

Aftercare Policy

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Author(s): Aftercare Team Leader

1. Our policy statement

- 1.1. At Sage Homes we strive to provide the best affordable homes with the best customer support. The energy efficiency and specification of our homes are designed to provide the best possible foundation for our customers. This is backed by the continuous pursuit of providing the best customer support, driven by empathy and the ambition to continually improve.
- 1.2. Whilst Sage aims to provide high quality homes for our customers to enjoy, it is common with newly built homes that issues arise from time to time. These issues are known as defects.
- 1.3. The Developers from which Sage acquires its new homes have obligations to correct Defects that arise within a defined period after the construction has been completed, known as the Defects Liability Period (DLP), and to rectify them within defined timescales according to the severity of the issue.
 - The DLP usually lasts for one or two years depending on the Development Agreement that we have with the Developer.
- 1.4. Where a defect presents an immediate damp, mould or excessive condensation risk to your health or safety, we will investigate within 24 hours for emergency hazards or within ten working days for significant hazards. If the investigation confirms the presence of an emergency hazard, we will begin safety work within 24 hours of the investigation concluding and within five working days for significant hazards.
- 1.5. We will provide a written summary of our findings within three working days of completing our investigation.
 - An emergency hazard poses an imminent and significant risk requiring action within 24 hours
 - A significant hazard poses a risk requiring urgent action but not immediate intervention.
- 1.6. If we cannot make your home safe within these timeframes, we will provide suitable alternative accommodation at no cost to you.
- 1.7. Where a defect that is not related to damp, mould or condensation is reported in a Sage home, we will instruct the Developer to resolve the issue within the timescales in our Development Agreement and with the least amount of disruption to customers. defects should be corrected no later than 30 days from being reported although this may be extended if there is a longer waiting time for materials.
- 1.8. We encourage you to raise defects through the My Sage Home Portal where you can provide all information about the issue, any relevant pictures, and details about your individual needs all in one place.
- 1.9. Customers can contact Sage to report a defect via:
 - [My Sage Home Portal](#)
 - Emergency defects – 020 8168 0500.
- 1.10. Aftercare will keep customers informed throughout the process with updates on progress from our Developers and Contractors.

- 1.11. Where an issue is not considered a defect, Aftercare will advise the customer accordingly.
- 1.12. At the end of the of the DLP, Aftercare will contact customers to arrange for an End of defects inspection, to review any reported defects that remain open and identify any further issues in need of correction. This does not apply to Lennel or Home Stepper units.
- 1.13. In applying this policy, customers' individual needs including any vulnerabilities and communication requirements will be assessed to identify any additional support or reasonable adjustments in line with our Helping You Access Our Services Policy.
- 1.14. We actively use feedback from customers who have experienced defects to improve our Aftercare services and inform policy updates, ensuring our approach addresses the real experiences and needs of our residents.
- 1.15. This policy has been developed in line with the following acts and standards:
 - Housing Health and Safety Rating System
 - Hazards in Social Housing (England) Regulations 2025 (Awaab's Law)
 - Social Housing (Regulation) Act 2023 and Consumer Standards
 - Housing Grants Construction and Regeneration Act 1999.

2. The scope of this policy

- 2.1. This applies to all new homes within the DLP for all our customers (regardless of tenure), through the DLP.
- 2.2. Damage caused by accidents, misuse or vandalism are not considered as defects or the responsibility of the Developer who built the property. Where the resident is a rental customer and the damage is a result of resident misuse rectification costs may be recharged to the resident. Shared owners are responsible for their own repairs should any damage or misuse occur.

3. Equality and diversity

- 3.1. Sage is committed to making sure all services are accessible to all our residents. Our staff will be trained to ensure they are communicating appropriately with our customers, and they have all relevant information.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read.

4. Delivery of this policy

4.1. This policy should be read alongside:

- Latent Defects Policy
- Damp, Mould, and Condensation Policy
- Repairs Policy
- Emergency Accommodation, Permanent and Temporary Moves Policy
- Helping You Access Our Services Policy.

4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided as necessary by Aftercare.

5. Policy review

5.1. We will review this policy at once least every three years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
- We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
2.2	Aftercare Director	Strategic review and update to corporate template	Aftercare Director	Sep 23	Office Management	Sep 26
2.7	Aftercare Director	Awaab's Law compliance	Leadership Team	Oct 25	Office Management	Oct 28