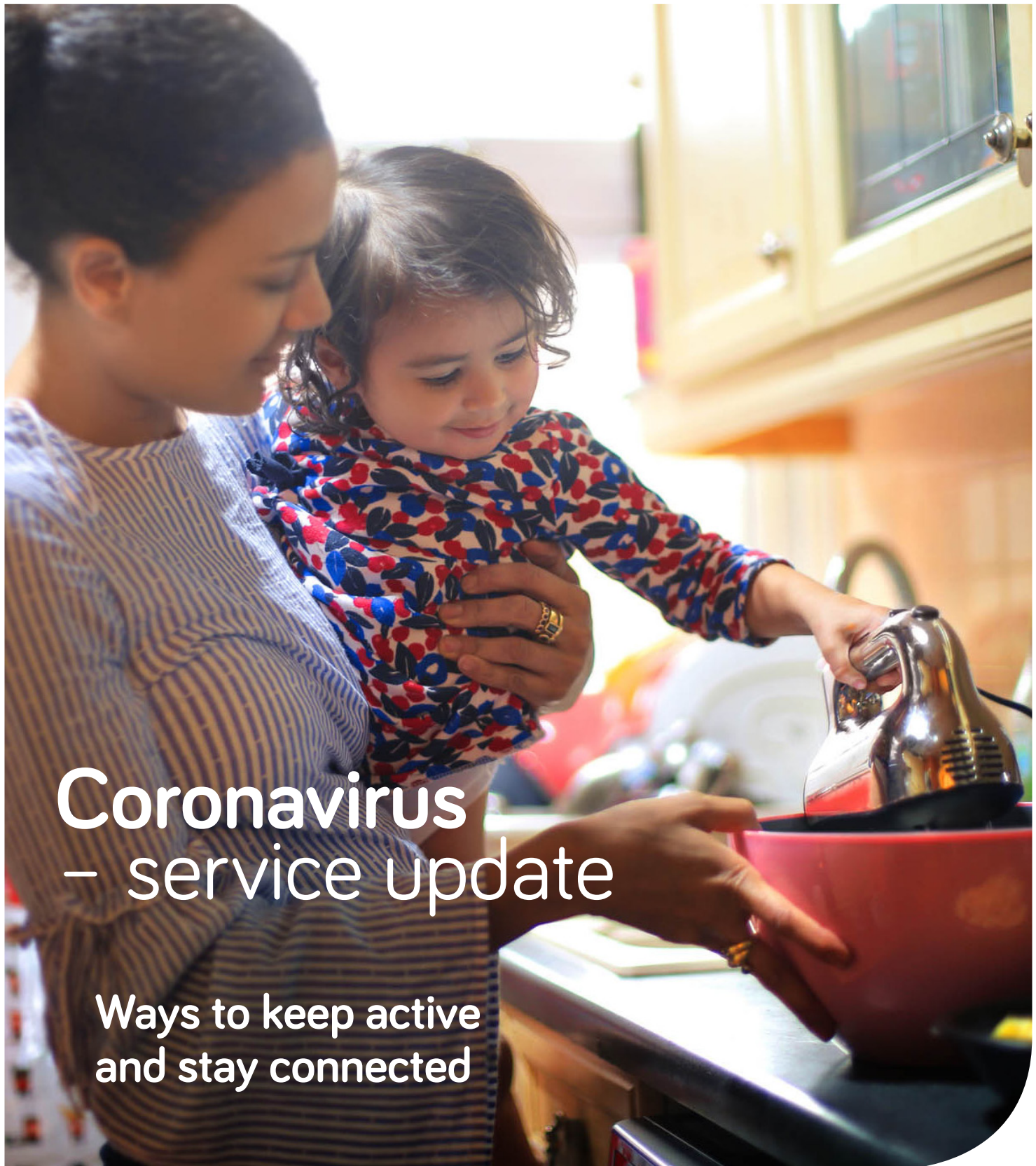


@Sage



Resident Newsletter

May 2020



Coronavirus – service update

Ways to keep active
and stay connected

Welcome to @Sage,

the Sage Resident Newsletter

Hello, my name is **Rod Cahill**, and I am **Chief Executive of Sage**, your housing provider. We are a long-term investor and proud to be playing our part in addressing the need for affordable homes including for rent and sale. Sage is a registered provider and was set up in 2017.

We are focused on making affordable rent and low-cost ownership available to as many people as we can. Our rented homes are let exclusively to people on local authority housing waiting lists, and our shared ownership homes are sold to people who would otherwise be unable to afford to buy a home of their own. Our rented homes are managed by our delivery partner, Places for People, is a placemaking and regeneration company, managing 197,000 homes across the UK.

At Sage, we have set high standards for the quality of our homes as well as the services that our residents receive. We are continuously looking to improve the service we provide, and we want your thoughts and ideas about how we can improve things.

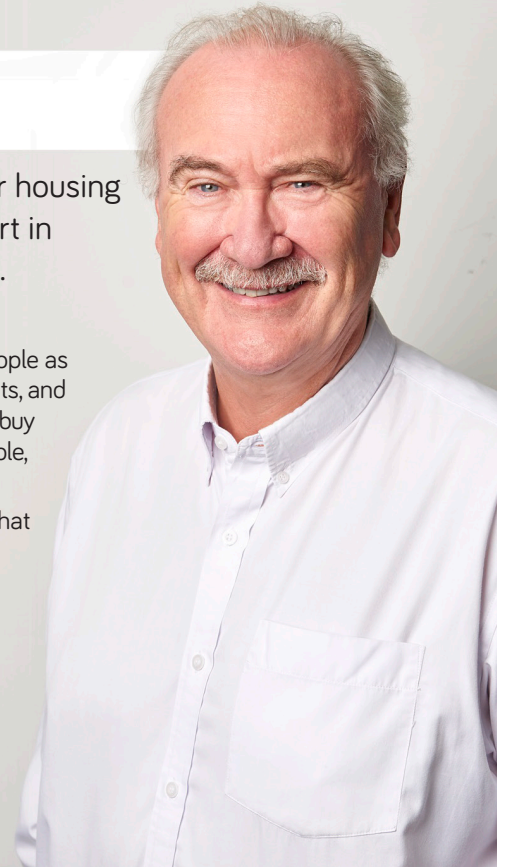
The newsletter will be sent to you quarterly. If you have any feedback about items here or ideas for articles you'd like to see in future editions please get in touch via:

residentservices@sagehousing.co.uk

Thanks for your time, we hope this is helpful and informative.

Best wishes,

Rod



Sage & Places for People



We are a new but growing organisation. To ensure that we can deliver quality services for all residents, we chose to work with Places for People who are an established national housing provider. Importantly, they have staff throughout the country capable of delivering local services.

As Places for People are our managing agent, residents can contact them to access the following services:

- **Rent queries**
- **Housing management services** (queries about your tenancy, moving home and options should you consider moving).
- **Your estate** (communicating issues around block and estate management such as cleaning or and grounds maintenance).
- **Anti-social behaviour** (reporting any concerns you may have).

You can contact the Places for People Customer Service Centre by calling **01772 667002**.

Coronavirus Crisis – Service update

This is a time of great uncertainty for you and your family and the whole country. We want to ensure that you are aware of the steps that we and Places for People are taking to minimise disruption and ensure that we continue to deal with emergencies.

For your safety, and for the safety of our employees, we are taking steps to minimise in-person contact consistent with government guidance around social distancing. What this means for you is that we will only be able to prioritise attending to emergency defects and repairs until further notice. An emergency defect/repair is any problem that could be a security risk or cause harm to you, another person or to your property, and includes:

- Gas leaks
- Uncontainable water leaks
- Complete loss of heating and hot water
- Electrical or fire risk
- Property security

You can still report non-emergency defects/repairs in the usual way and when we are able to resume our normal services, we will be in touch to arrange an appointment.

In line with Government guidance to safeguard all concerned, our offices and those of Places for People will be closed to the public. 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. 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>

What to do if your finances are affected by Coronavirus

We understand that the current health emergency may have affected your work and employment and that you may face financial uncertainty during this very challenging period.

If you are having problems making your rent payments, please contact us on **01772 666444** or you can visit <https://myhome.sagehousing.co.uk> and we will work with you to offer support. We can do this in a number of ways by agreeing an affordable repayment plan, supporting you with a Universal Credit or Housing Benefit claim, or supporting you with a discretionary housing payment or hardship application.



Having your say

Your views about your home and the services we provide matter to us and we want to ensure that you can engage with us in ways that are convenient to you.

We want to communicate and receive feedback from our residents in a way that best meets their needs and are considering a number of different options. We would like your feedback. We have also put further information on our website <https://www.sagehousing.co.uk/tenants/customer-engagement>.

To make it easier for you to pass your suggestions back to us we have also sent you a short email with some questions and a space for free text. If you can get your response back to us by **May 15th** we will work out how we can organise all the ideas into something that works for us and for you. And we will keep you up to date with progress via our website and through this newsletter.

Here are some of the things that different organisations use to engage with customers and residents.

- 1 **Sending you newsletters**, like this one, to provide up to date information. You can of course get in touch any time with your suggestions for articles you would like to see in the newsletter. And if you are interested in sending us occasional articles, we'd love to hear from you.
- 2 **Holding occasional online question and answer sessions** with managers at Sage, including the Chief Executive
- 3 **Volunteering to work with Sage** to help develop services. Some residents have already volunteered to help us develop a new online service for residents.

There might be something here that you would find helpful, or that you have used elsewhere. If so, let us know on the questionnaire we have sent you. If you don't see anything that is in line with your preferences, we'd like to hear your thoughts in the questionnaire. More ideas and information can be found on our website.

If you respond to our questionnaire you have a chance to win one prize of £200 and two £100 prizes.

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

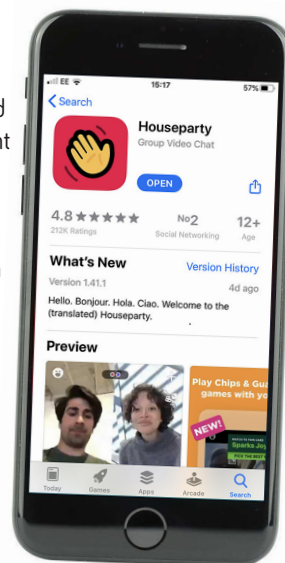
- P.E with "The Body Coach", Joe Wicks. Every weekday morning from 9am:
- <https://www.youtube.com/channel/UCAxW1XT0iEJo0TYIRfn6rYQ>
- Why not try a home workout? Follow this link for some ideas:
- <https://www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos>
- <https://www.nhs.uk/live-well/exercise/get-active-with-a-disability>



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

Anxiety Support Group: 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.

Do you have green fingers?

Spring is now with us, so if you have a garden – or even a window box – we're inviting you to make the most of staying home by sending a picture of your garden in to residentservices@sagehousing.co.uk

All pictures must be sent in by 1st June 2020.

A panel of judges will pick out the winner who will be presented with a **£100 gift voucher** by a member of our leadership team. Good luck!



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

Sage rents:

✉ ircenquiries@placesforpeople.co.uk

General enquiries:

✉ sageenquiries@placesforpeople.co.uk

Feedback:

✉ sagecomplaints@placesforpeople.co.uk