

# House Exchange App Guidance

2017/18



## Welcome

The House Exchange App has been developed to help you find an ideal home to swap into. It makes finding and swapping homes more easy and effective for you.

It also enables you to gain access to your House Exchange account on the go whether you're on the bus, at the park or even out shopping!

It is available to download from the Apple App Store and on Android at the Google Play Store.

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# Logging in to your account

Before you log in to the app you will need to register online at:

**[www.houseexchange.org.uk](http://www.houseexchange.org.uk)**

This is when you will need to choose your logging in details. Once you have these and have downloaded the app, you will be able to log in from your smartphone or tablet.

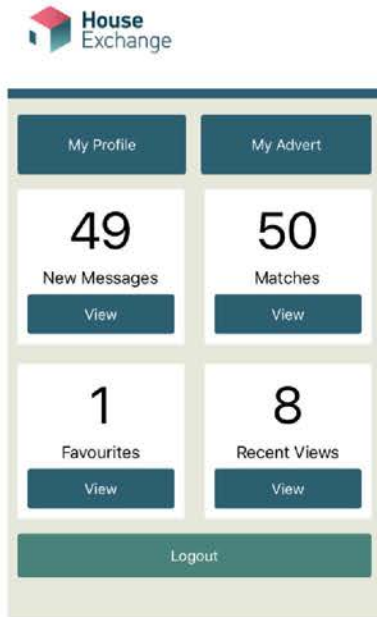
Remember you can download the app on both Apple iOS and Android for free.

## **Forgotten your password?**

If you forget your password, fret not. Just click on the 'Forgot password' option and it will automatically email you with guidance on how to change your password.

A screenshot of the login form from the House Exchange app. The form is set against a light green background. It features a dark teal header bar. Below the header, there are two input fields: "Enter your username:" with a light grey "Username" input box, and "Enter your password:" with a light grey "Password" input box. Below the password field is a dark teal "Login" button. At the bottom of the form is a lighter teal button labeled "Forgot my password".

# My Matches



'My matches' is very easy to use:

Go to your account and hit the search bar below 'Matches'

It will direct you to the website. **Here** you'll see the 'Menu' button where you can select from a number of options. Select 'My matches'

You can then select what sort of properties you want to look for (e.g. 3 to 4 bed bungalow in London).

Click on 'Search Now'. The App will display all the properties that match your choices.

Just click on any properties you are interested in to view more details and images.

The screenshot shows search filters for the app. It includes a 'Place' field with 'Norwich, united kingdom', a 'Type' list with checkboxes for Studio Bedsit, Bungalow, Flat, House, and Maisonette, and three dropdown menus for 'Range' (5 Miles), 'Min Beds' (2), and 'Max Beds' (5). At the bottom are 'More search options' and a 'Search Now' button. An arrow points from the text above to this search filter section.

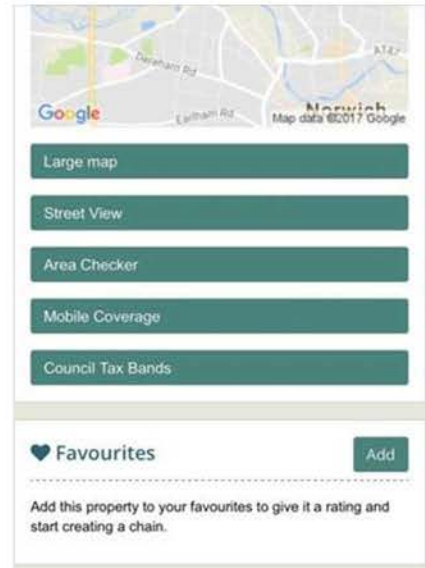
# Favourites

## Like a property?

...Want to save it to view it later?

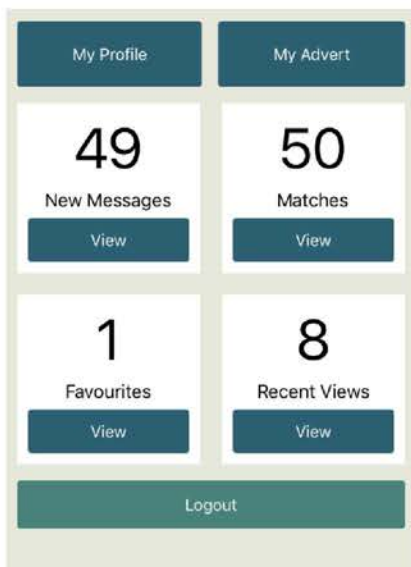
**'Favourites'** gives you that option!

Favourites are a great way of storing and managing the properties you are interested in swapping with.



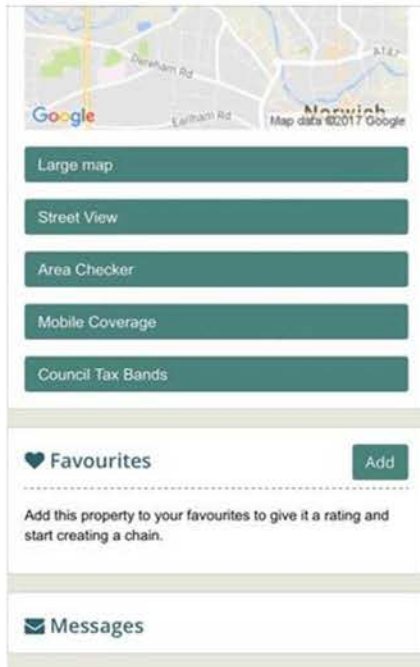
## Just follow these simple steps...

1. Search for your desired property in **'My Matches'**
2. If you see something that you like, scroll down the details of the property.
3. You'll see the **'Favourite'** option at the bottom of the screen. Simply click **'Add'**
4. The property will be saved in your **'Favourites'** for you to **'View'** or compare with other properties later.





# Messages



Have you found a property that you are interested in and want to find out more about?

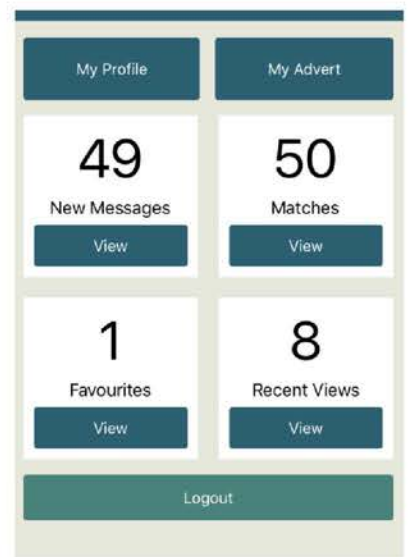
First of all you'll need to make contact with the other household by sending them a message.

This will allow you to share contact details, so you can discuss each others properties and arrange a viewing.

Here's how to message someone:

1. Find a property you like in **'My Matches'**
2. Scroll down until you see the **'Messages'** option and select it.
3. Choose from one of the messages available.
4. Select **'send'**.

If they responds positively to your message, both of you will be able to view each others stored contact details in the 'Messages' section.



# Monitoring your account activity

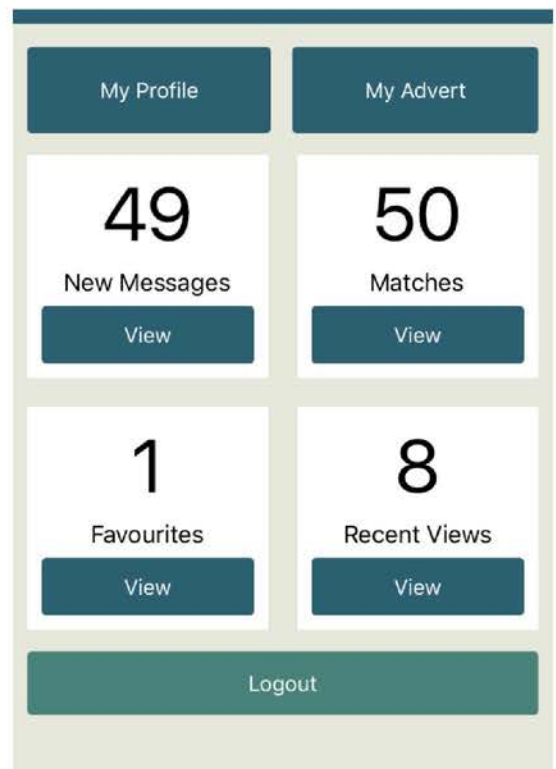
Now you can keep an eye on your recent House Exchange activity.

Your recent conversations and number of messages sent or received.

How many people have viewed your property.

See how actively you have been using your account. This will show others looking at your advert that you are still actively seeking a swap.

**You can monitor all of the above, by clicking on 'View' on your recent views on the main menu.**



## Have you got any queries?

You can check out a selection of the most popular queries on our website at:

[www.houseexchange.org.uk/advice/help](http://www.houseexchange.org.uk/advice/help)

## What happens next?

If you see a property on the House Exchange Register and you are interested, you can simply contact the tenant directly and arrange a viewing of each other's property. Once you are ready to go ahead with the exchange, both/all parties must complete a mutual exchange permission form, which is available from your local housing office listed below:

**Once completed, please return to your landlord.**



### **Aragon Housing Association**

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### **Luton Borough Council**

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