

# MultiSwaps

## Open up your swapping options

### Why they're great!

MultiSwaps are a brilliant way for you to get the home you're dreaming of on HomeSwapper. MultiSwaps are chains of swaps 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 until the chain is completed. So everyone gets the home they want!



HomeSwapper

# Building a MultiSwap

## There are two types of MultiSwap on HomeSwapper:

1. A MultiSwap chain: this is a pre-made chain of our suggested homes for you to view. You can see up to 5 properties in each chain and all are randomly selected based on our 'best matches' for each tenant

To see this, it's simple – just go to the MultiSwaps tab on your Matches page. Fill out the things you want in a home and we'll do the rest!

2. Build your own MultiSwap chain: this version is done by yourself or other swappers and you'll need to find each link in the chain - a maximum of 3 properties.

Here's how it's done:

- Look out for the Create new MultiSwap button on another swapper's advert. This means they are open to MultiSwaps, so click on this to get started
- Give your MultiSwap a name and click Save this MultiSwap – your MultiSwap has now been created!
- Now you can either click on Go to swap to manage it, or Back to search to carry on looking for other possible swaps
- Go back to your MultiSwap at any time to check on progress or add new homes by clicking on Your MultiSwaps on your Dashboard



For step-by-step MultiSwap videos go to:  
[www.homeswapper.co.uk/Help/Videos/MultiSwap](http://www.homeswapper.co.uk/Help/Videos/MultiSwap)



# 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

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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!

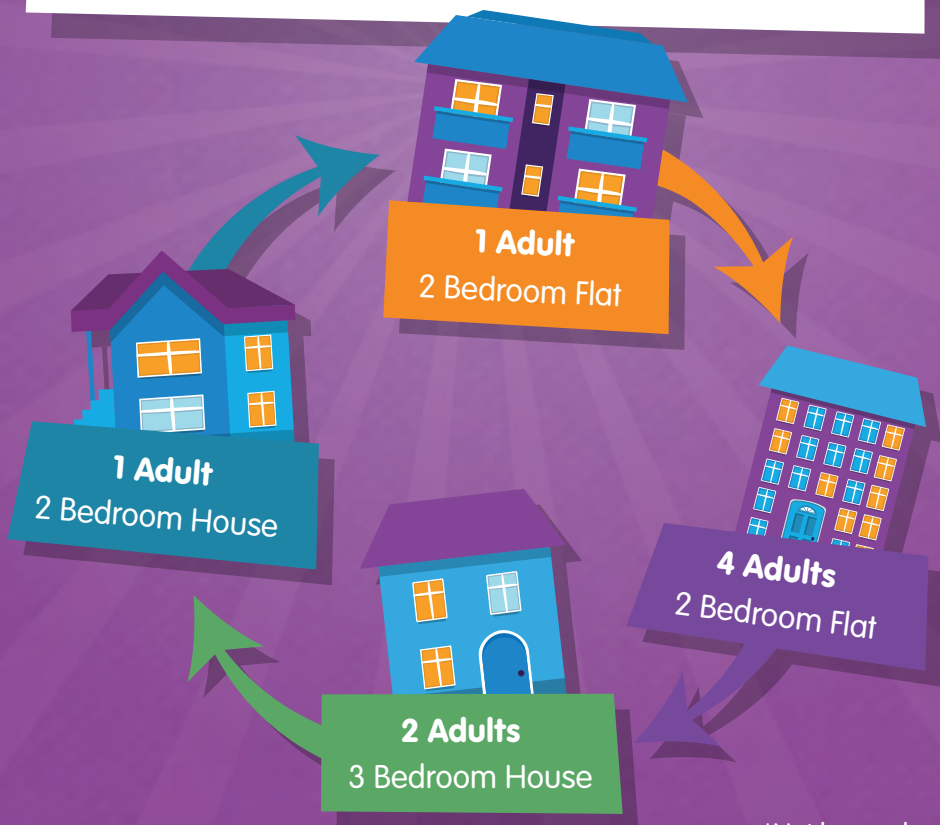


# MultiSwap in real life

## Melanie's\* story

Melanie completed a 4-way MultiSwap in 2010. She was living in a two-bedroom flat in London but was looking for a change of scenery. At first, she had tried to find a direct swap but when she couldn't find one, she decided to try a MultiSwap.

After speaking with a lot of different people, Mel found the links for her MultiSwap chain. The 4-way MultiSwap looked like this:



\*Not her real name



# Mel's MultiSwap tips

Mel learnt a lot through her MultiSwap experience. Here are some of her top tips for building a successful MultiSwap:

## 1 - Be organised



When Mel was looking for a MultiSwap one of her strategies was to keep a little book of everybody who had contacted her, recording what they were offering, what they were looking for and their contact details. What she found was even if someone may seem like they might not suit you or your swap chain right now, things might change, or you might hear of another MultiSwap to recommend them for.

## 2 - Talk to each other

If it's possible, have meetings with everybody in the chain. Mel says: *"Getting people together makes people trust each other more and then it becomes more of a joint venture."* In London and big cities this is quite easy, but if you're building a chain across the country, why not try group video calls? This helps everybody to feel like they're working together as a team.





### 3 - Always be polite and considerate

The more polite and understanding you are, the smoother the MultiSwap will be. Mel in particular thinks you should *"try not to use language like 'timewaster'. As nobody thinks of themselves as a timewaster really. You don't start your day thinking 'I'm going to waste people's time.' It's not something most people would deliberately do."*



### 4 - Be careful and look after yourself

Before viewings make sure that someone knows where you're going or that someone is coming round to view your place. You can also invite someone to be there with you, although make sure you let the person on the viewing know that there'll be someone else there! Mel says: *"When I've taken a friend with me to a viewing I have told the person I am visiting because it may be quite intimidating for two strangers to turn up at your house if you're on your own."*

## 5 - Make it simple for your landlord

When Mel got in contact with her landlord to get the paperwork started, *"One of the ladies at the housing association gave us the advice to put all of the paperwork for the swap in on the same day. If you've got four landlords, it can be a little bit of a minefield."*

From the day you put in the paperwork, your landlord legally has 6 weeks to approve the swap. For some that can be *"a very long time and that's when you need to support one another. Talk with the landlords, be patient and realise that it takes time. Don't blame others in the swap or think that they are messing you about because they may have their own reasons for doing things."*

