

@Sage



Resident Newsletter

December 2021



Seasons Greetings from Sage

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Welcome to your winter newsletter!

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

Would you like the newsletter in another language?

Our newsletter is one of the ways we communicate with you. If you would like to receive your newsletter or other communication in another language, please let us know, we would be happy to provide this for you.

Please email us at  residentservices@sagehousing.co.uk

Festive Opening Hours

24 December 2021	9.00am-1.00pm
27 December 2021	Closed
28 December 2021	Closed
29 December 2021	9.00am-5.30pm
30 December 2021	9.00am-5.30pm
31 December 2021	9.00am-1.00pm
3 January 2022	Closed
4 January 2022	9.00am-5.30pm

Tenanted – Emergency Out of Hours

If you have an emergency outside of the hours shown (left) please call **01772 666214** and Places for People will assist with your enquiry.





Sage's Resident Scrutiny Panel

A message from Cedi Frederick, Chair of Sage's Resident Scrutiny Panel.

I'm Cedi Frederick, and I am a Sage Housing Board member. I'm also Chair of Sage's Resident Scrutiny Panel. Let me share with you a little background as to why Sage has established the Panel and as its Chair, what I hope it will achieve.

As you're aware, Sage is keen to receive feedback from you about your experience of the services it provides, and it uses a number of online surveys to give you the opportunity to share your experiences. Sage then analyses and uses your feedback to improve the services it provides. However, that is not enough so in keeping with what is seen to be best practice amongst housing providers, Sage is keen to bring the resident voice and experience more deeply into its thinking and planning, so Sage has established a small group of residents who are willing to be much more involved in the work of the organisation.

Earlier this year, after a Sage wide recruitment process, four residents were appointed to the Resident Scrutiny Panel.

They have received training and support to help them prepare for the roles they have taken on. We've held our first meeting and we're now planning our 2022 calendar of meetings.

My belief is that by inviting the Resident Scrutiny Panel to really understand how Sage works, they will be able to question and challenge Sage, and suggest improvements so that the experience of residents will be continuously improved over time. Whilst Sage will invite the Resident Scrutiny Panel to consider particular issues, they will have the right and opportunity to raise specific areas that they want Sage to look at.

I'm really looking forward to working with the Resident Scrutiny Panel in 2022 and beyond.

If you would like to become an involved resident and help us shape specific services we provide to you, please get in touch at residentservices@sagehousing.co.uk

A close-up of a smart meter screen. The left side shows a circular gauge with a flame icon and the text '25%' and '£ 0.11 per hour'. The right side shows a bar chart with a flame icon and the text 'Budget', '£ 0.81', '25%', '£ 1.30', and '36%'. At the bottom, there are icons for Wi-Fi, a pound sign (£), and a percentage sign (%).

Warm Home Discount for low income households

Applications for the Warm Home Discount Scheme are open!

Find out whether your household is entitled to a one-off discount of £140 towards your energy bill over the winter months between October 2021 and March 2022 by speaking to your energy supplier. This scheme applies to pay monthly, pay as you go or pre-paid meter types.

To check if your energy provider is part of the Warm Home Discount Scheme and when to apply, please follow this link www.gov.uk/the-warm-home-discount-scheme/energy-suppliers

Some energy providers open their schemes early and will close when they are full, so check now.

Credit = Cash prizes!



All rent accounts with a £0 at the end of each week in January 2022 will be entered into a prize draw for a chance of winning one of four £25 love 2shop vouchers

One lucky winner will be chosen at random each week. Make sure your account is up to date by logging into your online account at myhome.sagehousing.co.uk selected at random each week to win a **£25 Love2Shop voucher!**



Christmas Budgeting



As we enter the festive season, it is beneficial to think carefully about how much you can spend and set yourself an affordable budget.

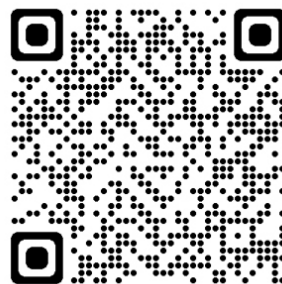
Paying your rent and prioritising your bills should be at the top of your Christmas list. We understand that this can be a busy period, but if you think you may get snowed under, you must let us know straight away. Our account managers are here to help and support you.

If you want financial tips to make your money go further and maximise your income, contact our Money Advice

Team at:

incomemaximisationteam@placesforpeople.co.uk

Alternatively, you can scan the below QR Code to see if you may be entitled to any benefits on the Turn2Us Benefits Calculator.



QUIZ

about the year: 2021

What happened in 2021? Our Quiz asks lots of questions on the events of 2021.

- 1 In October 2021, Adele burst back onto the music scene with 'Easy on Me', the lead single from her fourth album but what is Adele's surname?
- 2 What's the name of the first female and Black Vice-President of the United States?
- 3 Which of the following performers won the 'British Male Solo Artist' award at the 2021 Brit Awards:
a) Yungblud b) Ed Sheeran c) J Hus
- 4 What was the capital city chosen to host the Olympic Games of 2020 that happened in 2021 because of the pandemic?
- 5 How old was Prince Philip when he died in 2021?
- 6 What date did the UK officially leave the EU?
- 7 How many gold medals did England win in the 2021 Olympic games?
- 8 The United Nations General Assembly has declared 2021 as
a) International Year of Peace and Trust
b) International Year of Creative Economy for Sustainable Development
c) International Year of Fruits and Vegetables
d) International Year for the Elimination of Child Labour
e) all the above
- 9 Which artist lived under a conservatorship for 13 years and was freed in 2021?
- 10 Which Caribbean Island became a Republic in November 2021 after 396 years of monarchy?

Answers

1) Adkins 2) Kamala Harris 3) c) J Hus 4) Tokyo 5) 99 years old 6) 1st of January 2021 7) 22 gold medals 8) b) 9) Britney Spears 10) Barbados



Fire Safety

The fire strategy of each communal block outlines the requirements for all common areas to be sterile and free of any personal items.

Sage Housing, as your landlord, has to enforce this requirement under the 'Regulatory Reform (fire safety) Order 2005'.

We carry out routine block inspections and fire risk assessments to ensure compliance with the fire strategy and other regulatory requirements. This approach enables us to identify any fire safety breaches and ensure these are addressed accordingly.

Items in communal spaces such as bicycles, doormats, prams/pushchairs, plants and old furniture breach fire safety in our blocks and put both the building and all occupants at risk. This is the reason why we have a zero-tolerance approach and will issue tort notice when such breaches occur.

Sage Housing takes fire safety, and the safety of all our customers seriously, hence why we will continue to carry out enforcement actions where applicable to ensure our communal blocks are safe.

Your responsibilities

As a tenant or leaseholder, it is your responsibility to keep all entrances, passageways, balconies, communal halls, and stairs clear and free from obstruction.



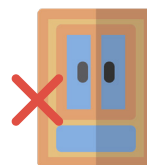
Do not smoke in internal communal areas.



Do not prop or wedge open security or fire doors.



Do not have a welcome mat outside your flat front door.



Do not store any items inside any electrical or landlord cupboards.



Do not store any items in communal areas.

Handy 'Elf & Safety' Hints and Tips for Keeping Safe During the Christmas Season

At Sage, the safety of our residents is of the utmost importance, so we have put together some 'Health and Safety' hints and tips to keep you safe over the festive period.

Christmas is a time to relax and celebrate, but of course we should all be mindful of safety risks. There are plenty of sensible ways to keep an eye on anything unsafe during the festive season, and this is often a case of common sense.

'Tis the season to be smart about health and safety. 'Health and Safety' isn't about stopping people having fun; so with reasonable seasonal safety in mind, here are some top tips 'yule' want to remember for keeping your home safe, or for when you're out dashing through the snow!



Check your Christmas tree lights carry the British Safety Standards sign.



Never place candles near your Christmas tree or materials that can catch light easily.



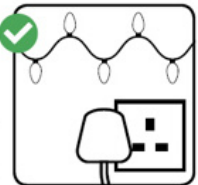
Test your smoke alarms monthly and only remove batteries when replacing them.



Decorations can burn easily - so don't attach them to light or heaters.



Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.



Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.



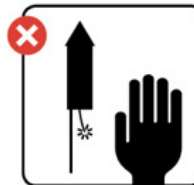
Most fires start in the kitchen. Avoid leaving a cooker unattended. Avoid cooking when under the influence of alcohol.



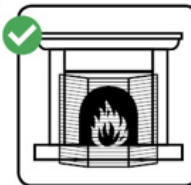
Make sure your family and visitors know how to escape in an emergency.



Make sure cigarettes are put out properly.



Store fireworks safely never go back to a lit firework and keep a bucket of water nearby.



Take care around open fireplaces as clothes may catch fire.



Take time to check on older relatives and neighbours this Christmas as they are at greater risk from fire.

Wishing You a Safe and Happy Christmas from Sage!

Festive Reuse and Recycle Ideas



Having enjoyed the time with family and friends, here are some ideas of what you can do with your leftovers.



Cards

Why not plan for next year and use them to make gift tags or get really arts and crafty and turn them into new cards by cutting out some of the pictures and sticking them onto a folded card.



Tree

The tree needles can be used on your compost heap if you have your own garden. You could also try and use the needles for potpourri.

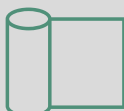
Hopefully, your local authority will take your old Christmas trees and shred them to make groundcover for use in their parks. Please check the Councils website for more details.



Electronics

If you have upgraded your electronics, many charities are recycling items for families who may not be able to afford new items. The Restart Project are a charity that may be able to use your unwanted items: therestartproject.org

If the items do need to be disposed of, please contact your local council. They will give you additional advice.



Wrapping paper

Shred shiny wrapping paper that cannot be recycled. Reuse the ones you can as protective packaging around future gifts. Otherwise, recycle!



DON'T FORGET TO CHECK WITH YOUR LOCAL AUTHORITY IF THERE ARE ANY CHANGES IN THE REGULAR DATES FOR YOUR REFUSE AND RECYCLING COLLECTIONS.

If the bins are full, do not leave any items for collection on the floor in the bin stores.

Useful contacts:

☎ 01772 666 214

Repairs:
✉ sagerepairs@placesforpeople.co.uk

Rent enquiries:
✉ ircenquiries@placesforpeople.co.uk

General enquiries:
✉ sageenquiries@placesforpeople.co.uk

Complaints:
✉ sagecomplaints@placesforpeople.co.uk

Defects:
✉ defects@sagehousing.co.uk

