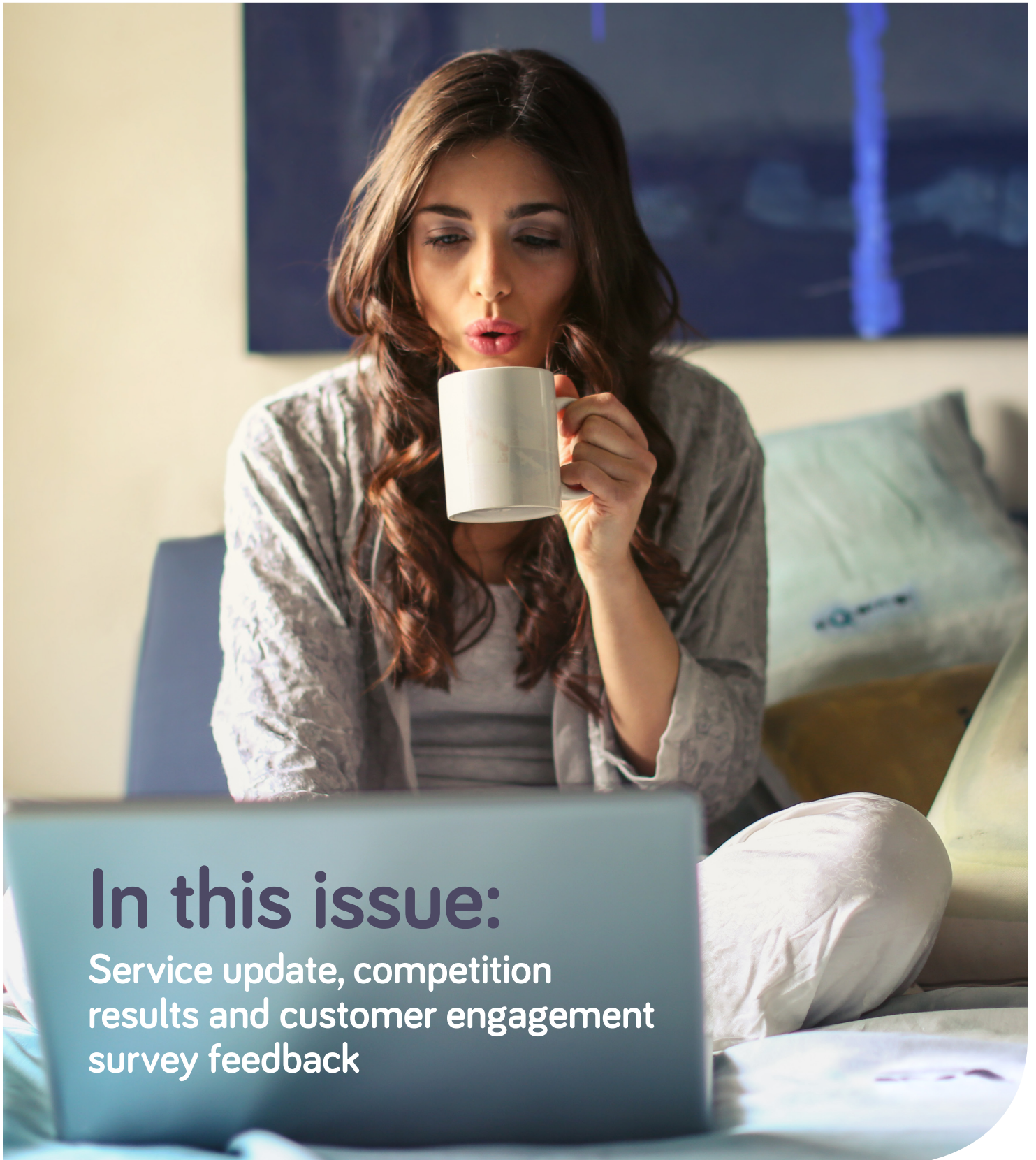


# @Sage



## Resident Newsletter

August 2020



# Meet Moira and Mark

## Our new residents in Cambridgeshire

When we bid for this home, it felt too good to be true! It was already adapted for my husband's health needs, minutes away from our family and in the perfect location.

Imagine our joy when we received a housing offer. Our home gives my husband dignity, respect, and a better quality of life for both of us. We can look to the future in confidence, knowing we have found our miracle home. I want to thank the Sage lettings staff that have helped us throughout this process. They have been positive and professional. This experience has demonstrated how helpful housing providers can be.



Moira and Mark 

## Coronavirus Crisis – Service update

As the easing of lockdown continues, we hope that you and your families are safe and well. Alongside our partners at **Places for People**, we continue to prioritise the health and safety of customers and employees by minimising person to person contact and following the latest government guidelines.

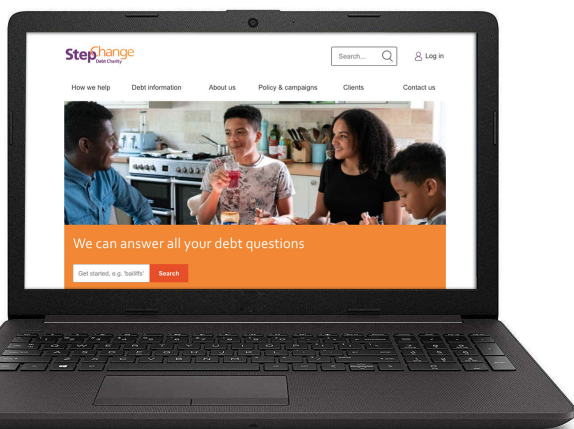
We are undertaking essential work only. At present this includes:

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

If you do need to contact us to report an emergency, please ring the customer service centre on **01772 667002**. For defects specifically, please call **0203 906 6541** or email [defects@sagehousing.co.uk](mailto:defects@sagehousing.co.uk). 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>.

## Financial assistance



**StepChange** (debt charity) have a great online resource that may be useful for pointing you in the right direction if you are struggling to pay your bills because of coronavirus.

More information can be found here: <https://www.stepchange.org/debt-info/emergency>

## We asked, you said!



A huge thank you to those who participated in our resident survey in May!

### The results:

- **67%** of you want to receive quarterly newsletters.
- **64%** of you want to engage with us through questionnaires related to services.
- **20%** of you are interested in becoming estate champions.
- Almost **50%** of you would like to assist with testing new ideas for services.
- **33** customers have expressed an interest in joining a member panel to help us design and test new ideas.

We will be sharing more information in our newsletters and on our dedicated webpage in the coming months. A huge congratulations to Lucy, Ikram and Lorraine – our competition winners.



# Keep active, stay connected!

Taking care of both your **physical** and **mental health** during these challenging times is important. Here are some ideas to help you keep active, stay connected & take time to relax and unwind!



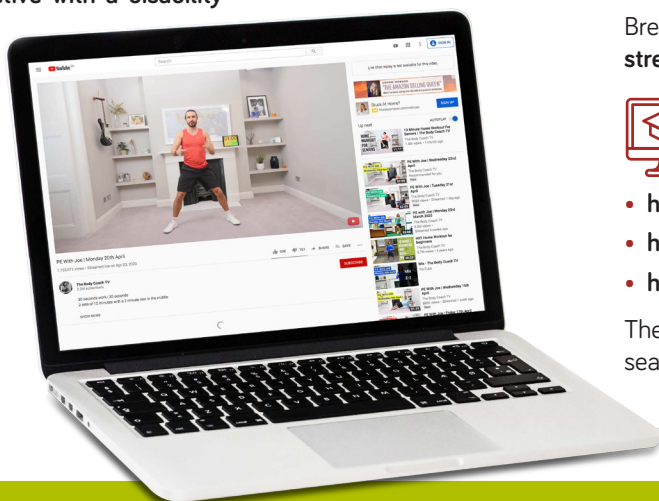
## Staying at home tips

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips>



## Stay active

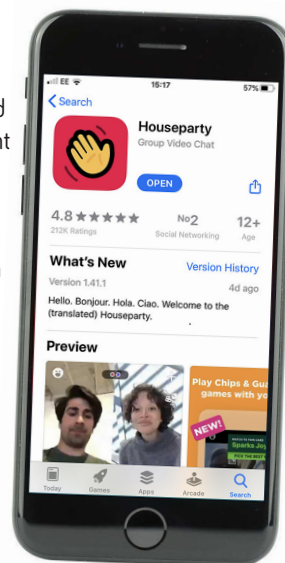
- P.E with "The Body Coach", Joe Wicks. Every weekday morning from 9am:
- <https://www.youtube.com/channel/UCAxW1XT0iEJo0TYIRfn6rYQ>
- Why not try a home workout? Follow this link for some ideas:
- <https://www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos>
- <https://www.nhs.uk/live-well/exercise/get-active-with-a-disability>



## Stay connected

Keeping in touch with loved ones and maintaining relationships is important for our well-being. **Zoom**, **FaceTime**, **WhatsApp** and **House Party** are just some of the ways that you can stay in touch with friends and family, even when you can't be together. They are all available in your app store.

There are also some great virtual pub quizzes, concerts and plays on YouTube and other streaming services and platforms.



## Relax and Unwind

There are some useful social media resources for mindfulness and relaxing:

### Facebook:

Mindfulness: [www.facebook.com/MindfulEveryday](https://www.facebook.com/MindfulEveryday)

Anxiety Support Group: [www.facebook.com/mendingpieces](https://www.facebook.com/mendingpieces)

### NHS:

Breathing Exercises: <https://www.nhs.uk/conditions/stress-anxiety-depression/ways-relieve-stress>



## Tools for home learning:

- <https://www.bbc.co.uk/bitesize>
- <https://www.twinkl.co.uk> (a month's free access)
- <https://www.themathsfactor.com>

There are lots of other resources available, so it's worth searching along your specific areas of interest.

## Green fingers!

Well done to **Stuart, Catherin, Gabby and Zita** from **Suffolk** who have won our best garden competition. **Housing Services Director, Mike Donaldson** selected your garden from the pictures submitted following the spring edition of our newsletter. **Your prize is on its way.**



Best Garden Competition

## 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)