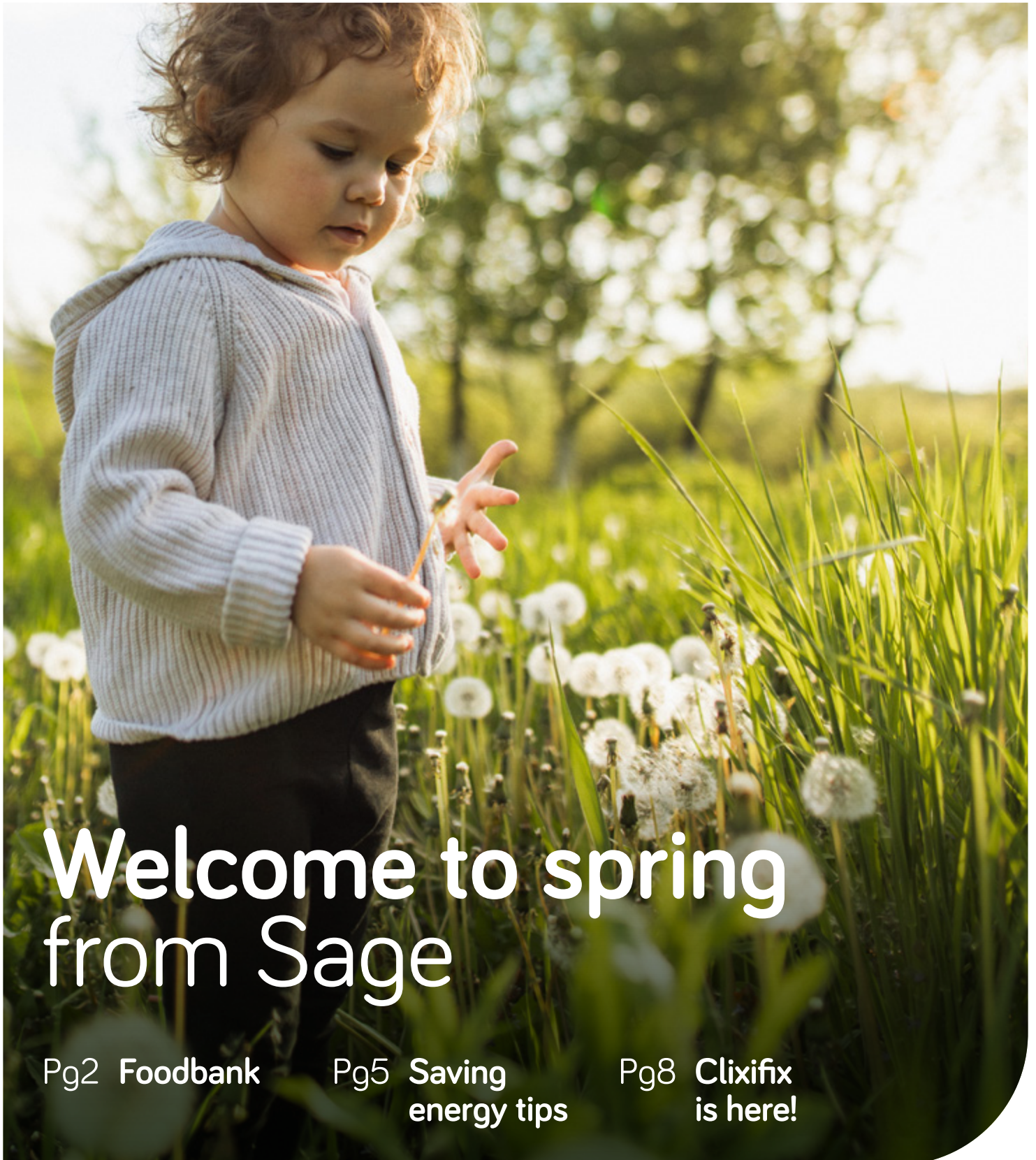


# @Sage



## Residents Newsletter

Spring 2022



# Welcome to spring from Sage

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energy tips

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is here!



# Welcome to your spring newsletter!



We hope you enjoy this spring edition of the newsletter. If you have any suggestions for our next edition, please let us know as we'd love to hear from you.



General enquiries:  
[sageenquiries@placesforpeople.co.uk](mailto:sageenquiries@placesforpeople.co.uk)



## Foodbank



We understand it's a challenging time for everyone. If you are struggling to buy your groceries you maybe able to get help from your local foodbank. They are grassroots, community organisations supporting those who cannot afford the essentials in life. For details of your local Trussell Trust Foodbank go to:  
[sagehousing.co.uk/customers/customer-support](https://sagehousing.co.uk/customers/customer-support)



# Competition

Show us how you, your neighbours, family and friends enjoy spring!

We love to hear how you're enjoying getting out more as the weather changes. Send us some pictures around your home and community for your chance to win!

The winner will get a **£50 love2shop voucher** and two runners up will get **£25 love2shop vouchers**, whilst also being featured in our next newsletter!

Please submit photos of your garden to

 [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk)

by 6th June 2022 for your chance to win.

**Good luck!**



## Dates for your diary

Check out some of these dates below and see if you can get involved in any of them or help spread awareness.

2 May Early bank holiday

2 June Spring bank holiday

3 June Queen's Platinum Jubilee





## Rent update

Sage have increased our rents by 4.1% in line with government legislation. This enables us to continue delivering good quality services to you. This includes repairing, maintaining and improving your home. We also want to invest in new and existing homes, neighbourhoods and plan for future generations. To support you through this time, we have a dedicated area on our website that has lots of information, features and services available to you.



Please visit the customer support area on **Sagehousing.co.uk** for more details on:

**Financial support** - check what you're entitled to for using our benefits calculator.

**Managing finances** - our budgeting tool helps you understand what you can and can't afford.

**Mental health** - stress related to money can have a negative impact on your mental health. Do not suffer in silence.

There are more areas covered but if you can't find what you're looking for, please get in touch by contacting our

**Money Advice Team** at

 [moneyadvice@placesforpeople.co.uk](mailto:moneyadvice@placesforpeople.co.uk)

 01772 666 446.

# Universal Credit - update your account by 11th April 2022

If you are claiming Universal Credit to cover your rent costs, then its important you log into your online account to ensure its updated with the new increased rent amount as soon as possible to avoid any delay in you receiving the correct amount towards your rent.

An update has been added to your journal to make it easier to update your rent increase amount. Simply log on, making sure you have the correct information and input the amount.

You will receive a notification from Universal Credit confirming your housing costs have been updated.

If you have any issues please contact the PfP money advice team who will be able to help

[Moneyadvice@placesforpeople.co.uk](mailto:Moneyadvice@placesforpeople.co.uk)  
01772 666 446



## You can do this in a few easy steps

1

This is a new service - your feedback will help us to improve it.

[Read more about how to manage your Universal Credit claims](#)

Home **To-do list** Journal

[Confirm your housing costs](#)  
Due by Sunday 10 April 2022

[See a record of completed to-dos in your journal](#)

4

This is a new service - your feedback will help us to improve it.

Home **To-do list** Journal

Confirm your housing costs  
**Date of change**

Did your housing costs change on 4 April 2022?

☐ Yes ☐ No

[Continue](#)  
[Back](#)

2

Home **To-do list** Journal

Confirm your housing costs  
**Confirming your housing costs**

There may have been changes to your housing costs or details since April 2022.

You need to tell us about any changes for:

- rent
- eligible service charges
- when you are charged (monthly, weekly etc)

Even if nothing has changed, you still need to report how much you are charged and when.

[Continue](#)

5

Home **To-do list** Journal

Confirm your housing costs  
**Changes to your rent**

You are currently charged £129.43 per week in rent.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your rent?

☐ Yes ☐ No

How much is your new rent?

Do not include any service charges or rent awards.

£

3

Home **To-do list** Journal

Confirm your housing costs  
**Changes to your housing costs**

Has your rent changed?

☐ Yes ☐ No

Have your eligible service charges changed?

☐ Yes ☐ No

[Continue](#)  
[Back](#)

6

Home **To-do list** Journal

Confirm your housing costs  
**Changes to your service charges**

You are currently charged £3.21 per week in eligible service charges.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your service charges?

☐ Yes ☐ No

How much are your new eligible service charges?

Only include eligible service charges. They will be added separately on the other Universal Credit claim.

£

[Continue](#)



# Our top tips to help you save energy and money

## We have put together some tips that could help your carbon footprint and your energy bills.

From 1st October 2021, energy bills may have increased for many households across the country. We know this can be a worrying and challenging time, especially as the colder months lead to higher energy usage increases. Being savvy with energy usage is a great way to save money and help the environment. We all use energy to power our lives – from taking a hot shower in the morning to charging our mobile phones in the evening.



1

### Tweak the heat

Turning your thermostat down by as little as one degree can help save £75 and 320 kg of carbon dioxide a year. This is an easy saving, and you won't be able to feel the temperature difference. If you want to take things a bit further, you can lower the temperature even more and layer-up with some woolly jumpers and thick socks.



2

### Let the light in

Although it can be tempting in the darker winter months, turn off your lights during the day. Open your curtains or blinds first thing in the morning and make the most of the natural daylight. If you do need to switch the light on, an LED energy saver light bulb can save you around £36 a year and reduce your home's carbon impact. Don't forget, if you leave a room then get into the habit of switching the lights off!



3

### Load it up?

If you can, try not to start your washing machine or dishwasher if it's only half full. Doing this can make appliances less energy efficient, so if you can wait until you have enough for a full load, you'll be saving water and energy. You can go a step further and avoid using tumble dryers when you can – this is one of the most expensive appliances to use in your home.



4

### Go eco

Many modern appliances have an eco-mode that helps them save energy. Fridges, freezers, washing machines and dishwashers may have this setting, turning them on can be an easy way of using 30-60% less energy and cutting down your bills.



5

### Cup of tea?

Make sure you only fill the kettle with enough water to make your favourite hot drink. The more water in a kettle, the more energy it takes to boil so this can also save you a bit of money on your bills!



6

### Unplug

A good energy-saving habit is to turn off appliances at the socket when not in use. Did you know unplugging laptop and phone chargers while we're not using them can have a big impact on bills and usage? Even if it's not connected to your phone or laptop, a charger can still use energy, so it's always a good idea to unplug them or switch off at the mains.



7

### Standby savers

Did you know appliances such as TVs, consume up to 90% of their normal energy in standby mode? Buying energy-saving plugs or standby savers cut the power to your appliances by recognising when they have entered standby mode or with the flick of a remote control. This can help you save energy and money!



8

### Quick showers

Spending less time in the shower, reduces the amount of energy and water you use. Did you know by spending one minute less in the shower each day, a family of four could save up to £44 a year? Turn it into a challenge and see who can keep to the reduced time!



# What to do if I smell gas?

## Detecting a gas leak - what are the symptoms?

The most obvious sign of a leak in a home is the smell of gas, but you could also experience an unexpected illness.

### The symptoms include;

- feeling lightheaded
- dizziness
- sleepiness
- nausea
- headaches

If you're suffering from these symptoms and suspect a leak, you should go outside immediately. If you feel better in fresh air, you could be suffering from the effects of a gas leak.

### General safety advice;

- Always check IDs before allowing anyone into your home.
- Signs of a faulty boiler:
  - Soot around the appliance.
  - A yellow or orange weak flame instead of blue flame.
  - A pilot light which blows out easily.

## If you smell gas

### Do:



- Open doors and windows to allow fresh air in.
- Turn off the gas at the mains control handle (usually located near the meter), unless the meter is in the cellar. Move the control handle a quarter turn until it's at 90 degrees from the pipe to shut off the gas supply.
- Leave the property.
- Phone the National Gas Emergency number on **0800 111 999**. Only use a mobile phone from outside the property. The number is free and available 24 hours a day.
- Follow the advice given by the emergency adviser.
- Wait outside for a gas engineer to arrive.
- If you are feeling unwell, visit your GP or hospital immediately. Tell them you may have been exposed to a gas leak or carbon monoxide poisoning.



### Don't:

- Smoke, light a match or use any other naked flame.
- Turn any electrical switches on or off.
- Use doorbells, mobile phones or any other electrical switches which could cause a spark.





# Clixifix is here!



Sage is introducing a new system called Clixifix, to help you log and track defects within your Defect Liability Period\* (DLP).

Clixifix will allow you to:

- Log, track, and manage your defects through a user-friendly platform with direct contact to the defects team
- Use your Clixifix portal to quickly raise issues and upload images and videos instantly
- Monitor every stage of the defects process including communication with our contractors
- Notify the defects team instantly with updates or when works have been completed

\*Your DLP starts when your home is handed over from the builder to Sage, not when you move in. This means the 12-month period may already be running or have expired when you get your keys.

**You can find your DLP end date in your welcome letter.**

If you have access to the Sage online portal, when you next log in you will see the link to Clixifix where you can set up a new account for reporting on defects. We will also send invitations to you to join from the end of March.

**For defect emergencies during office hours (9am-5:30pm Monday-Friday) please call the Defects Team on 0203 906 6541.**

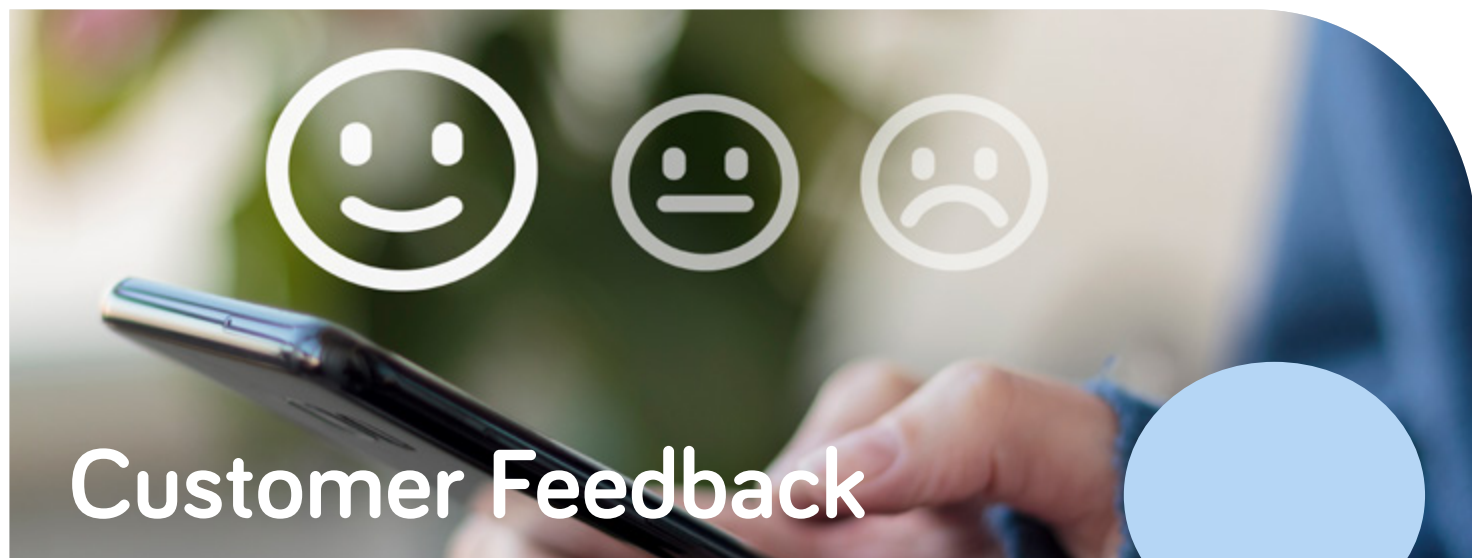
Please note this is for defects only (during your 12-month DLP) and not for general repairs.

**If you are a shared owner within your DLP and have an emergency out of hours issue, please call our support team on 0203 780 8742.**

If you are a shared owner outside of your DLP, you are responsible for repairs and maintenance to your home including emergencies. Please arrange for the relevant trade to attend and assist you.

Whether you part-own or rent from Sage, if there is a major incident such as a flood, fire, or structural issue with your home or in the surrounding area, please call 01772 666 214 and notify the emergency services if appropriate.





# Customer Feedback

**At Sage Housing, customer feedback is important to us so that we understand where we need to make improvements to our services.**

One of the main ways we gather feedback is through customer satisfaction surveys that we send out after various service transactions that our customers experience. These include the moving-in experience, defects and repairs services. We implement plans to improve parts of each service that are most important to you, based on your comments. Your feedback is invaluable to our continued commitment to changing for the better.

We also carry out surveys every 6 months to understand how you feel about Sage in general, and we completed our first one in November 2021. This has helped us understand customer satisfaction from a broad range of our customers at different stages in their journey with us. Along with perception surveys, we're able to obtain feedback from customers who have recently experienced our services, and those who would simply like to express a view. This ensures that we continue to provide an ongoing, high-quality service to all Sage Housing customers and gives you an opportunity to have your voice heard.

## Social Housing Quality Resident Panel

**On 29 March 2022, the Government launched the Social Housing Quality Resident Panel to discuss specific measures to improve social housing quality.**

This initiative will enable residents from across the country to get together and share their views directly with ministers and will be supported by a national survey, taking place throughout April 2022.

You can find more information and details of how to apply here:

[gov.uk/guidance/social-housing-quality-resident-panel#how-to-apply](https://gov.uk/guidance/social-housing-quality-resident-panel#how-to-apply)

## Useful contacts:

☎ 01772 666 214

✉ Repairs:  
[sagerepairs@placesforpeople.co.uk](mailto:sagerepairs@placesforpeople.co.uk)

✉ Rent enquiries:  
[ircenquiries@placesforpeople.co.uk](mailto:ircenquiries@placesforpeople.co.uk)

✉ General enquiries:  
[sageenquiries@placesforpeople.co.uk](mailto:sageenquiries@placesforpeople.co.uk)

✉ Complaints:  
[sagecomplaints@placesforpeople.co.uk](mailto:sagecomplaints@placesforpeople.co.uk)

✉ Defects:  
[defects@sagehousing.co.uk](mailto:defects@sagehousing.co.uk)



Need this in a different language?

इसे एक अलग भाषा में चाहिए?

Potrzebujesz tego w innym języku?

ਇੱਕ ਵੱਖਰੀ ਭਾਸ਼ਾ ਵਿੱਚ ਇਸਦੀ ਲੋੜ ਹੈ?

Braille and audio versions also available