

# @Sage



## Resident Newsletter

August 2021





# Welcome to your summer newsletter!

We hope you find this an enjoyable read. If you have any suggestions for our winter edition, please do let us know, we would love to hear from you!

## Would you like the newsletter in another language?

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



Just email us at [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk)

## Sage Half-Year Overview

**No one could have foreseen how 2020 was to turn out, as Covid-19 made our work more challenging with access to homes restricted, but even with these difficulties, we stuck to our purpose of providing our signature sense of stability to our residents, in top-quality homes, with services to match.**

First and foremost, I want to say thank you to all our residents, for their support and understanding. And to the Sage team for guiding and managing the business throughout the time when Covid held England in its grip. Even under such dramatic circumstances, we helped 758 families onto the housing ladder through our shared ownership sales programme. We kept growing, acquiring 2,160 new homes from developers, to keep the prospect of a great place to live within reach of those who need it most. We let 979 of them to tenants nominated by local authorities, taking people off council waiting lists. The rest are on offer to prospective new residents.

During the year, we signed agreements with our developers to deliver a further 2,163 homes. That brings the total number of homes in the Sage pipeline to 13,894.

The key issues came with services that needed full access into homes, including repairs and maintenance. That meant, for a time, we could generally deal with emergency situations only. Nonetheless, our compliance with landlord's gas safety requirements stayed at 100% throughout. And I am pleased to say that as the pandemic restrictions ease, we expect 2021 to return to full, normal service everywhere.

We pride ourselves on our engagement with you, our residents. During 2020, when we could not meet in person, we gathered your views online and via Zoom. We also continued to share a quarterly newsletter with you all, and our regular surveys found 87% of residents were satisfied. We are confident we can build on that in 2021. It is shaping up to be more normal, a year in which we can say "welcome home" to more and more people.





## New Build Project Highlight

**Sage are working on a new development in partnership with Bellway Homes in Dartford, called Copperhouse Green.**

This is a fantastic development that we would like to share with you:

- Copperhouse Green is part of Dartford's transformation plan that includes:
  - a new cinema, revamped leisure centre, bars and restaurants.
  - Copperhouse Green adjoins Central Park in Dartford.
  - There are excellent transport links from Dartford's train station.
  - Over 600 homes will be built on this site.
  - An artisan 'micro' brewery will also be built on the development.
- Sage will provide a mixture of 1 and 2 bed flats: 38 x Shared Ownership Flats and 23 x Affordable Rented Flats
- Sage have taken handover of the first block last week with a total of 21 affordable rented flats. See photo.
- The remaining 40 flats (38 Shared Ownership and 2 rented) are due to be completed later this year.
- The site also has a District Heating / Communal Heating System which provides heat and hot water to all properties.
  - Bellway partnered with Watkins Energy to provide communal/district heating system also referred to as a Heat Network, which supplies heating and hot water to every home on the development. It means there is no need for a boiler in each property. Every home is supplied with hot water and heating on demand and at the touch of a button.





# Sage Together

**Sage are continuing to work internally to raise awareness on some key events throughout the year which we want to celebrate. We would like you also to get involved to perhaps raise awareness or participate in events in your community.**

If you are planning on doing something, whether it is a run for a particular cause or organising an event, please do let us know. We would love to share your story in our next newsletter edition.

Some key events taking place over the next few months include;

World Alzheimer's Day on **21st September**

European Day of Languages on **26th September**

World Heart Day on **29th September**

Due to the pandemic, Pride events across the country had to be cancelled, however, with the lifting of restrictions, these have now resumed with many taking place in August and September.

**Click [HERE](#)** to see what Pride events are taking place near you.







## Covid-19 Update

**The safety of our customers and employees is our top priority.**

Whilst most COVID restrictions were lifted on 19 July, we have chosen to continue with best practice on wearing face coverings and social distancing whilst visiting out customers and completing lateral flow tests on a regular basis. Similarly, our repairs and maintenance teams will do the same.

Our gas contractors will continue with the gas inspections and services as we have a legal duty to complete this. If you have any health conditions or have been told to self-isolate, please contact us via [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk) so we can talk to you about booking your inspection and how you can continue to use your gas appliances safely.

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## Defects Update

**Resolution of defects has gained momentum as we approach the final stages of removing government restrictions due to Covid-19.**

Despite the increase in appointments being booked by our developer partners, there are still a large number of backlogged defects to be completed and we appreciate your continued patience whilst we work with you to make the necessary appointments.

Please be assured that this is a priority for Sage and we are utilising our own contractors to resolve issues where appropriate.

# Lettings Satisfaction Survey Results

Hello and a warm welcome to all our new residents who moved into a Sage home over the last 3 months.

In the period April – June 2021, there were

**277** new tenancies signed.

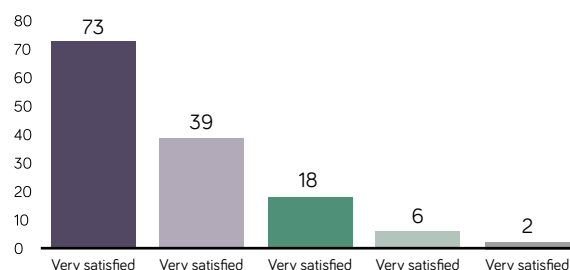


First impressions and customer satisfaction are extremely important to us as an organisation.

This survey enables us to understand your overall experience, helping us to learn, make changes where necessary and strive for continuous improvement.



Overall satisfaction with Sage Housing



Please find this quarter's results above, based on a 50% response rate:

**89%**

of respondents were either very satisfied or satisfied with their initial contact with the Lettings Team.

**88%**

of respondents were either very satisfied or satisfied with their overall lettings experience.

**85%**

Overall satisfaction with Sage Housing



Thank you very much for those who completed the survey; it is not too late to return yours if you have not been able to do so yet. If you would like to give any further feedback, please send us an email at: [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk)



# Gas Safety Week



Sage are proud to be supporting Gas Safety Week 2021, taking place 13th to the 19th of September.

Gas Safety Week is an annual safety week to raise awareness of gas safety and the importance of taking care of your gas appliances. It is coordinated by Gas Safe Register, the official list of gas engineers who are legally allowed to work on gas.

Badly fitted and poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide (CO) poisoning. CO is a highly poisonous gas that can kill quickly with no warning, as you cannot see it, taste it or smell it.

As a landlord, we are legally responsible for the safety of our residents. We must make sure maintenance and annual safety checks on gas appliances are carried out by a Gas Safe registered engineer. We are also legally obliged to make sure:

Gas pipework, appliances and flues provided for residents are maintained in a safe condition.

All gas appliances and flues provided for residents' use have an annual safety check.

A Gas Safety Record is provided to you within 28 days of completing the check or to any new resident before they move in.

You keep a copy of the Gas Safety Record until two further checks have taken place.

Maintenance and annual safety checks are carried out by a qualified Gas Safe registered engineer.

All gas equipment (including any appliance left by a previous tenant) is safe or otherwise removed before re-letting.



Find out more about Gas Safety Week here  
[gassaferegister.co.uk](https://gassaferegister.co.uk)



# “My Holiday” Photograph Competition!

Staycations and day trips are on the cards this year, and we would like to invite you to share your favourite photo from your holiday, or day out during the summer break!

Please send us your photo to  
[residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk) by  
Monday 6th September 2021  
for your chance to win one of three  
**£50.00 vouchers**  
of your choice!

**ENTER TO  
WIN!**



There will be three categories:

- 1 Children (up to 12)
- 2 Teenagers (13-18 years)
- 3 Adults (18+)

We look forward to seeing your holiday memories.

The winners will be shared in the next newsletter edition!



## Sage in Bloom! Competition Winner!

**A huge congratulations to  
Annabel and Steve for winning  
our Sage in Bloom Competition!**

Annabel said “We moved in to our new build in February, and the garden was just grass. Over the past few weeks, we have dug the turf out to make space for lots of new beautiful plants. We have had the patio extended, so we now have a garden shed and bin store. We are loving sitting out in the sunshine and watching the plants grow. Still a bit more work to be done.”

Thank you to all those who took part. Annabel and Steve, enjoy spending your gardening voucher!







# Sage's Resident Scrutiny Panel

**Sage are committed to providing excellent services that meet high standards.**

Exciting opportunity to help us continue to improve. We're creating a Residents' Scrutiny Panel to:

- ✓ **Ensure residents influence and are involved in scrutinising our performance**
- ✓ **Make recommendations about how services can be improved**
- ✓ **Hold our leadership team and board to account where performance fails to meet agreed and published standards**
- ✓ **Drive continuous improvement**

You will be expected to attend meetings on a quarterly basis which will be mainly online, plus you must be available to read any briefing papers in advance. You will receive expenses, training and development opportunities, mentoring and support, as well as a tablet.

We will be recruiting at the end of August but if you think this could be for you, please don't wait. Get in touch with us at [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk) to register your interest and find out more.

*Are you passionate about improving the services you receive? Then we are looking for you!*

## Useful contacts:



- ✉ **Homeownership Team:**  
[homeownerservices@sagehousing.co.uk](mailto:homeownerservices@sagehousing.co.uk)
- ✉ **Complaints:**  
[complaints@sagehousing.co.uk](mailto:complaints@sagehousing.co.uk)
- ✉ **Defects:**  
[defects@sagehousing.co.uk](mailto:defects@sagehousing.co.uk)
- ☎ **Telephone Enquiries:** 0203 906 6541