



How we work with you

Our Customer Charter

We're Sage Homes



Our purpose

Why we come to work

The constant pursuit of homes people love

Our mission

What we do

**We strive to provide the best affordable homes
with the best customer support**

Our ethos and behaviours

How we work

A unique mix of ambition and empathy

At Sage, ambition drives us to aim high – to challenge the norms, to go the extra mile, to deliver our best. We balance this with empathy: truly listening to, and caring about, our customers and colleagues. Because when ambition and empathy come together, we are truly at our best.

Our people work to the 'Three Rs': Responsive, Responsible and Respectful. By using the three Rs, we provide our customers with first-class service, treating everyone with fairness and respect.



You can find out more about Sage Homes, our vision and mission, ethos and behaviours, aims, objectives and plans for the future in our **Corporate Plan**: www.sagehomes.co.uk/corporate-plan



Our service

You are our priority. We want to make sure the service you receive is the best possible.

This Customer Charter outlines how we plan to work with you and your communities. It's been developed using your feedback and we share it with all our partners, and those delivering services on our behalf, such as repairs contractors, recommending they also use it to shape their own ways of working.

Our customer commitments

1. A good quality home
2. Keeping you safe
3. Being respectful
4. Listening to you
5. Taking accountability
6. Investigating, and learning from, complaints
7. Supporting you on your journey



1. A good quality home

We'll make sure you have a good quality home and community to thrive in. To do this, we'll:

- Work closely with developers to monitor the building of new homes
- Thoroughly check locations and environments are suitable for you to live in
- Preview the home with you, demonstrating fixtures and fittings
- Work with our customers to support community-building events and initiatives
- Regularly clean and maintain communal spaces and external areas
- Fully investigate any reports around community safety
- Work in partnership with the police, local authorities and other partner agencies whenever needed.



2. Keeping you safe

We'll make sure you are safe and secure in your own home.
To do this, we'll:

- Make sure all our homes meet industry standards for health and safety and quality
- Carry out maintenance and safety testing in homes and communal areas (where it is our responsibility)
- Communicate clearly with you around dealing with defects or repairs
- Clearly explain your responsibilities regarding your home
- Provide clear plans and actions so you know what to do in the event of a fire
- Maintain all communal spaces to a good standard
- Support you in keeping your home clear from damp and mould
- Provide emergency support 24 hours a day, every day of the year
- Provide support when needed through our Community Safety Team.



3. Being respectful

We'll always treat you with respect, regardless of the situation. To do this, we'll:

- Respond to any questions quickly and politely
- Look to resolve issues as soon as possible, within our service level agreement requirements. If we need more time, we'll keep you updated
- Listen carefully to you to understand your needs, and make it easy to request reasonable adjustments to how we do things
- Give you the right information to make informed decisions
- Explain from the beginning what we can and can't do
- Let you know when things will be done and keep you updated if there are issues or changes
- Respect your privacy and never make judgements when discussing your finances or lifestyle
- Protect your personal data and information and let you know how we use it
- Make sure you can access all our services, regardless of your needs.



4. Listening to you

We'll listen carefully to anything you have to share with us and make sure you always feel heard. To do this, we'll:

- Always be there for you to ask questions and raise issues, even when we're asleep – through your **My Sage Home** online account
- Give you lots of chances to feedback with customer satisfaction surveys, **My Sage Home**, our Customer Scrutiny Panel and related customer insight groups
- Offer documents in accessible formats including braille, large print and various languages
- Make sure we get feedback from a diverse range of viewpoints by using different contact methods
- Keep you updated on feedback from customers and the changes we've made to improve the way we do things.

5. Taking accountability

We'll hold ourselves accountable and let you know how we perform. To do this, we'll:

- Meet our targets for responding to you and fixing things:
 - Acknowledging receipt of your enquiry within 24 hours, and informing you of the next steps
 - Making emergency repairs within 24 hours
 - Completing routine repairs within 20 working days
 - Update you on our performance in our service areas and how we spend our money, including publishing our results in our Customer Annual Report
 - Encourage a learning environment in our organisation, where we share openly when things go wrong, always look to improve and showcase best practice
 - Ask for honest feedback and use it to learn lessons and improve our services.
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6. Investigating, and learning from, complaints

We'll deal with any complaints efficiently and fairly. To do this, we'll:

- Give you an accessible complaints process with clear timelines
- Help you if you need assistance with making a complaint
- Provide independent investigations into your complaints, providing thorough reports for you and our staff
- Make decisions after considering your needs and feedback
- Resolve the matter as soon as possible, aiming for first point of contact resolution
- Be accountable and apologise when we're at fault
- Keep any promises we make and update you on their progress
- Learn from the things we get wrong to improve our services
- You can find our complaints policy, and other key policies, online at: www.sagehomes.co.uk/policies.

7. Supporting you on your journey

To do this, we'll:

- Clearly explain the tenancy or Shared Ownership process when you first enquire
- Support and guide you through the process of applying for your home
- Show you your home's layout and specification and give any other details to help you make informed decisions
- Welcome you to your new home on your first day with a digital copy of the welcome pack and home user guide
- Provide you with your own **My Sage Home** online account so you can access all the information you need whenever it suits you
- Contact you after you move in to make sure you're happy with everything
- Promote options for Shared Ownership customers to increase the share of their home (called Staircasing).



Let us know if you need us to make a reasonable adjustment



If you need us to make reasonable adjustments so you can get the most from your home, our services or our communications, we want to help.

Please let us know what you need by:

- calling 020 8168 0500
- or emailing communications@sagehomes.co.uk


More information


For example, we're happy to provide documents in alternative formats (like braille, large print, translations or audio) or adapt the way we do things for customers who need help to access our services physically, because of a learning difficulty, or a difficult situation at home.


For more information, please see our **Helping you access our services policy** at: www.sagehomes.co.uk/policies


It's all accessible online with our Recite Me tool





English: The information in this booklet is available on our website and your My Sage Home online account in many languages, fonts and formats, including audio. Click the  'Accessibility Tools' button to get started.


Русский: Информация в этой брошюре доступна на нашем веб-сайте и в вашем онлайн-аккаунте My Sage Home на многих языках, шрифтах и форматах, включая аудио. Чтобы начать, нажмите на иконку  «Accessibility Tools».

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Português: As informações contidas neste folheto estão disponíveis em nosso site e em sua conta online My Sage Home em muitos idiomas, fontes e formatos, incluindo áudio. Clique no botão  'Accessibility Tools' para começar..

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020 8168 0500
mysagehome.co.uk
sagehomes.co.uk

VAT Reg. no. GB 348 9084 59

London Office

5th Floor
Orion House
5 Upper St Martin's Lane
London, WC2H 9EA

Northampton Office

2nd Floor
Lancaster House
Nunn Mills Road
Northampton, NN1 5PA