Transfer of Engagements: information about services for customers

Service area or activity	How Places for People (PfP) will provide services after the proposed Transfer of Engagements on 1 April 2027
Customer contact: how you contact your landlord for any reason.	You will be able to contact the PfP Customer Contact Centre by telephone and online. Lines are open 24 hours a day for emergency repairs and 8am-6pm Monday to Friday for anything else. This means there will be more time to call your landlord after the Transfer of Engagements. You will still be able to use the SYHA 0800 1380 380 or 0114 2900 200 telephone numbers which will divert to the PfP Customer Contact Centre. The website you use will change to www.placesforpeople.co.uk and the SYHA website will redirect to it. SYHA social media accounts will close and you will be able to follow PfP on Instagram or LinkedIn. PfP do not have a Facebook page.
Repairs and maintenance services	PfP will provide your routine and emergency repair service. You will be able to report all routine repairs to PfP by telephone or online. Emergency repairs will need to be reported by telephone. PfP will complete your repairs with one of their operatives or one of their approved contractors. More information about Customer and PfP repair responsibilities, routine repairs and emergency

	repairs can be found online at www.placesforpeople.co.uk. PfP will attend to emergency repairs and make them safe within 24 hours. PfP will aim to attend routine repairs within 20 working days. This is the same timescale as SYHA's target for attending routine repairs. PfP do not charge customers for missed appointments.
Moving home	If you want to move home after transferring to PfP, you can apply once you have been a Customer at least 12 months. Your time spent as a Customer with SYHA will count towards this. To move home, you must have kept to your tenancy agreement, have no rent arrears, and your home must be in good condition. Most moves are arranged through your local authority's housing scheme, where you can bid for homes from a range of housing providers, including PfP. You will also be able to consider exchanging your home with a Customer from another social housing landlord using Home Swapper and PfP Customers can register for free. PfP manages transfers a little differently to SYHA. If you need to move because your current home no longer meets your needs, you can apply to be considered through PfP's Managed Move or Priority Management Transfer processes. These are designed to support Customers who have urgent housing needs, such as medical, welfare or property-related circumstances.

	The current SYHA transfer list is being reviewed, and we will contact you with more information if you are on the SYHA transfer list.
Property Health and Safety	PfP teams will continue to help keep you and your neighbours safe. PfP are required to meet the same health and safety compliance standards that currently apply to SYHA.
Property or Estate Inspections	Property and Estate Inspections will be completed by PfP teams including Community Housing Managers and Supported Housing Service Teams.
Communal services (cleaning and gardening services)	Cleaning and gardening will be completed by the PfP Estates teams or PfP approved contractors. PfP will tell you about any change in contractor after the Transfer of Engagements.
Access to self-service tools: the PfP Customer portal	At the Transfer of Engagements, you will be able to use the PfP Customer Portal where you can manage your home online including: • Managing your tenancy or lease • Check balances and statements • Making a payment • Reporting an issue or repair • Requesting alterations to your home or a new pet
Tenancy Agreement and Leases	There will be no changes to your tenancy, lease or licence terms and conditions. No new tenancy, lease or licence will be issued to you.
Rent Setting	Your rent will not change because of the Transfer of Engagements. Your rent will be reviewed in line with the rent review policy set by the government.
Service Charge Setting	Your service charges will be reviewed and set by PfP for any changes or reviews due after June 2027 onwards.

	Your service charges will be reviewed each year and are based on the estimated cost of providing services to your building and community. This means that they may go up or down, depending on changes in costs or to the services you receive. If you have a variable service charge, you will also receive an annual reconciliation.
Paying your rent and service charge	You will be able to pay your rent and service charges by: • Direct Debit • Standing Order • Online through the PfP Customer Portal • Automated Telephone Payment If you pay by AllPay, you can continue to do this using your current card after the Transfer of Engagements. However, if you lose or damage your card, PfP will be unable to provide a new one. This means you will no longer be able to make payments at PayPoint locations, but PfP will be happy to help you switch to a different payment method.
Home Ownership	If you are a SYHA homeowner or shared owner, you will have access to tailored services after the Transfer of Engagements. This includes a team who can answer questions about the management of your home or lease. Some homeowners or shared owners may have their home managed by a managing agent within the PfP Group. This will be RMG or Touchstone. We will let you know closer to the time if this will be the case for you. You will be able to use the online PfP Home Ownership Hub for information and to help manage your home.

	Any insurance on your home currently arranged by SYHA will transfer to a PfP insurance contract. While the insurance charge may change after the Transfer of Engagements, any changes will be made in line with PfP's insurance arrangements and costs. We will contact you in advance with full details of any change and what it means to you.
Complaints	You will be able to make a complaint to PfP if you need to and it will be responded to in line with the Housing Ombudsman Complaint Handling Code 2024. If a complaint is still being investigated when the Transfer of Engagements takes place, it will continue to be handled within the agreed timescales that were in place before the transfer. More information about this is online at www.placesforpeople.co.uk
Reporting and dealing with anti-social behaviour	You will be able to report anti-social behaviour by telephone, online or in person. PfP has dedicated teams of Community Safety Managers who support with complex cases. PfP support Customers with The Noise App, this is an easy way to record noise disturbance and ASB relating to noise.
Customer Involvement	SYHA Customer involvement groups and governance arrangements will change following the Transfer of Engagements. Customers will continue to have opportunities to influence services through PfP's National and Regional Customer Groups and online engagement opportunities through The Listening Room. There will be a Yorkshire Regional Customer Group, and you would have the opportunity to join after the Transfer of Engagements. Vacancies on the National Customer Group will be available to SYHA Customers to express interest and apply. More information can be found here www.placesforpeople.co.uk/customer-voice

Additional Customer Support	You can contact PfP's Customer Contact Centre or your Community Housing Manager/Customer Support Coordinator for additional support. This support can help maintain your tenancy in difficult times and includes support and advice on: • Money and benefits • Reducing energy costs • Getting online and using the internet • Employability sills and training • Wellbeing support.
Community initiatives, employment and training opportunities	Our team works in partnership with local organisations to develop opportunities in Communities such as: • Working with PfP suppliers to provide training, employment opportunities, support services, and funding for community projects • Securing external funding and working in partnership with other organisations to deliver initiatives that benefit local communities.
Supported Housing Services	If you live in supported housing accommodation, there will be no change to the support you receive because of the Transfer of Engagements. The team of People delivering your services will not change as a result of the Transfer of Engagements.
Rockingham Street Reception	The offices at Rockingham Street will remain open. Customers will be able to meet with PfP contacts by appointment. If you visit the office without an appointment there will be a telephone you can use to call the PfP Customer Contact Centre for support.