

# @Sage



## Resident Newsletter

October 2020



### In this issue:

end of year service charge accounts,  
help and advice, competition and a recipe.

# StepChange: Providing free, impartial help with your money worries

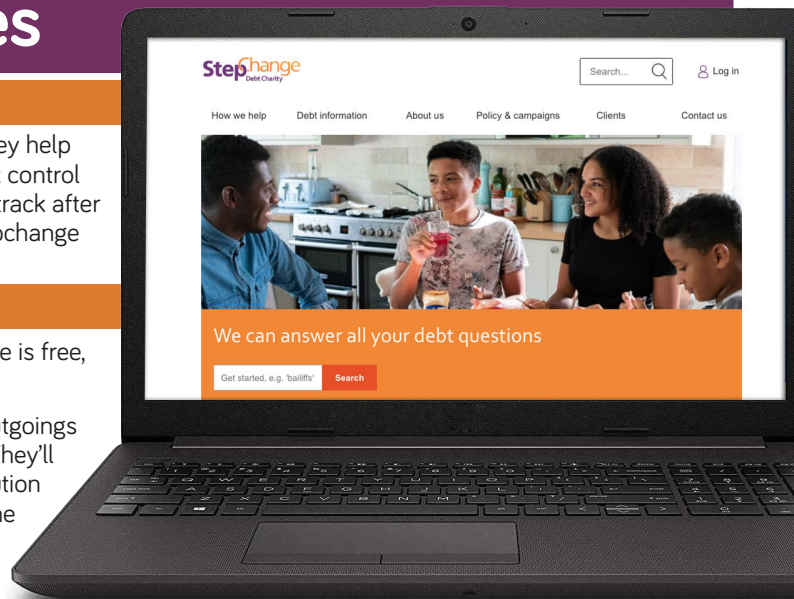
## Who are Stepchange?

Stepchange are the UK's leading debt advice charity. Every year they help over 630,000 people deal with their money worries and take back control of their lives. Whether you need debt advice, a way to get back on track after the financial effects of coronavirus, or support with budgeting, Stepchange can help.

## What happens when I contact them?

You can contact Stepchange online or over the phone. Their service is free, non-judgemental and completely impartial.

When you speak to Stepchange, they'll look at your income and outgoings and help you ensure you're getting any benefits you're entitled to. They'll help you create a monthly budget and will recommend a debt solution that is appropriate to your individual circumstances. You'll get all the information you need to make an informed decision. If you decide to go ahead with a solution, they can provide ongoing support via phone, webchat and email.



## How do I get in touch?

Visit their website at [www.stepchange.org](http://www.stepchange.org) or call 0800 138 1111 Mon-Fri 8am-8pm, Sat 8am-4pm

## 'At Home Shouldn't Mean At Risk' - Domestic Abuse Support

Women's Aid define Domestic Abuse as "an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer."

Sage Housing are committed to supporting victims of Domestic Abuse. If you think you may be experiencing domestic abuse, or perhaps know someone who is, help is available:

### Spot the signs:

[www.gov.uk/guidance/domestic-abuse-how-to-get-help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help)

### Getting help:

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)  
[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

- If you are in immediate danger, please call 999 and ask for the Police. If you are unable to respond to the prompts, make yourself heard by coughing, tapping the handset or once prompted by the system, press 55 and don't hang up.



If you want to access support over the phone, you can call:

- **National Domestic Abuse Helpline**  
0808 2000 247  
[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk) (run by Refuge)
- **The Men's Advice Line**, for male domestic abuse survivors  
0808 801 0327 (run by Respect)
- **The Mix**, free information and support for under 25s in the UK - 0808 808 4994
- **National LGBT+ Domestic Abuse Helpline**  
0800 999 5428 (run by Galop)
- **Samaritans** (24/7 service) - 116 123

### Concerned about a neighbour?

You can contact Places for People via one of the following channels (and/or by using the above resources):

- **Via Residents Portal:** <https://myhome.sagehousing.co.uk>
- **Via Telephone:** 01772 667002
- **Via Email:** [sageenquiries@placesforpeople.co.uk](mailto:sageenquiries@placesforpeople.co.uk)
- If you are in immediate danger, please call 999 and ask for the Police. If you are unable to respond to the prompts, make yourself heard by coughing, tapping the handset or once prompted by the system, press 55 and don't hang up.

# Service update Covid-19

In our last update to you, lockdown was being eased. Since then, some areas have seen localised lockdowns, and restrictions affecting specific industries have been implemented. Our priority remains the health and safety of our customers and employees. We are committed to the safe and effective delivery of housing services:

The following services are operating normally:

- Housing those in need
- Landscaping and cleaning
- Emergency defects/repairs
- Gas leaks
- Uncontainable water leaks
- Electrical or Fire risks
- Security risks

Though the above services are accessible now, they are subject to change depending on COVID-19 developments and UK Government and local health authority guidelines.

If you do need to contact us to report an emergency, please ring the Customer Service Centre on **01772 667002** or you can visit <https://myhome.sagehousing.co.uk> to report a repair online.

For defects specifically, please call **0203 906 6541**. The latest information can be found on our website: <https://www.sagehousing.co.uk/customer-service-news>.

We want to keep in touch with you so please keep us up to date with any changes to your email, mobile or landline number. To do this, contact us via <https://myhome.sagehousing.co.uk>.

## Keeping you safe!

Keeping our customers safe in their homes is our utmost priority. In the upcoming months, we will be consulting with a group of residents in relation to our new communal areas policy and procedure. The policy will be trialled before being rolled out to all residents living in purpose-built blocks of flats with internal communal areas. Please look out for further information on how this will affect you.



*For illustration purposes.*



## Resident Survey

Thanks to all of the residents who responded recently to a survey of their experience of moving into a new Sage home, or to a similar survey about how we deal with any problems relating to the quality of your new home (what we call 'defects'). Your responses help us understand where we are doing well and where we need to improve.

### Lettings Moving in Survey

Responses to this survey were very positive, with 9 out of 10 of those who responded saying they were satisfied with their experiences.

Overall, how would you rate your satisfaction with the service you received from the lettings team?

**90%\***  
\*Rounded up from 88%

### Defects Survey – Rented Customers

The feedback for the second survey which dealt with property defects was more mixed with satisfaction ranging from 68% (a question about how long it took to resolve queries) to 88% (the quality of completed defect work). COVID-19 has made it difficult to address defect problems as quickly as we would like. Builders closed down during lockdown and now have a large backlog of work to get through. We are working with all of our builders to reduce the backlog so if you have outstanding defects we apologise for the delays. We will be in touch with each of you to update you on progress about the defects you have reported.

# Lets get Quizzical!

## Autumn Word Search

B U G U N T L C Z M A D A O F  
M Q A E A T Y I Q U R P E A L  
E T A U H S P S T K P E M G F  
A C N A N A N U E L O I W N E  
Y J N Z Y R M I E R L I G F T  
S K G V O N D C P Y O G Z U A  
S M X C M Y I D S U X M B V T  
H Y A K S D S C D A M O S E X  
J E R Q E H A G B L E P U C U  
C K G R L R W S I L M A K S W  
K R U X E J I K K E B V E I J  
J U M C V V D D C A O Q S P N  
S T R K A C D P D V T J O S X  
O O B O N F I R E E L U T A I  
W E D I R Y A H R S S O M D U

ACORN  
APPLE CIDER  
AUTUMN  
BONFIRE

FAMILY  
HAYRIDE  
LEAVES  
PUMPKIN

SCARECROW  
SMORES  
TURKEY  
THANKS

# Lets get Quizzical!

Can you spot the 10 differences?



## Bake off is back!

Baking can be great for our mental health. It can be both calming and meditative, in addition to stimulating our senses and bringing out creativity. Why not give it a try, either on your own or with the family... Here's a delicious choc-chip cookie recipe to help you on your way!

### Ingredients

200g softened butter  
300g soft brown sugar  
2 tsp vanilla extract  
2 eggs  
300g self raising flour  
80g cocoa powder  
1 tsp baking powder  
300g choc chips

### Method

#### STEP 1

Preheat oven to 180c / gas 4

#### STEP 2

Cream butter and sugar until light and fluffy, then beat vanilla extract and eggs.

#### STEP 3

In a separate bowl sift flour, cocoa and baking powder together.

#### STEP 4

Add flour mix to the creamed mix in stages (a third at a time) mix well. Fold in choc chips until just combined.

#### STEP 5

Spoon a tablespoon of mixture on to a baking tray and just let it drop off the spoon, repeat until you have used up all the cookie mixture.

#### STEP 6

Bake in preheated oven for 12 minutes, when you remove the cookies from the oven they will still be soft, leave to cool completely on the baking tray, where they will continue to cook slightly, when completely cool move to a cooling rack. Then enjoy Mmmmmmm.



## Useful contacts:

General enquiries & repairs:

☎ 0845 266 0735 or 01772 666 214

Rent enquiries:

☎ 01772 666 444 (option 3)

Repairs email:

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

Sage rents:

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

General enquiries:

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

Feedback:

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