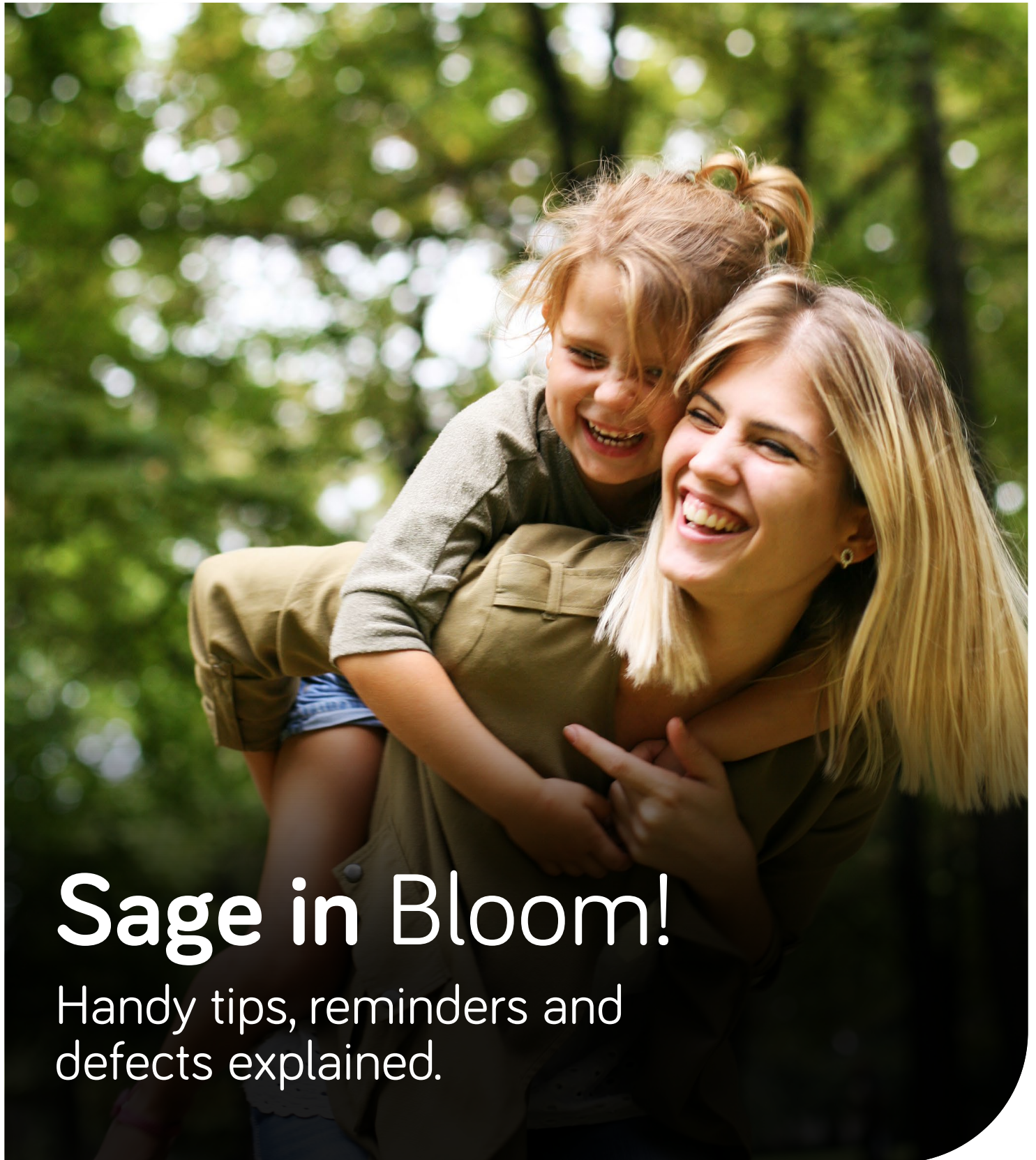


# @Sage



## Resident Newsletter

May 2021





# Hello to our Residents from the Sage team



As lockdown restrictions begin to ease, we hope you are enjoying a little more freedom and some time outside with family and friends. Our residents are at the heart of our business which is why we are committed to providing high quality homes and delivering excellent services. Since 2017, we have delivered over 4,000 homes, and we have more than 13,000 in contract. The way Sage operates allows us to remain focused on making affordable rent and low-cost ownership available to as many people as we can.

Your opinion matters to us, so if there is anything you think we could do better, please let us know.



We will shortly be beginning a project in Partnership with Countryside, located in Burgess Hill, Sussex. The “Freeks Farm” development will see 237 affordable homes being built – this is split between 65% affordable rent and 35% shared ownership.

The first of these properties is due to be ready before the end of this year.



The homes will range from one-bedroom apartments to four-bedroom family homes, including properties for those aged 55 plus and fully wheelchair-accessible homes. The first homes for shared ownership sale are expected to be ready by summer 2022.

This newsletter edition will provide you with a Covid-19 update in terms of how the business and our partners are currently operating, updates in relation to defects and end of defects, a gardening competition and more!

We hope you find the spring newsletter an enjoyable read, if you have any feedback please do let us know via email at [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk) 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)



# Covid-19 Update



**Although restrictions remain in place, the easing of measures means that Places for People have begun resuming routine (non-urgent) repairs.**

Emergency repairs are being carried out in all regions as normal. Emergencies are any problem that could be a security risk or cause harm to you, another person or to your property. This also includes loss of heating and/or hot water.

If your repair is an emergency, please call Places for People's Customer Service Centre on **01772 667 002**. Please log routine repairs via the Portal. For defects specifically, please call Sage on **0203 906 6541**.

Please note, you may be asked safety questions prior to a repair being booked; this is to make sure we keep you and our colleagues safe. In addition, depending on where you live, we may not be able to book in repairs that are not an emergency.

Please be aware that gas safety checks will continue wherever possible.

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>

Thank you for your continued patience.



## Sage in Bloom!

**Spring is here and we would love to see your gardens in bloom!**

We know many of our residents take huge amounts of pride in their gardens, so why not share them with us for your chance to win a £100 gardening voucher?

Please submit photos of your garden to [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk) by Friday 4th June for your chance to win. Good luck!



Please submit photos of your garden to [residentservices@sagehousing.co.uk](mailto:residentservices@sagehousing.co.uk) by Friday 4th June for your chance to win. Good luck!





# Sage Together

With the easing of restrictions, many of us will be planning our spring and summer activities. Here at Sage, we are also excited to be celebrating some key events as we continue to work towards a more inclusive and equitable environment for both our staff and residents.

Some Sage colleagues and residents will be observing Ramadan and Eid during April and May and we would like to wish you Ramadan Mubarak. To show our support, some non-Muslim colleagues will be choosing a day or two to fast, whilst others will be taking time just to reflect on things they are grateful for and we would love for you to join us.

10th – 16th May 2021 is Mental Health Awareness Week in the UK. Hosted by the Mental Health Foundation (MHF), this year's theme is 'Nature'; Nature is our great untapped resource for a mentally healthy future. Mark Rowland (CEO, MHF) has given his thoughts on this year's theme "Nature is so central to our psychological and emotional health, that

it's almost impossible to realise good mental health for all without a greater connection to the natural world". Find out more here:

📍 <https://www.mentalhealth.org.uk/campaigns/mental-health-awareness-week>

Some other well-known dates and events to look out for over the next three months:



**12th May**  
International Nurse's Day

📍 <https://www.rcn.org.uk/get-involved/campaign-with-us/nurses-day>



**5th June**  
World Environment Day

📍 <https://www.worldenvironmentday.global/>



**20th June**  
Father's Day





# Defects Explained

As mentioned previously, Sage are making steady progress with our developer partners to get as many defects completed as safely as possible. We have provided some further information below which you may find useful:

## What is considered a minor defect?

Examples include shrinkage and settlement; with these types of defects, you may be advised that these will be picked up at the 'end of defects' or at the 'end of the defects liability period' often shortened to 'EOD'.

## What is 'End of Defects'?

Your EOD occurs at the 12-month anniversary of when Sage purchased the home from the developer, and not 12 months after you moved-in, which is a common misconception. Due to this you may find that you only have a few weeks or months left of the defects period when you move in, and some cases you may not get any defects period at all.

## Where can I find information about my defects period?

Your welcome pack tells you when your defects period will come to an end, you can also ask either your Lettings Officer or Sales Agent if you are unsure.

## What is the warranty period?

All Sage homes benefit from a 10-year warranty from NHBC (or Premier Guarantee) meaning that the structure of your home is still covered. If you are a homeowner, you will be sent a copy of your policy to refer to and more information can be found here: [What does Buildmark cover? | NHBC](#)

If you rent your home from us and have concerns around any structural issues, please get in touch.

## What is the difference between a 'snag' a 'defect' and a 'repair'?

Snags are small damages or omissions found during the snagging period which is the final stage of the building process before Sage purchase it from the developer e.g. a missing door handle.

Defects are faults found due to parts failure or poor workmanship during the first 12 months of the home's lifetime e.g. a leak from the boiler

Repairs are issues that arise at any time which are not covered under defects period or the 10-year warranty.

## How do I know who is responsible?

All Sage customers can report defects to Sage until the end of defects period (EOD). Sage Shared Ownership customers are responsible for repairs during the first 12-months (for non-defect issues) and after that time. Sage rented customers can report repairs to our partners at Places for People at any time.

## I am still unsure, what shall I do?

Log an enquiry via the Portal and someone will get back to you with guidance.

We would like to thank all residents who have had outstanding issues for their patience during this difficult time.



Monarch Partnership are utility consultants and work with us to ensure energy consumption is efficient, affordable and sustainable. They have produced helpful advice on how you can reduce your energy usage and save money.

# SAVING ENERGY *Saves Money*

Save money on your heating bills with our *Top Heat-Saving Tips!*

1

## Set your heating and hot-water timer

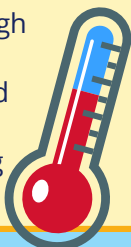
If you're out at work for most of the day, set the timer to come on for a few hours in the morning and evening, while you're at home.



2

## Set the boiler thermostat to 60°C

(140°F). This is warm enough to provide hot water and heating for your home, and means that you don't need to waste money by heating more than this.



3

## Move furniture away from radiators

Valuable heat is absorbed by furniture in front of radiators, making rooms feeling colder.



6

## Use thermostatic radiator valves

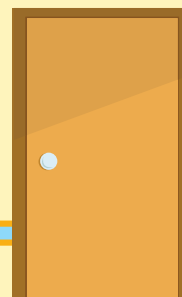
to control the temperature in a room.



4

## Close the doors

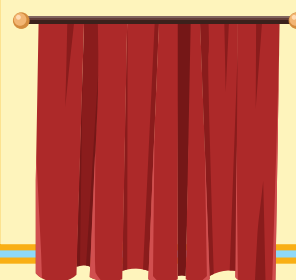
inside your home to keep the heat in the rooms you are using.



5

## Use your curtains

Draw your curtains when it starts to go dark and hang a curtain across your front and back doors to keep the draughts out. Lined or thick curtains are best.



7

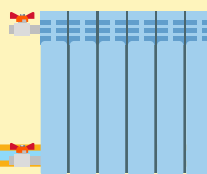
Turn the central heating thermostat **down** to control room temperatures.



8

## Turn the radiator temperature down

or completely off in rooms you rarely use to reduce the total amount of energy you use.



9

**Tint your windows** to help keep heat in or out when needed. Window films are designed to allow in visible light, while blocking infrared light.

10

**Top up extra money** on prepayment meter in the summer to build up credit for the colder winter months.



# HOW CAN YOU REDUCE YOUR USAGE?

## Choose low-energy appliances

When it's time to replace your kitchen appliances, look for those which are energy efficient and are labelled as Energy Star Certified. This will go a long way towards saving energy and reducing your electricity bills. Always consider the efficiency rating (the AG colour scale), when you buy new electrical items. The ratings are designed to help you identify appliances that will cost you the least.

## Check your boiler efficiency

Modern central-heating boilers provide hot water more efficiently than older ones. They save energy and money by using less coal, oil or gas to power them. Homeowners and private tenants in the UK can apply for a grant to replace their old, inefficient gas boiler with a new boiler (rated A for energy efficiency), under the Energy Company Obligation (ECO) scheme.

## Use less energy with your appliances

Turn appliances off when you're not using them. Appliances left on standby still use energy. Or, use a standby saver mode, if your appliance has this. Avoid charging electrical goods such as your mobile phone unnecessarily and when you need a hot drink, only boil the kettle with the water you need.

## Only heat the water you need

Have you considered switching to a high-efficiency on-demand water heater? They only fire up when you use the hot tap. The water heats up quickly and then the heater stops burning fuel when demand for hot water stops. An added bonus is that they are really easy to maintain.

## Insulation

Draught proof around your front door and loft hatch. This not only prevents cold air from entering your home in the winter months, but also stops heated air escaping. You'll need less power to heat your home which will reduce your carbon footprint, and you'll save money at the same time.

## Make energy smart choices

Always fill up your washing machine, tumble dryer and dishwasher. One full load uses less energy than two half loads. Are you washing clothes at 60°C? Turn the dial down to 30°C - this reduces energy use by up to 40%.

## LED lighting

Lighting accounts for 7% of a typical household's energy bill, so cutting down on your use of electric lighting is one of the easiest ways to save money on your energy bills. Save by switching to LED light bulbs or fitted spotlights. LEDs use 90% less energy than traditional incandescent bulbs, they last a long time and they give out light instantly.

## Shop around and compare prices

Shop around for the best energy deal and switch your energy supplier if necessary. Use Ofgem's Go Energy Shopping guide and website to compare energy deals. They provide a simpler and clearer way to compare and switch, with four main tariffs for both electricity and gas.



**MONARCH PARTNERSHIP**  
*Utilities simplified*

[www.monarchpartnership.co.uk](http://www.monarchpartnership.co.uk)

# A day in the life of a

# Place Manager

My day begins the night before! By preparing my to do list and adjusting my alarm clock to suit my diary and any appointments, I know I am as prepared as I can be for what the day may bring.

One of the many perks of working from home means I skip the daily commute and take the 10 second stroll into my spare bedroom, or as I know it, my office. What has my to do list got in store today...



## List



Today



- ✓ Call No.23 of x Road and No.74 x Street to discuss their mutual exchange application, prepare the relevant paperwork and agree an exchange date.
- ✓ Check and respond to any emails and daily contacts.
- ✓ Speak to Ms M regarding her medical situation and the difficulties these present in the home. Make a referral to Occupational Therapy to support Ms M.
- ✓ Call Mr S to clarify their home improvements requests; liaise with our Business Support Unit to ensure the necessary paperwork is issued to Mr S prior to the works commencing to allow assessment of works and permission to be given.
- ✓ Estate Inspection in Wakefield:
  - Ensure all signage is present and correct.
  - Ensure the cleaning is of a good standard.
  - Ensure notice boards are relevant and up to date.
  - Ensure there are no unauthorised items in the internal common parts that could pose a health and safety or fire risk; arrange subsequent removal of these items where required.
  - Ensure all communal doors are in good condition and meet fire regulations; reporting any issues identified.
  - Reporting of any Defects and Repairs in common parts.
  - Test the smoke alarm (if applicable) and emergency lighting.
  - Check all external communal areas reporting repairs and fly tipping as required.
  - Check all garden and yard areas to ensure the garden is being kept in good condition whilst looking at properties to ensure there are no signs of neglect.

Upon my return to the office - follow up on any actions identified during inspection and contact customers where required.

The core purpose of these inspections is to ensure the homes we manage are safe and are being kept in a good condition. We are keen to ensure our communities are those to be proud of.

I aim to complete all items on my to-do list; however, urgent actions may crop up which take priority. At the end of the day, I begin my planning for the following, organising my diary and appointments accordingly, catching up on any mail from whilst I was delivering services in our neighbourhood.

**Lewis Flude, Place Manager,**  
**Places for People**



# Health and Safety Tips and Reminders



Check your smoke alarm regularly



Know your escape routes



Never leave lit candles unattended



Ensure cigarette butts are stubbed out and disposed of correctly



Never smoke in bed



Keep clothing away from heating appliances



Close all doors when you go to bed



Switch off and/or unplug electrical items when not being used



Keep communal areas free from personal items (including door mats, pushchairs, bikes etc.)



Don't overload electrical sockets



Never leave pans unattended when cooking



Ensure door and window keys are available to everyone in your home



Keep matches and lighters away from children.

## Colouring Competition Winners!

In our last Newsletter we ran a colouring and artwork competition for children under the age of 12. Thank you to everyone who took part, we received some fantastic entries. Congratulations to our winners:

- Phoebe, Age 4
- Maya, Age 5
- Scarlett, Age 4
- Asiya, Age 5
- Sophie, Age 11





# Tackling Anti-Social Behaviour

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

Anti-social behaviour and neighbourhood problems can have a negative impact on people's quality of life. It takes various forms, which might include noisy music and misbehaving youths to the more serious forms such as, harassment and threats of violence.

Sage, in Partnership with Places for People, are committed to tackling and investigating reports of Anti-Social behaviour from first point of contact, working with partnership agencies such as the Police and local communities to drive change and prevent future problems using early intervention. Places for People have a dedicated Tenancy Enforcement Team who manage these issues and support victims.



## Top Tip:

Diary sheets are a way to record and evidence any issues you may be experiencing (date, times, what happened, who was involved); we also recommend that you log any non-urgent incidents with the Police on 101 and take note of the crime reference number as this will assist with any investigations.



## Reporting Anti-Social Behaviour:

Telephone: **01772 667 002**  
(Monday – Friday 8am-8pm excluding bank holidays).

 Residents Portal: <https://myhome.sagehousing.co.uk>

## Useful contacts:

 **01772 666 214**

### Repairs:

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

### Rent enquiries:

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

### General enquiries:

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

### Complaints:

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

### Defects:

 [defects@sagehousing.co.uk](mailto:defects@sagehousing.co.uk)