then create a password for your HomeSwapper account – something you'll remember!

2

You'll be asked to fill out more details, including date of birth and gender (if you want to say)

Then you'll be asked how serious you are about swapping – think carefully about this and choose an option

If you're interested in **MultiSwaps**, tick the box here to let people know

3

Now choose your **display name** – this is the name other swappers will know you as

Click on the blue circle to upload a picture of yourself, so other swappers know who you are

4

Now you'll be asked about the **number of people** in your household – don't forget to include yourself in this number!

5

Next you'll need to enter information about where you want to move to and the distance from that location – **a minimum of 3 miles will show more results!**

You can add as many locations as you want here, or if you're happy to move anywhere, just tick this box

6

Now it's time to think about the home you want: **the type of home you're looking for**, the number of bedrooms, how much rent you're happy to pay and the features that you need

Click on the options you want and remember - **be open minded** here and select only what you need!

7

You can now let other swappers know about **the home you've got**

Enter your address and then the name of your landlord – just start typing their name and you'll see them appear. If they're partnered with us, the site will be **free to use!**

Now enter the amount of bedrooms you have, how much rent you pay and the features your home has

8

Finally, add some lovely pictures of your home to show swappers what a great place they could be moving into

Click on the '**Add a photo**' button and start uploading them

Your account is now active!



Creating a great advert

On HomeSwapper there are some **really great adverts**; we've picked out some of the best as examples. In these adverts, the details included could **really help** a potential swapper get to know your property.

Here we give you some real-life examples of great adverts and how to create them. Have a read and see if there's anything you can do to spruce up your own advert...

The home you have

You can write your advert description in the box below the list of features.

The more detail you go into, the more potential swappers can learn from your advert!

What features does your home have?

- ☒ Garden
- ☐ Parking
- ☐ Central heating
- ☒ Double glazing
- ☒ Pets allowed
- ☐ Wheelchair accessible
- ☐ Aids and adaptations
- ☐ Sheltered home
- ☐ Smokefit
- ☐ Lift
- ☒ Ground floor
- ☐ No steps or stoits

Tell other swappers about your home

Please note that this is a HomeSwapper test account.

About this home

Map

Amenities

What they're looking for

This home comes with an [REDACTED] tenancy with no age restriction. This home benefits from the following features: Garden, Central heating, Double glazing, Pets allowed and Ground floor.

Features



Central heating



Double glazing



Pets allowed



Garden



Ground floor

Landlord

Tenancy type

Additional information from tenant

We live in a modern 3 bedroom home on a small friendly estate. There is one family bathroom on the first floor and a toilet under the stairs. The kitchen is separate to the living room/dining room that has doors to the back garden. There are no steps to get into the house, and one flight of stairs in the house to the bedrooms and bathroom. Two of the bedrooms are a decent size with large built-in wardrobes. The last bedroom is a box room, ok for kids or as a study. The kitchen is in need of an update but everything works well. The bedrooms have been decorated in the last 10 years.

The back garden we've put the most time into, it's large with decking area, lawn, built in BBQ and even an apple tree that gives fruit every year! We've really loved having neighbours and friends over in the summer.

The housing association looks after the plumbing, heating and electric and are pretty good at coming in and repairing things. Bills are about £100 per month but can go up in the winter. Because the house is near the sea you need heat it well in the winter (which can be pricey) otherwise you can get black mould and to air it in the summer.

We will also be taking the white goods – or potentially selling them if the new place already has them. There is no designated parking but it's not hard to find a spot most of the time. We have a dog, so pets are not a problem. There are no steps to get into the house, and one flight of stairs in the house to the bedrooms and bathroom.

The Area.

The house at the top of the hills in [REDACTED] right by a big park. There are to buses that run from the town centre, but if you don't mind hills it's a 20min walk and about 35 minutes walk to the sea. There are a lot of shops in town and there is a big Morrisons 10 minutes walk away with a pharmacy which is really handy.

The community is small and friendly, we brought up our kids here and loved it they school were good then, not sure about now. lol

Take your time to describe both the home in detail and the area. Here, the description is split into two parts to make it really clear for the swapper reading it

It's a great idea to describe the size of the bedrooms and any storage included – be honest about any smaller rooms!

Be personal about why you love your property! If you describe what's great about your home, other people will be more likely to want to live there

Give practical advice, such as how much the bills could cost per month – we all need to consider our budgets when choosing a new home

Let others know if you'll be taking the white goods with you – these will also be a cost to consider for a new resident

Small details that make the house easy to live in – like having two sinks – are really good to include

Even if you don't have a pet, remember that others might, so make sure you let them know if pets are allowed or not

When talking about the local area, think about nearby access to NHS services. For some people being in walking distance of a GP can be a lifesaver!




About this home


Map


Amenities


What they're looking for

This home comes with an [redacted] tenancy with no age restriction. This home benefits from the following features: Parking, Central heating, Double glazing and Lift.

 Central heating

 Double glazing

 Lift

 Parking

Landlord

[redacted]

Tenancy type

[redacted]

Additional information from tenant

The flat is in on the seventh floor of a tower block. There are steps leading up to the entrance and both stairs and lift that take you up there. It is a one bedroom flat, but it's actually quite spacious. The kitchen/diner and small with a big sofa and a dining table that seats 8 without overcrowding the room. The kitchen is separate and useful. My favourite thing about this house is the small utilities room, with the washer, dryer, another sink and room for an ironing board and extra storage, it's really neat.

There is a small balcony that gets lots of sunshine and you can fit a small table and two chairs out there. The bedroom is a small double, we have two single beds in there at the moment. The bills are around £80 per month, but it's a really warm flat in the winter. We don't have a pet, but the neighbours have a dog and a parrot so I think pets are allowed.

The Area

The block is quiet, the grounds have a lot of kids playing around but nobody is a nuisance. We are about 15 minutes walk from the hospital and there is a really good NHS dentist on the highstreet. There is a really good community centre with a swimming pool, gym and art classes. I go to zumba there! There is a nice green park nearby. There is a bus that takes ten minutes to the town centre or you can walk in 30 minutes. In town there a really good high street with clothes and cafés, there is also a big ALDI in town.

About this home

Map

Amenities

What they're looking for

This home comes with an [REDACTED] tenancy with no age restriction. This home benefits from the following features: Parking, Central heating, Double glazing and Lift.

Features

Central heating

Double glazing

Lift

Parking

Landlord

[REDACTED]

Tenancy type

[REDACTED]

Additional information from tenant

I live in a three bedroom flat in a block in [REDACTED], and have down-size because I can't afford the bedroom tax. It's a small block and I am on the fourth floor, you can use the stairs or the or the lift, which is almost always in order and is big enough for up to 8 people. There is one bathroom with a shower, then a separate toilet. The bedrooms are all small doubles, there is not built in storage apart from one big double cupboard in the hallway. All of the rooms are on the same floor. The kitchen and living room are the same room, the fittings in the kitchen were replaced last year, with an electric induction hob. It's nice because there are a lot of windows on two sides on the room and they have double-glazing.

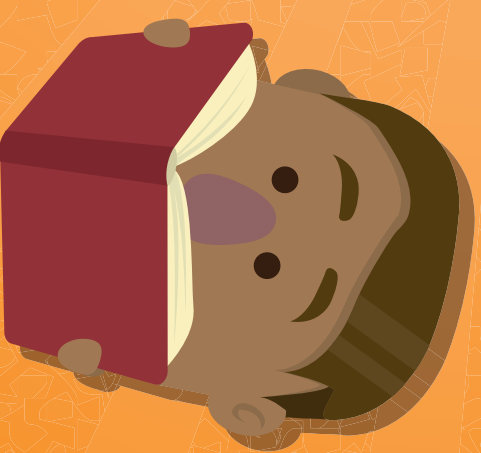
The flat comes with one numbered parking spot. The landlord doesn't allow pets in the block. The bills are around £60 per month, but that is just me living here but with full occupancy it might be more.

The Area

The block is near the leisure centre and some good pubs. It's right by the main road so can get a little bit noisy with the traffic. The flat doesn't have a garden or balcony but you can get to walk along the river Avon very quickly and it's quite beautiful. Transport into Bristol city centre is amazing from here, you can either get the train, it takes about 10 minutes or a bus that takes half an hour. I have a car it takes me 20 minutes. I also have a bike and can do it in around 40 minutes.

If you're downsizing, it's good to mention how much you pay in bills – but make sure you remind other swappers that the property isn't at full capacity, so their bills might be higher!

Going into detail about transport links is always a good idea. For people who might have been unsure about moving to a different area, this could be a real attraction

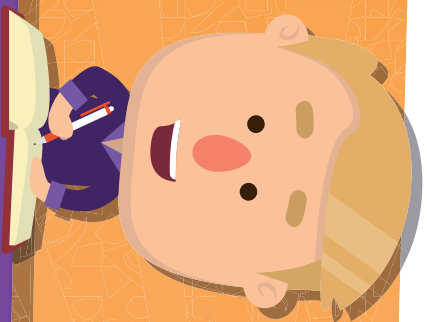


And of course, don't forget to include some great photos on your advert!

The home you want

It's also important to be clear about the home you want on HomeSwapper.

We've shown some good examples here...



The couple in this advert are not looking for any specific location. Generally swappers with fewer demands about what they need make great links in MultiSwap chains

Think about how flexible you can be – you could be pleasantly surprised by a property that's outside of the box!

Where they want to live



Types of home they'll consider



Detached house



Bungalow



Semi-detached house



Maisonette



Terraced house



Flat or studio

Features they need



Central heating



Double glazing



Pets allowed



Parking

Tenancy types they need

This user hasn't saved any required tenancy types yet.

Age restrictions they need

This user hasn't got any age restriction needs.

Extra information about what this tenant is looking for

ONE COUPLE WHO ARE HEALTHY and retired.

Ideally we are looking for a two-bedroom home

Our kids have grown up and have moved to London, so we want to be near to a train station that has decent links to London. But we aren't too fussy what area of the country we are in. Ideally we are looking for a two-bedroom home, with outdoor space garden/terrace/balcony where we can grow plants.

Open to different properties and to multiswaps

Extra information about what this tenant is looking for

Single Man, who has needs to down size because of the bedroom tax. I need to move into a one bedroom flat in [REDACTED]. I'm not that fussy on the type of property that I move too I just want to be in the centre of [REDACTED]. My Mum and Dad live near by and I care for them when I am not working so really want to stay as close to them as I can. Having a parking spot is a must.

This user makes it clear that location is the biggest factor in their move. If you're clear, this will help other swappers know if they should contact you

Make sure you're direct about the features that are 'need to have' and 'nice to have'

Get writing!

Writing a good advert on HomeSwapper for the type of home you want means making sure that those who approach you can see whether their property would work as a direct swap or even as part of a MultiSwap chain. It's much better to be honest up front, so you avoid disappointment later down the line. When describing your home, it should be a careful balance between going into a lot of detail around the practical things that make up the property and sharing what you love about where you live.

Use our guide to strike the right balance and get writing a great advert!

Adding photos



You're **2½ times more likely to swap** if you have photos of your home!

Why is it important?

One of the key things that can make your search a success is how your advert looks - and there's nothing better for this than including some great photos of your home. So, if you're serious about swapping, add a photo!

It shows you're dedicated and helps other swappers to see straightaway if your home would be somewhere they would like to live.

Taking a great photo

Give your house a spring clean

A quick tidy up before those all-important photos are taken really does make a difference to how other swappers will see your home

Set the scene

Think about your home as though you were seeing it for the first time... what would you be impressed by? Make sure these things are in the picture and rooms are well lit

Get the angle right

Hold the camera in the corner of the room, so that you're able to see as much of the room as possible and give other swappers a good idea of its size. And don't forget to hold your camera still! You want a crystal-clear image of the room

How to add your photos

1

Log into your account at www.homeswapper.co.uk to access your dashboard

2

From the options at the top of the screen click '**My details**'

3

From the drop-down list that appears click '**The home I've got**'

4

You'll see a line of circles, each with a different option for your advert. The last circle has a **camera** in it, just click on that

Using match filters

1

Go to www.homeswapper.co.uk and login

Choose the option for **My Matches** from the left-hand menu or at the top of the page

2

On the **Find a Match** page you can choose how you'd like to view your results: as a list or on a map

You can also choose how you sort your results: by distance, rent, highest percentage match, most recently logged in and the newest or oldest properties on the site

Choose your preferences and then click the purple **Update** button to set them

3

There are 4 different types of match filter:

Matches: this is the most used tab of all and shows homes you want, and swappers that want a home like yours

MultiSwaps: this option shows homes which you might be able to move into via a chain of swaps. If you see a home you like in this search, the system can help you build a chain of swaps to make this work

All homes: this is a more general search that matches what you are looking for only, not what other swappers are looking for

Looking for a home like yours: this has the opposite function to the All homes tab and instead, brings all the people who are searching for your type of home into one place

4

The preferences you entered when you signed up will show here automatically, but you can now narrow them down even more

At the top of the **Matches** box you'll see your preferred locations. You can add more here by clicking on 'search a new location' and typing in another place name

Next to this is the amount of rent you'd like to pay – make sure you select the correct amount for **month** or **week**!

5

Below this in the **Type of home**, **Type of tenancy** and **Features** sections, you can click on all the options you'd like – remember that the more features you choose, the fewer options you'll see!

For any features that aren't listed, use the **Keywords** box to type in the extra things you're after

Below this is the **Last logged in** filter, so if you only want to include very active swappers in your search, we'd suggest choosing to see only the users who logged in in the last week

6

Now you're ready to see your results!

Make sure you've clicked on the purple **Update** button at the top of the **Matches** section to fix all your new preferences and then click on **Search**

7

All the homes that match what you're looking for will appear in a list below, so take a look through and see if you'd like to start chatting with any swappers!

If you want to start again, all you have to do is click on the **Reset** button and your preferences will be wiped



How to use messaging

In your inbox

Go to www.homeswapper.co.uk and login

Choose the menu option for **Messages** from the left-hand menu or at the top of the page. Now you'll be in your inbox...

There's a simple colour system to messages: **blue** means they are unread and **red** means you'll need to reply to the message before you can use all the functions of HomeSwapper

On the left, you'll be able to see who you have messages from and once you click on the message, it will appear in the right-hand section of the screen

You'll be able to see the full conversation with that user by clicking on '**load earlier messages**'

If you'd like to search for messages from another swapper, you can **search** for them directly in the Search box on the left

If someone has asked you to send them a photo, you can do this very easily by clicking on the '**Send a photo**' option and uploading a photo through the pop-up box that will appear

On adverts

If you like the look of someone's home, then get chatting!

To start a conversation with someone, simply click on the **Message tenant** button to the right of their advert

From here you'll be taken straight to your inbox

If you're not sure how to get the conversation started, simply click on the **See message suggestions** option underneath the message box and suggestions will appear

If you receive a message from another swapper and you want to see their advert, just click on the **View profile** button on their message. This will open up a 'quick view' of their home and you can see the advert in full by clicking on '**View full details**'

Deleting conversations

If the conversation with another swapper has come to a natural end, you can delete the whole conversation by clicking on the dustbin at the top of the messaging section

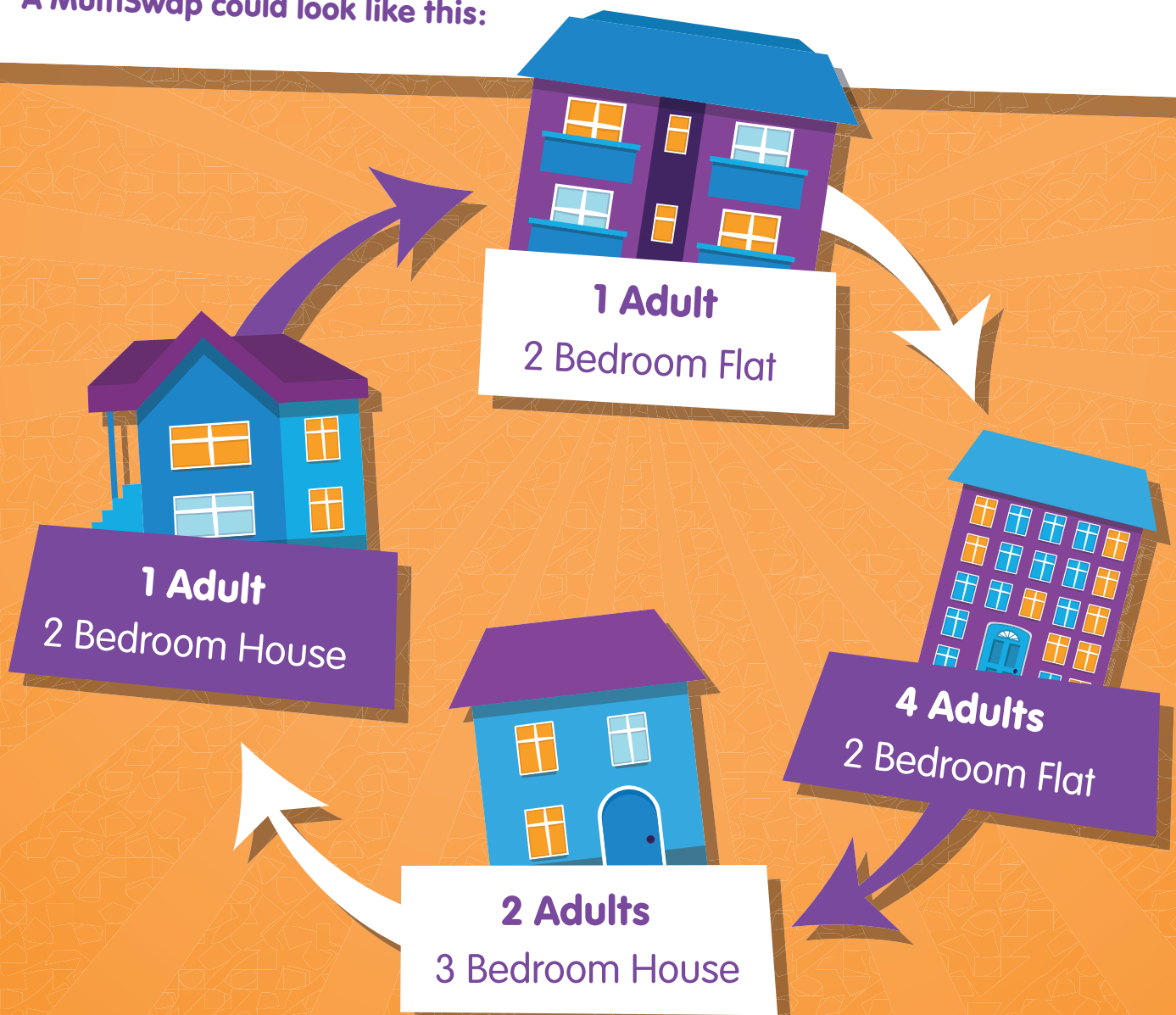
If you'd like to delete individual messages from a swapper, then you can do this by clicking on the dustbin icon next to the message itself

If you feel like you need to block another swapper, then you can do this by clicking on **Block user** at the top of their message window

How to MultiSwap

A MultiSwap is a swap involving more than two homes, where a swapper moves into the home of a person who is moving into the home of another person, and so on.

A MultiSwap could look like this:



If you have found the perfect home, but your property isn't suitable for the people living in it, a MultiSwap might be the way forward. It could be just what you need to help you find your dream home!

Types of MultiSwap

A MultiSwap chain

A pre-made chain for you to view, created by the HomeSwapper system. You can have a maximum of 5 properties in each chain.

Build your own MultiSwap chain

This is done manually by yourself or other swappers and has a maximum of 3 properties.

A MultiSwap chain

1

To create this type of chain go to your **Matches** tab at the top of the page and click on **Find a match**

On the Find a match page, go into the **MultiSwaps** tab, fill out the details for where you want to search for a home and click on **Search**

2

HomeSwapper will now do all the work for you to find possible MultiSwaps matching your criteria and we'll message you when we're done searching

3

You'll be able to see all the possible homes we've suggested. Take a look through these adverts and once you've found the one for you, simply click on the **Create MultiSwap** button and we'll show you a possible MultiSwap chain

Build your own

1

You can start a chain like this when browsing through other swappers' adverts. If a user has said that they would be interested in a MultiSwap then a **Create new MultiSwap** button will appear within their advert, which you can click on

2

Give your MultiSwap a name and click **Save this MultiSwap** – your MultiSwap has now been created!

If you're in your Dashboard and would like to view your MultiSwap, click on the **Your MultiSwaps** tab in the side menu, or you can also go through the **My swaps** tab at the top of the screen and click on **My MultiSwaps**

3

If you're building the MultiSwap, you can click on the **View MultiSwap** button to access the MultiSwap Builder tool. Here, you'll be able to see the progress of your MultiSwap and at the top of the screen HomeSwapper will tell you what the next steps are

You can remove homes at any time by clicking on the cross in the top corner of an advert

4

If you're missing a home in your MultiSwap chain, then you can look for new homes to add into your chain by scrolling to the bottom of the page and clicking on the **Find homes** button

If you'd like us to find a home for you, then try clicking on the **Suggested matches for this swap** tab at the bottom of the page

Then simply click and drag and drop the home you want to include into the 'add another link' box in your MultiSwap chain

5

You can also add any home that you see when browsing into your MultiSwap chain at any time, by clicking on the **Add to existing MultiSwap** button on their advert

This will appear in the **Homes you added for this swap** tab at the bottom of your MultiSwap Builder screen and you can then drag it up into the 'add another link' box in your MultiSwap chain

You'll be asked to contact them to invite them into your chain. Simply click on the **Contact now** button to send them a message

If you receive a request like this from a swapper who is building their own MultiSwap, then it will show up in your **Messages** tab at the side of your Dashboard. In the message you'll be able to click on **Go to MultiSwap** to take a look at the chain

6

So that all the people involved in the MultiSwap can talk to each other, we have a **Group Chat** tab at the side of the **MultiSwap builder** screen

And if you're the MultiSwap builder, we also have a notepad at the bottom of the page, that you can use to keep track of things in the chain – no one else will be able to see this!



Changing locations

1

Go to www.homeswapper.co.uk and login

Hover over **My details** at the top of the screen and click on **The home I want**

2

Now you'll be on the page where you first chose the areas you wanted to live in

To **delete** any of these locations, simply click on the red minus symbol next to it

3

If you're looking to open up your options and add a new location, you can also do this here

Click on the option that says '**Add another location**' underneath your current list of areas

Start typing the name of the place and options will appear that you can click on

4

You'll now need to choose **the distance** you're happy to live from this area

Remember that the larger the distance, the more matches you'll get!

5

When you've finished making changes, make sure you click on the purple **Next** button – this will **save your changes**

It's important to do this because if not, any changes you've made will be lost!

Resetting your password

With an email

- 1** Go to www.homeswapper.co.uk and click on the **Login** option
- 2** Click on '**Forgot your password**' underneath the boxes for your username and password
- 3** Type in the email address you used when you signed up for HomeSwapper and click **Submit**
- 4** You'll now get an email with a link that you can click on to reset your password – if you can't see this email, make sure you check your Junk folder!
- 5** When you've clicked this link you'll be taken to a page where you can create a new password. Type this in and click on **Reset**



With a username

- 1** Send an email to our Help Desk at **tenants@homeswapper.co.uk** asking them to reset your password
- 2** They'll reset your details for you, let you know what your registered email address is and give you a temporary password
- 3** Now go to **www.homeswapper.co.uk** and login with these new details, so that you can change your password to something more personal
- 4** Go to **My details** at the top of the page and then click on **My account**
- 5** Click on the **Change Password** option that's at the top of the screen. You'll need to type in the password that the Help Desk gave you, as well as the new password you'd like to use
- 6** Click on **Change Password** underneath and your new details will be saved



Closing your account

- 1** Go to **www.homeswapper.co.uk** and login
- 2** Hover over **My details** at the top of the page and click on **My account**
- 3** Scroll to the bottom of the page and click on **Close account**
- 4** A box will appear, which will ask you if you have found a swap...

If you click Yes

You'll be taken to a form, where you'll need to put in your new address details and give us some feedback on your HomeSwapper experience

Then click Send and you'll receive a message asking you to confirm this

Click Confirm and your account will be closed!

If you click No

You'll be given some information about closing your account

Once you've read this information and are happy with it, simply click on OK and your account will be closed

Reactivating your account

All you need to do is log back in using the same details and your account will be reactivated!

HomeSwapper remembers all your settings, even if you've closed your account



Where to find help

Homeswapper.me

Our homeswapper.me support site is separate from the main HomeSwapper site and is a space designed to help you find everything you need to know about mutual exchanges and how to use HomeSwapper. You can find it at www.homeswapper.me.

It's packed full of useful tips and advice to make sure you're getting the most out of HomeSwapper and using the site in the best way possible. So as a new swapper, you're supported every step of the way!

Homeswapper.me is laid out so that you can easily see the stages you need to go through depending on where you are in your journey:

If you haven't yet registered and want to find out more go to the **New to Swapping** option in the menu

If you've decided to register and want help setting up your account go to the **Getting Started** option in the menu

Swapper Blog

The blog area is where you'll find helpful articles with advice on everything from using the HomeSwapper site to understanding mutual exchange, as well as helpful tips on setting up viewings and moving house.

At the top of the page you'll find the latest articles for you to read and further down the page there's a section where you can look for articles based on a specific topic.

Help Centre

You can find our Help Centre in the menu option called **Need Help?** This section contains a series of How to guides and How to videos, as well as a '**Your questions**' section with all the answers to your general queries.

How to guides: these take you step-by-step through some of the main processes on HomeSwapper with screenshots to show them more clearly.

How to videos: these show some of the key functions of the site in real-time and how to use them. Using this section, you can follow the videos while you get used to using the HomeSwapper site.

Your questions: these are all the key questions swappers have asked us, along with our answers. Here you can easily search for the solution to your question by topic.

Help desk

Our Help Desk team are the ones to contact to if you can't find the answer on our Help Centre, or if you're having any technical difficulties. You can get in touch with them at **tenants@homeswapper.co.uk**

All emails to our Help Desk will go into a queue and are answered on a 'first come, first served' basis, so you'll usually get a reply within 48 hours.

Facebook

On our Facebook page, we're on hand to answer any of your general queries and to give advice. We monitor this 7 days a week, so feel free to get in touch! Join the page at **www.facebook.com/HomeSwapperOfficial**