



SYHA Transfer Policy – Frequently Asked Questions (FAQs)

1. What is the SYHA Transfer Policy?

The transfer policy explains how South Yorkshire Housing Association (SYHA) manages requests from existing tenants who want to move to another SYHA property. It outlines who can apply, the rules we use to prioritise moves, and what you can expect from the process.

2. Who can apply for a transfer?

To apply for a transfer, you must normally:

- Be an SYHA tenant with an Assured or Assured Shorthold Tenancy
 - Have lived in your current SYHA home for **at least two years** (this is known as the *qualifying period*)
 - Have a clear rent account or an agreed repayment plan that you're keeping to
 - Have kept your home in good condition, with no breaches of tenancy
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3. What is the two-year qualifying period and why does it exist?

You must have held an SYHA tenancy for at least **two years** before you can be considered for a transfer.

This helps make sure that:

- Homes are offered fairly to long-term tenants
- We can manage demand
- Tenancy fraud is reduced
- We prioritise moves for people with an established housing need

There are **very limited exceptions**, for example urgent management moves or serious health and safety issues.

4. Can I transfer to a larger property?

We do have **larger homes**, but the supply is **very limited**.

This means that:

- Waiting times for 3-bed and 4-bed homes can be long
- We prioritise households who genuinely need the extra rooms
- You may be asked to provide evidence of your household size and needs
- In some cases, we may signpost you to your local council housing register for more options

5. How are transfer requests prioritised?

Transfer applications are assessed based on housing need. We may prioritise cases such as:

- Overcrowding
- Medical or mobility needs
- Urgent safety or welfare concerns
- Where a property is under-occupied
- Where a move would support employment, caring responsibilities, or other essential needs

6. How do I apply for a transfer?

You can apply **only if you have been a SYHA tenant for over 2 years. If you apply and you haven't been a tenant for this long we will not process your application.** If you have exceptional circumstances please contact our customer experience team.

You can apply by:

1. Completing [Transfer form](#)
2. Completing area list for eligible size property [One bedroom area list](#) [Two bedroom Area List](#) [Three bedroom Area List](#) [Four bedroom Area List](#) [Five bedroom Area List](#). Eligibility rules for households can be found in lettings policy.
3. Providing any evidence we ask for, such as : medical information, letters of support and proof of household size

We will then assess your application and confirm whether you qualify.

7. How long will I have to wait?

Waiting times depend on:

- The type of property you need
- The area you want to live in
- How many other applicants are waiting
- How many suitable homes become available

Because we have **very few larger homes**, waiting times for 3+ bedrooms can be several years.

8. Can I bid on homes through a choice-based lettings system?

This depends on the local authority area. In some areas, you may need to join the council housing register and bid for homes through their choice-based lettings system.

We will tell you if this applies to your application.

9. What if I no longer need my extra bedrooms?

If you are under-occupying (e.g., living in a property with more bedrooms than you need), we may be able to support you to downsize. This could:

- Increase your chances of getting a move
- Reduce your living costs
- Free up larger homes for families who need them

Some tenants may also qualify for financial assistance or practical support with moving.

10. Who can I contact for more information?

If you have questions about the transfer policy or want help with your application, please contact:

 **SYHA Customer Services**

 enquiries@syha.co.uk

 <https://www.syha.co.uk>

We're here to help you understand your options and support you through the process.

