

Annual Report to Residents 2018



sage
housing

Introduction

The purpose of this report is to provide Sage's rental residents with an update on how we served them and what we achieved in 2018.

Our residents are the core of our business and we are committed to providing high quality homes and responsive service.



Message from our Chair

Sage Housing is committed to providing high quality, resident focused management of our rental homes. We adhere to the highest standards, from the build quality of our homes to the service that our residents receive.

We ensure that the homes delivered by the house builders we work with are of a high quality before they are handed to our residents. We have oversight of all aspects of construction and will only take delivery of new homes if they meet our standards.

We are committed to continual investment in our stock to ensure that our standards are consistent throughout the lifetime of a home.

2018 was our first year managing rental homes and we delivered 192 new properties for rent across England. Sage Housing remains on track to deliver a community of 1,000 rental homes by the end of 2019 and over 10,000 rental households over the next 5 years.

We recognise that occasionally things can go wrong. When that happens, you can rely upon us to take action quickly, to learn from the experience and to put improvements in place to avoid it happening again.

I am delighted to see that our current Average Resident Satisfaction Score is 86% which is thanks to our dedicated teams across England who work hard to provide the best service to our residents.

Everyone at Sage is proud of the fact that everything we do is built around ensuring our residents have a high quality service experience.

2018 was dedicated to securing the necessary partners, investment and infrastructure to bring our customer service strategy to life. I am confident that we have the necessary capabilities in place to ensure all of our residents will receive the high quality services they deserve.

A handwritten signature in black ink, reading "Alison Thain".

Alison Thain

Chair



2018 was an important year for Sage – it was our first year managing rental homes and we delivered 192 new rental homes across England.

We started the year providing homes to four families in Rushcliffe in the Midlands and we expect to have a community of 1,000 rental homes by the end of 2019. We plan to provide over 10,000 rental households over the next 5 years.

The most important thing to us is to provide a safe, secure, well-managed home for our residents. During this year, we agreed for Places for People, an experienced social housing landlord, to manage Sage homes. They will take over from the Sage team who have been delivering services in 2018 and will provide excellent services to our residents throughout 2019 and beyond. Sage will be working closely with Places for People to ensure that our residents receive the high quality services they deserve.



“When I first moved in, the lady who showed me round was so so lovely, she made me feel so comfortable and if I had any worries whatsoever she helped. The site I have used for a repair and they got back to me straight away! I also had some trouble with rent and staff explained everything to me they were great, the gifted carpets I got have saved me so much money, Sage housing is great!”

How have we done?

In 2018 Sage are proud that:



We provided
192
new rented homes to residents

We expect to have 1,000 new homes for rent in the local community by the end of 2019



86%
Resident satisfaction score
for our rented residents



100%
of our rented homes are
new build construction



Quality and safety of our homes

As all of our homes are new, it meant that during 2018 they were covered by the 'defects period', which means that all of the repairs that were reported needed to be fixed by the Developer rather than by Sage. The newness of our homes also means that we do not have as much required maintenance compared to older properties.

We ensure that our standard for Sage homes includes carpeting or vinyl in all rooms, as we know this is important for residents comfort, but can often be too expensive for people to arrange themselves when they move in.

On average there were 0.3 defects for each of our new rented homes.

Throughout 2018 we maintained 100% gas safety compliance on all our homes.

We also carried out Fire Risk Assessments in the communal areas of the 7 rented blocks we owned. We spent £2,373 on maintenance in 2018.

In 2019 Places for People will take over repairing and maintaining our homes, bringing a broader specialist team and helping us to ensure we provide Value for Money. When we report on our activity in 2019 we will show our repairs maintenance costs.



In 2018 we completed no repairs (as our homes were under the defects period and so the developer was responsible)

"The property was furnished with carpets when I moved in which made a big difference to my family. I would have had to obtain finance to carpet the property or wait several months without floors."

Value for Money

It is important to us, and to our regulator that we deliver great Value for Money.

For us this means delivering high quality services at a good price. The average rent per week for a Sage Rental home is £126.93. In 2018 we collected 98.7% of the rent due to us.

"On every aspect of moving into our new house Sage was a pleasure to deal with. We love our new house we have now made a home. Thank you so much Sage Housing keep up the amazing work"

The average rent per week:

£126.93

In 2018 we collected

98.7%

of rents due

Listening to our Residents

Sage knows that sometimes our service does not meet the high standards that we set for ourselves, and that our residents rightly expect. During 2018 we received three complaints. Of these 100% were resolved at Stage 1, without being escalated to Stage 2 or referred to the Housing Ombudsman Service.

We believe in continuous improvement and use resident feedback to make our business

better. All three of the complaints related to our customer services, and as a result of the complaints made in 2019 we have:

- Strengthened the training to our staff on Sage's service standards and customer offer
- Improved our recruitment process to ensure people joining the Sage team have excellent customer care skills



Resident Allocation

Sage lets all of its new homes to people who are registered with the local council. When we have a home ready to be let, we advertise the home through the local council. If they have a Choice Based Letting system, the council will place the advert and then once it closes we shortlist and the home goes to the person with the highest priority who has bid for it. Some councils make direct nominations, which means that they select the household on their housing register, in the highest need for the property.



Contact us for any questions

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